KAWOTEK ACADEMY

OUR SERVICES

1. Online Teaching
2. One to One Teaching (Single Session)

* Book A Teacher
* Request A Teacher

1. One to One Teaching (Multi Session)

* Book A Lesson

1. One to Many (Single or Multi Session)

* Book A Training

1. Online Courses (Self Paced Courses)

* Purchase Video on Demand (VOD)

1. Online Classes (Group Classes) (Two to Many Multi Session)

* Book A Class

1. Online School (Full Fledged Online School)

**Introduction**

The creation of the online academy is to help deepen the existence of e-learning in Africa generally and also to assist students who might be struggling in classes and also to focus on course/subjects that are not well thought in schools with focus on career and skill development.

The academy will operate based on the three online learning models of using

1. Liveclass
2. Instructor Led Courses (Self Paced Learning)
3. Blended Learning (Combination of both the Liveclass and self paced learning)

We will start with the real time liveclass (online teaching) which will make extensive use of live video sessions using Agora for our real time voice and video engagement.

The services will be broken down into six phases

**PHASE 1**

**Online Teaching**:

This service affords learners/students to have one on one interaction with the teacher/instructor and a student could book for a single or multiple hourly schedule under any teacher. Under this category we will have two variants; Book A Teacher or Request a Teacher.

1. **Book A Teacher**

This service enables student to search for a teacher in the teacher’s directory. And one student could book from 1 session and above.

The teachers will specify range of bookings that would attract discount for learners, the essence is such that teacher’s could get more slot from each student. The teachers could be able to set price for slots, as seen in a sample price below

1 slot #2,000/hr

2 – 5 slots #1800/hr

6 – 10 slots #1500/hr

1. **Request A Teacher**

This service is available to the students who do not want to undergo the rigor of searching for a teacher, it is a job order that would be created by the student requesting for any interested teacher who is willing to teach him/her, all the specified points raised in the job order. Once a student made a request and send it, it will be available in the job page where teachers could search for available jobs and bid for it by sending reply to any job he/she is interested in undertaking.

The teacher’s summary profile and profile link (which when clicked should open in a new tab) will be sent alongside the response and other details as the teacher finds relevant to convince the student. Once the student click on Accept Offer from the pools of responses from any of the teacher, they will be able to proceed into cart where they could be able to set the number of session and thereafter proceed into completing the transaction.

The workflow for the book a teacher or request a teacher is as below

* **BOOK A TEACHER**

1. One on One teaching, a tutor to a student
2. To book a teacher, a student could either
3. Search, pick and book a teacher, or
4. Request for the service of a teacher. All the student’s requests could be found under the “FIND TEACHING JOBS” page on the website.
5. The student could click on each of the summary profile displayed in the teacher’s page to find out more details about the teacher and that will take the student to the teacher’s full profile page.
6. If the student is satisfied with a teacher, he/she can then book one or more slot depending on the need.
7. Once the student click on book a slot, the student will be taken to the payment page where the student could schedule the number of slot required in the available hourly schedule of the teacher
8. Once the schedule is set the payment reflects the number of hours booked and other relevant charges.
9. The student can now proceed to make payment through all the payment channels that are available.
10. Whenever a student book a teacher, the booking will be available in the cart for a specified period of time (15 mins), in which the student is expected to fully purchase the course, else the booking becomes expired and the process needs to be initiated again.
11. Once a teacher is booked, the tutor should not or is not expected to reject the booking else the rejection would attract a penalty fee.
12. There would be a feature called “**Book Teacher Instantly**” that will be integrated which could let students book for a teacher instantly for those that requires instant assistance. Any interested teacher could opt for this optional feature. The concept works on the premise that some students needs help or instant teaching within the next few hours and if there are any teacher that have signified interest to offer such service, the students could easily book and within few hours, the teaching would have been concluded.
13. So once a teacher has been booked instantly, the time is no longer available to be booked for other students
14. Points for consideration

The option in which case a student is currently booking the teacher either Instantly and normally, so that there will be no collision.

For teachers who opted for Instant booking, they will need to opt for faster means of keeping them informed when there is a pending job. They will choose options of communication (Whatsapp or SMS) that could help them get to respond faster, when signing up for Instant Booking.

1. For normal booking, the standard time for tutors/teachers to respond will be between 0 – 12 hours, after which the contract is expired.
2. The sessions would be
3. 1 Session
4. 2 – 5 Sessions
5. 6 – 10 Sessions
6. Above 10 Sessions
7. The students would always be notified to book ahead of their session at least, a minimum of 24 hours before the commencement of the tutoring. This will allow for the tutor to either accept or reject the offer. The stipulated time for the tutor to accept or reject the offer is 12 hours.
8. If the offer is accepted, the tutor and the student gets a notification concerning the booking and other details
9. If the offer is rejected, both of them will still get the notification. Additionally, the student would be informed about the option of booking another tutor, in order to meet up with their tutoring need or in the last case scenario they could get a refund.
10. Once the teaching is completed, the student have the option to give feedback about the session and also rate and pass review for the teacher to help in the teacher’s rating and in any case that there is a dispute that arises, the dispute mechanism will instantly be effected for amicable resolution that favors all parties involved.
11. If there are no issue, all calculations will be made and the teacher’s account is instantly credited.
12. Payment will be made twice weekly for a start and will be reviewed with time.

* **REQUEST A TEACHER**

In the Teacher’s Directory, there will be a button that could allow the students to request for teacher instead of searching by themselves. Also it could be accessed as a sub menu under the Online Teaching main Tab.

1. To request for a teacher, a student would click on the Request A Teacher button and the student could select the category, sub-category and the topic that he is interested.
2. If the main category and the sub-category of the topic is not available the student could contact the admin to create the category. However, if the category is available and the topic is not available the student could create the topic by Adding it on the site.
3. Once the topic is created, then the student could pick the topic and under the further details box, the student will be able to input specific things that he/she want the teacher to be able to cover in the Online Teaching.
4. Once the student is through, the student could submit the teaching job which will appear under the Teaching Jobs page.
5. Interested teachers could apply for the job right there in the Teaching Jobs page by clicking on Apply, before the acceptance is sent by the form, the teachers could add other detailed information that could make the student to accept the teacher as the preferred option.
6. Once the form is finally sent, the student could now view all the teachers that applied and choose one of them, by clicking on Accept and the student also have the option to view the full profile page of the teacher before finally accepting the teacher.
7. The response that the student received from each interested teacher will comprise of the teacher’s name, topics he is teaching, a brief profile summary of the teacher, the rating and reviews, hourly rate and other necessary details that could help the student to make informed decision.
8. Once the student accept a teacher by clicking on Accept, then the student will be taken to the Payment page and follow the normal procedure for payment in “Book A Teacher”