

Frequently Asked Questions (FAQs)

UpLead Tutoring Services

1. What subjects do you offer tutoring in?

We offer tutoring in a wide range of subjects, including Mathematics, English, Sciences, Accounting, Business Studies, Economics, and more. We also support study skills, exam preparation, and assignment guidance.

2. Do you tutor all grade levels?

Yes. We support learners from primary school through high school, and in some cases university-level subjects depending on tutor availability.

3. Are your tutors qualified?

All tutors are vetted, experienced, and trained in our teaching approach. Many hold degrees or professional qualifications in their subject areas.

4. How do online tutoring sessions work?

Sessions are conducted via secure platforms such as Zoom, Google Meet, or Microsoft Teams. Students receive a meeting link and join from any device.

5. Do you offer in-person tutoring?

If applicable, yes—sessions can take place at your home, a public study space, or another agreed location. (If not applicable, simply remove this line.)

6. How long is each session?

Sessions typically run for 60 minutes, but we offer 45-, 90-, and 120-minute options depending on the student's needs.

7. How often should my child attend tutoring?

Most students benefit from 1–2 sessions per week, but we tailor the schedule based on academic goals and learning pace.

8. How do payments work?

Payments can be made via EFT, debit order, or online payment platforms. Invoices are issued monthly or per package, depending on your plan.

9. What is your cancellation policy?

We require at least 24 hours' notice for cancellations. Sessions cancelled late may be charged in full.

10. Do you offer refunds?

Refunds depend on the package purchased and the circumstances. We aim to be fair and transparent—please contact us to discuss your situation.

11. How do you track student progress?

Tutors provide regular feedback, progress reports, and recommendations. Parents can request updates at any time.

12. Do you provide homework help?

Yes. Tutors can assist with homework, test preparation, assignments, and general study support.

13. Can you help with exam preparation?

Absolutely. We offer targeted revision sessions, past paper practice, and exam strategy coaching.

14. How do you protect student information?

We comply with POPIA and follow strict data protection practices. Personal information is stored securely and never shared without consent.

15. Are online sessions recorded?

Only if requested and agreed upon by parents/guardians. Recordings are stored securely and used solely for educational purposes.

16. How do I sign up?

You can register via our website, WhatsApp, email, or by calling us directly. We'll schedule an assessment and match you with the right tutor.

17. Do you offer a trial session?

Yes, we offer a discounted or free introductory session so you can experience our teaching style before committing.

18. How quickly can we start?

Most students can begin within 2–5 days, depending on tutor availability and subject requirements.

UpLead's Additional Academic Services: Research Assistance and Curriculum-as-a-Service (CaaS)

19. What does your research assistance service include?

We support students with understanding research concepts, structuring assignments, refining research questions, conducting literature reviews, and improving academic writing. Our role is to guide—not to complete work on behalf of the student.

20. Do you write assignments or projects for students?

No. We uphold strict academic integrity. We provide guidance, feedback, and coaching to help students produce their own original work.

21. Who is this service suitable for?

High school learners, university students, and adult learners who need support with academic projects, proposals, essays, or research-based tasks.

22. Can you help with referencing and citations?

Yes. We assist with understanding and applying referencing styles such as APA, Harvard, MLA, and Chicago.

23. Do you help with data analysis?

We can guide students on how to approach data analysis, understand methods, and interpret results. However, we do not perform full statistical analyses on behalf of students.

24. How are research assistance sessions conducted?

Sessions are offered online or in person. Students can share drafts, outlines, or questions, and the tutor provides structured feedback and coaching.

25. What is Curriculum-as-a-Service?

CaaS is a tailored academic solution where we design, develop, and deliver curriculum materials for schools, organisations, or learning programmes. This includes lesson plans, assessments, learning resources, and teaching guides.

26. Who can benefit from CaaS?

Schools, NGOs, after-school programmes, corporate training departments, and educational start-ups that need high-quality curriculum support.

27. Do you follow CAPS, IEB, or custom frameworks?

We can design curriculum aligned to CAPS, IEB, international standards, or fully customised frameworks depending on the client's needs.

28. What types of curriculum materials do you create?

We develop:

- Lesson plans
- Workbooks and worksheets
- Assessments and rubrics
- Teacher guides
- Learning pathways and progression maps
- Digital learning content

29. Can you update or improve an existing curriculum?

Yes. We review, refine, and modernise existing curriculum materials to improve alignment, clarity, and learning outcomes.

30. How long does curriculum development take?

Timelines depend on the scope. Small modules may take 1–2 weeks, while full programmes may require several months.

31. Do you offer ongoing curriculum support?

Yes. We provide continuous updates, teacher training, and quality assurance as part of our CaaS packages.

32. How are these services priced?

Pricing depends on the complexity and scope of the project. Research assistance is usually session-based, while CaaS is project- or retainer-based.

33. Do you offer consultations before starting?

Yes. We offer a discovery session to understand your needs and recommend the best approach.

34. How do you ensure academic integrity?

We follow strict ethical guidelines. Our role is to support learning, not to produce academic work on behalf of students.

35. Are your curriculum developers qualified?

Yes. Our team includes experienced educators, subject specialists, and curriculum designers with strong academic and industry backgrounds.