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## *Frequently Asked Questions*

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### **1. What is Bytewise Coding?**

We are Hong Kong's premier high-school oriented coding center, with coding expertise ranging from artificial intelligence (AI) to website development to data science.

We believe that coding and thus technology is the future, and that it is critical for students (or anyone, for that matter) to understand coding fundamental and be prepared for the future.

### **2. What programs or services does Bytewise offer?**

We offer a variety of programs, from 1-on-1 classes to group classes, tailored personal projects to industry-level capstone projects.

### **3. What is our teaching philosophy at Bytewise?**

We believe that coding is the language of the future, teaching fundamental logic, teamwork and communication to students, forming a fundamental component of their future.

We aim to engage students based on their existing interests like sports, arts or games, and integrate them with coding principles, allowing students to learn basic coding concepts and building innovative projects, while staying engaged through their initial interest.

### **4. What are our teachers qualifications?**

Our teachers are not just the most qualified coding teachers in Hong Kong, but some of the most experienced and capable software engineers anywhere.

Our founders are graduates of Carnegie Mellon University, and most of our teachers are from prestigious schools like Columbia, Cornell, Cambridge, with software experience working at tech firms such as Microsoft, Facebook, Redhat, Forbes and more.

We have a rigorous screening process to evaluate instructors on coding and teaching ability, and provide ongoing feedback and instruction to them throughout courses.

## **5. What are the ByteWise courses based on?**

Our courses are modeled on some of the most rigorous computer science classes at Carnegie Mellon University. We have applied our knowledge and experience to tailor these classes for high school students, ensuring a rewarding, enriching and fun learning experience.

## **6. Are classes online or in-person?**

Classes are available both online and in-person, depending on instructor and student availability. However, we do recommend that at least 40% of classes are delivered in-person, to ensure smooth content delivery for students.

## **7. How long do classes run for?**

With the exception of group classes, most of our class scheduling can be flexible and adjusted based on student and teacher availability.

Group classes are typically around 30 hours, to ensure ample time for students to digest and apply class material.

We do recommend against having long gaps between classes, to ensure students can recall and apply concepts from previous classes effectively.

## **8. When should my child start learning to code?**

We recommend that students start our classes at 12 years old, as our beginner course (Introduction to Python) requires a solid understanding of mathematics and simple algebra.

In certain situations, we may permit students as young as 9 years old to begin private classes, provided they are mature enough to adapt and apply new concepts.

We do not provide classes related to Scratch or other coding tools targeted for primary school students.

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# *Terms and Conditions*

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## Class Reservation

1. In the case of group classes or the capstone project, in order for us to ensure enrollment and schedule confirmation, students must settle class payment no less than 72 hours before the start of class.
2. In the case of 1-on-1 or private classes, payment will be settled after class, and payment must be made within 5 business days from issuing the invoice to prevent disruption to future class scheduling.
3. In the case of personal projects, payment schedule for each project will be outlined in the project overview shared with students prior to class starting.
4. Group classes and capstone projects are operated on a first-come first-served and confirmation by payment policy

## Class Payment

1. Students must complete payment for the full course schedule and timetable for group classes prior to the first class.
2. Class payment schedules for personal projects and capstone projects will be outlined in the project overview distributed to selected students.

## Class Cancellation

1. Only 1-on-1 or private classes are available for class cancellation. In such cases, parents shall notify ByteWise Coding no less than 36 hours in advance, or else the full price of the class will be charged and no refund or replacement class will be provided.
2. In the event of illness or a medical emergency, please notify ByteWise Coding as soon as possible. A doctors note shall be provided and the class will not be charged.
3. For group classes or the capstone project, if a student is unable to attend a class scheduled in-person, they may opt to attend the class online. If the student is unable to attend the class online, the class will be recorded and the student may watch it in their own time prior to the next class. There will be no refund provided for such cases.

4. In the case of bad weather, in-person classes will be moved to online classes. There will be no other bad weather arrangements.

## Refund Policy

1. Bytewise Coding does not provide refunds for classes which have been paid.
2. Students may not transfer payment for classes to another class or between students, regardless of their relation to each other.
3. In exceptional circumstances, and on a case-by-case basis, our management may allow the payment to be used as credit for a class starting within the next 4 months.

## Miscellaneous

1. Class teachers may be replaced without prior notice or warning to students at our discretion.
2. In the case of any dispute, Bytewise Coding reserves the right to make any final decision.