

Scaler Student Policy

***Disclaimer:** The following policies apply only to learners enrolling in Scaler courses.*

1. Access to Scaler resources

During your time with Scaler, you would have access to multiple people/ resources that help you learn better. Access policy may vary across those.

Following is the policy for each of those resources:

- **Class recordings / Recording of mentor sessions / Recording of TA sessions / Recording of masterclasses:** We guarantee access to all recordings till **6 months post completion** of your last mandatory class with Scaler (as part of the program you joined).
 - *Sub-note: When we say, you will have access to recordings for 6 months post completion of course, then that is our liability. If we are not able to fulfill, then we have not delivered on our promise. Chances are even post that, we will never remove access. We will only remove access if there is an unforeseen circumstance that happens (for example, we shut down for some reason). In that case (unless we file for bankruptcy or we have to shut down immediately for some reason), we will give you a **30 day notice** to download videos.*
- **Mentors:** You will have access to schedule 1:1 mentor session for career track for a total of 8 sessions. However, the access to schedule these sessions is not forever. All sessions not scheduled to happen till 3 month post completion of your last mandatory class with Scaler (as part of the program you joined) lapse. In other words, you cannot schedule any mentor session post the last mandatory class time + 3 months.
- **Mock Interviews through Experts:** You get a total of 12 mock interviews through experts. Similar to the 1:1 Career track mentor sessions, Expert mock interviews can only be taken till 3 months post completion of your last mandatory class. In other words, you cannot do any mock interview post the last mandatory class time + 3 months.
- **TA Support:** TA support is available to you throughout your Scaler journey even when you have paused your course. You can also seek help from community in Slack / Whatsapp groups and chances are that you will find help from peers / other learners (*Disclaimer: Scaler does not guarantee a response from other learners / peers*)
- **Community Groups:** You will continue to have access to the community groups created by Scaler forever (unless for some reason, the platforms themselves cease to exist - for example, if Slack shuts down / Whatsapp shuts down, then Scaler does not have any liability).
- **Assignments / Notes:** You will continue to have access to your assignments and notes taken during the Scaler course forever. In an unforeseen circumstance where Scaler might have to revoke access to this data, you will be given a 30 day notice to download all assignments you attempted, your code, and all notes you took.
- **Career opportunities:** Learners at Scaler are connected to relevant job opportunities through the following channels:

- Community groups where an alumni / peer / mentor / TA might post job opportunities and can connect you if there is relevance. This access stays with you **forever**.
- Recruiters discover you through the Scaler Talent portal. Every learner gets a free profile on Scaler Talent Portal which has exclusive access to a select set of recruiters in a select set of companies. If they find your profile interesting, they try to get in touch with you. This is also **forever** (Note that you can mark yourself as inactive / active on this portal post completion of program).
- Finally, there are a set of companies that Scaler might work with directly to help them hire. In such an engagement, there is an internal Scaler team that helps facilitate connections to hiring companies. Help from this channel is not available once you have completed 6 months post completion of your last mandatory class (as part of the program you enrolled in).

It is important to note that Scaler does not take any placement guarantee. More details in the placement policy document.

2. About Scaler Classroom :

All Scaler classes are scheduled on your dashboard. You can visit the dashboard at www.scaler.com/academy/mentee-dashboard

Classes are conducted on our inhouse tool “Drona”, If you are unable to join a class please trouble shoot using <https://content.interviewbit.com/drona/guides/cloud-proxy.mp4?>

Course Pause

Course Pause is where you can pause the course for a month or more and then resume live classes from where you left. During the course pause, you do not get access to Scaler led placements but you do have access to raise TA help and schedule mentor sessions- both 1:1 mentor sessions and Expert Mock Interviews.

We introduced the course pause feature to ensure that if you are struggling in personal life due to a spike in work pressure, you have time to catch up. That being said, we also realize that “course pause” is not great for learning outcomes.

When you are regular in classes and solving assignments, it’s easier to recall earlier concepts which might help with current classes and current assignments. In general, being regular creates a routine, and taking a break disrupts that. ***Taking too many course pauses is hence bad for learning and career outcomes.***

Our policy states that you can take a course pause for a maximum of 3 months in total and all future course pause requests are rejected unless there are extenuating circumstances. Following are the course pause policies which are currently being implemented:

- If you raise a course pause request and your total course pause (if course pause request is approved) is still less than or equal to 2 months, then your request gets approved instantly.
- You won’t be able to raise a course pause from the dashboard if your quota of 3 months is exhausted. In such cases, if you really require a course pause, you can connect with our Customer

support by sending us a mail on support@scaler.com. Based on the reason for your course pause request, your pause request may be accepted or denied one additional time.

- There would not be any additional extensions post 4 months of Course Pause is exhausted

Process to raise course pause request:

- Raise a request from your dashboard with the reason. You would be able to find this option on the top left of your learner dashboard.

You would be able to access all the lecture recordings upto six months from your last live lecture

3. Expert driven Evaluation

As a part of your learning journey, you would be able to opt for Expert Driven Evaluation. These evaluations would be tagged to specific modules of the program.

A total of 12 Expert Evaluations would be a part of your program. Some of these evaluations would be locked on to modules. You can use the unlocked sessions to reappear for any of the completed modules.

Expert Driven Evaluations would be accessible from the moment you complete your Intermediate modules. And would remain available until your program completes.

You would be able to take these sessions, irrespective of whether your course is paused or active, & upto three months post your last live lecture.

4. Mentor Sessions

As a part of your overall career development, Scaler also offers you 1:1 Interactive sessions. You can use these sessions for overall career guidance. Time management, Project / resume discussion. You can also take sessions with Mentors on post interview guidance.

A total of 8 Career track Mentor Sessions would be a part of your program. While taking a session you can select the agenda for the session and Select a mentor from all Available mentors at Scaler. You can also block a session with any mentor you have already connected with in the past .

You would be able to take these sessions, irrespective of whether your course is paused or active, & upto three months post your last live lecture.

5. Teaching Assistant (TA) led Doubt Resolution

As a part of your program, Scaler offers you TA led Doubt resolution. Teaching Assistants are expert Codes and Problem solvers. They are available everyday **between 12 Noon and 12 Midnight (IST)** to assist you on your Doubts.

There are two types of Help requests that you can raise.

a. Text Help Request

Use these when you need help in Code Debugging or Questions that require minimal explanation

b. Video Help Request

Use these when you need to understand Topics or Questions in detail

Our Teaching assistants would claim your request between their available hours and connect with over Text/Video Call.

6. Slack Community

All Scaler paid learners get access to the exclusive Scaler community which is currently hosted on Slack. (scaler-co.slack.com). Please note that the access to interact with the community is for lifelong, while the access to the third party platform may get restricted post course completion.

Community Guidelines :

<https://pointy-wednesday-9a7.notion.site/Scaler-Community-817686e37b114e24af2513e1ac5a1595>

7. Refund policy

Scaler allows for 100% refund of the amount paid if the refund request is raised within 14 days of the first class (Meet and Greet). You can find more details about the policy at

<https://www.scaler.com/terms#:~:text=or%20exchange%20rates-,Refund%20Policy,-A%20Customer%20may>.

If you are in the refund window and you'd like to opt for a refund, please follow the following steps:

- Step 1: Shoot an email to refund@scaler.com with your registration details. Please use your registered email to send the email. .
- Step 2: Post your email, our team will verify within 1 business working day if you were within the refund period or not according to policy.
- Step 3: If your request was within the refund period, we will reply to your mail with a form to fill. In parallel, our team will reach out to you within 2 business days to connect with you and understand in detail your concern and if there is any way we can help.
- Step 4: Post the call, if you still decide to proceed with the refund, we initiate your refund from the finance team. Refunds take 7-9 business working days to reflect in your account. Note that the loan cancellation is done via an external company that you took loan from. While we try our best to stick to timelines, their process might be slower than expected, which we unfortunately cannot control.