

FAQs

Q: What am I paying for?

A: The students pay tuition to be enrolled in the Kumon program and not just to receive worksheets. Enrollment in Kumon means:

- reserving a spot for each student with the centre as per the chosen time slot, regardless of absences or missed classes
- access to the knowledge and expertise of a well-trained, certified and licenced instructor
- an individualized study plan to suit the student's abilities and the family schedule
- completion and submission of daily homework in the form of worksheets, with accurate time recording
- evaluation and observation at centre
- assistance with questions and new concepts as needed
- assisting the student with the development of good study habits and independent learning skills
- oral and written evaluations at the end of every level
- use of supplemental material to support understanding as needed

Q: What is my obligation as a parent?

A: Parent support is crucial to a student's success in Kumon. Kumon parents support Centre efforts by upholding the policies to the guidelines of centre; training student to be responsible, organized and neat with their Kumon worksheets and supplies; marking student's work at home daily; praising the student's successes and support them when the work is hard; supporting the framework, policies and guidelines of Kumon and the centre and communicating with the instructor and staff as needed.

Q: Will Kumon replicate my child's school curriculum?

A: Kumon is meant to supplement your child's school curriculum, not replace it. Our unique curriculum begins at the preschool level and progresses through high school level material. It is designed so that students can move as quickly as possible through the materials while building independence and self-learning skills. Whether it is for catch up, enrichment or reinforcement, Kumon will help your child become a better learner while mastering essential math and reading skills.

Q: How does my child's Kumon relate to what they are doing in school?

A: Kumon has its own separate curriculum. The overlap between Kumon and the school curriculum increases the higher the Kumon study level. In all cases, the skills that your child acquires by doing Kumon will be invaluable at school. Also, in the long run, the student will have the solid foundation that enables them to tackle any school subject with ease and confidence.

Q: How long will it take for my child to catch up to grade level?

A: Kumon is an individualized program that differs from tutoring services, which provide short term boosts in performance or a "quick fix." Our short term goal is to have all students reach grade level within twelve months. Some students may take longer but some may achieve that goal more quickly. Our long term goal is for the students to complete the program. The long term effects of completing the program will benefit children beyond high school and into their university careers.

Q: Why isn't my child progressing faster with Kumon?

A: When students first begin Kumon, there is often a very quick pace of advancement. Eventually, every child will advance to a point where he or she will need more time to master challenging material. Until a child completely masters a skill, we don't want them moving forward into anything unfamiliar, as the material in the subsequent levels will gradually become more difficult. By succeeding early and without constant intervention, Kumon students gain the motivation to set their own goals and tackle the advanced levels.

Q: Is Kumon only for children not doing well in school?

A: No. The Kumon program can be used as a remedial (for kids having a hard time at school) or an enrichment (they need to be challenged beyond their school level) or a revision (to make sure they do not forget) tool. It is common for students to start as remedial and then go on to be advanced students on the Kumon Advanced Student Honour Roll.

Q: What kind of payments do you accept?

A: We only accept payment via Pre-Authorized Online Payment using a chequing account or Visa. We do not accept tuition payment in cash, MasterCard or American Express. A standard form will be provided at the time of registration.

Q: If I enroll more than one child or for more than one subject, do I get a discount?

A: No. The Kumon tuition is significantly lower than other tutoring options on the market. Also, Kumon charges the instructor a fixed fee per student regardless of number of subjects or siblings enrolled. Discounts based on length of commitment to the program are available.

Q: Can I break my one-year contract?

A: Fulfilling the commitment is expected and termination fees will otherwise apply. We always advise parents to give Kumon enrolment careful thought and consideration prior to registration. If the family chooses to end Kumon enrolment prior to the completion of the first year, any owing amounts will be added to the last month's tuition without dispute.

Q: Can I take a break?

A: Yes, you can, after the first year of enrolment. Long breaks without work mean that knowledge will be lost. Kumon dictates a maximum of one calendar month in any calendar year without work or tuition payment. Partial and rolling months are not allowed. Breaks in two calendar years cannot be adjacent. Notice requirements apply.

Q: What if we go on holiday?

A: Going on holiday is a normal family activity. The majority of our students take their work with them. It all fits nicely in their compact and handy Kumon pouch. If you have completed your first year of enrolment and do not wish to take work with you, then please refer to the previous question for more information. Modified holiday work plans are possible. A meeting with the instructor is needed to get holiday plans finalized.

Q: Can I change Kumon centres?

A: Yes, but only after completion of the first year of enrolment or due to grave compelling circumstances. In all cases, you must abide by the centre's policies and notice requirements. Only current students may request a transfer.

Note that each Kumon centre is an independent legal and financial entity. Tuition and/or fees cannot be transferred between centres. Each centre has its own policies and notice requirements, which the parents and students are required to respect. Refer to tuition policies for details on fees.

Q: Who plans work and/or tests for students?

A: The instructor. She has the full understanding of the Kumon curriculum, the goals of each level, the skills required in every learning block, and what it takes to progress successfully within the Kumon program. Feedback from parents and students will be taken into consideration, but the final planning decision always rests with the instructor.

Q: How does Kumon differ from tutoring?

A: Tutoring is usually a one on one process with the goal of catching up to grade level by a certain deadline. Kumon has its own curriculum that has been researched and tested for over 50 years. Students enroll in Kumon and start at a level that is very easy for them in order to: fill any pre-existing learning gaps, build confidence in their ability to achieve and excel as well as get the student and the family used to the routine of doing Kumon. Students, then, advance in small incremental steps when they are ready. There is no ceiling to how advanced they can become.

Q: How often does my child have to be at the centre and for how long?

A: Optimally, the student is at the centre regularly twice a week with 30 minutes per subject. Regular centre attendance and homework completion/submission are essential for the student to progress. Not working in class or not returning homework will affect progress.

Q: How many pages of homework does my child have to do?

A: There is no set number of pages. For every student, the Kumon instructor creates an individualized plan that suits the family circumstances, schedule and ability of that student. As the student progresses through the program or things change, the plan is adjusted accordingly. As long as the student is doing the assigned daily work, they should progress according to plan.

Q: Is it OK for my child to be ahead of his/her class?

A: Of course it is. That is often the case with Kumon students. That only means that school Math and English are easier for them to do. They will also have more time to dedicate to other subjects.

Q: Can my child use the calculator do his Kumon Math?

A: No. It is extremely important for the students to build their mental calculation ability and exercise their long-term memory. Use of calculators is not allowed in Kumon, at centre or at home, regardless of Kumon level.

Q: Can my child use the dictionary do his Kumon English?

A: Yes. It is extremely important for the students to learn how to use the dictionary properly. It is recommended that parents keep a good dictionary and thesaurus at home for the student to use when encountering new words. They need to learn the words, but they cannot use the dictionary during tests.

Q: What age groups does your centre accept?

A: We accept children of all ages between 3 and 16. The younger they start, the more they will get out of it and the further they will progress.

Q: Will the Centre provide supplies to my child?

A: The centre will provide all worksheets and supplemental study materials. The Centre also hands out a starter kit containing the necessary office supplies to all new students at enrolment (details in "Starting Kumon"). When the supplies run out, it is the family's responsibility to ensure that the student comes to centre with all supplies needed to do their work in class. See previous sections for costs associated with coming to centre unprepared.

Q: What kind of payments do you accept?

A: Tuition is due in advance and is processed per calendar month. The 25th of every month is our processing day. We process all payments electronically. There is no cash, debit or credit processing machine at the centre. Two forms of payments are accepted: a void cheque or a Visa credit card. Credit card cheques, MasterCard or Amex cards are not accepted. Timely payments are always required for smooth progress. Unpaid tuition equals no work. Changes in payment information require a calendar month's advance notice, due to Kumon's strict accounting cycle.