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FAQ – We have tried to answer the most common questions here. If you have any more questions feel free to call us on 6726 3565.

A) Why Us?

Why should I choose Kore Infotech for my learning needs?

1. Well, simply because we are totally committed to your learning goals. We spend considerable time in understanding the needs of each student. Before you enroll for a course, our career counselor will have a detailed discussion with you about why you wish to learn a particular course?

He will share with you the market demand for this skill set and advise you if this is the right career direction for you.

We spend almost an hour with you even before you have joined any course just to make sure you are on the right career path. Sounds too good, to be true? Talk to us to find out.

2. Our model offers 95% hands-on training, we keep theory classes to a minimum. Each student gets a laptop and you are working on tasks from the first class itself.
3. We have customized each course to encompass topics that you will need on the job, to make our training job-oriented. This means we don't cover bookish knowledge and basic commands; rather we focus more than 60% of our time on how to apply this knowledge.
4. We have a task based approach and not a topic based approach, because on the job you need to achieve tasks in a given duration. Nobody cares how many commands you know and which top institute you have got your training from.

All that your employer cares is can you do the task at hand and how fast.

5. We are the only institute in Singapore who offer FREE after training support. Once you finish your course, if you have queries / doubts about the topic or are stuck on the job, you can always write back to our trainer and he will gladly help you through for FREE.

Try finding another institute who can offer this level of commitment. Even institutes, who charge you S\$ 4000 per course, don't offer such levels of commitment.

6. Why would we pay our trainer to help you for free after you have finished your course? This is because we want to absolutely guarantee that our student is not left alone in a new topic and has US as a helping hand whenever he needs. Do you think you will recommend your friends to us, if they have training needs, because we went all the way to help you? We are very sure you will. 😊
7. We offer flexibility in course timings, schedule and the methodology of how we run our courses. We don't force you to adhere to our "standard" whether it suits you or not, like other training institutes.

B) Do you offer **Corporate Training**? How do I enroll my Staff?

Yes, we do offer corporate training with the same benefits as regular training. We offer Weekend and Weekday batches for corporate training to suit organizations flexibility and budget. Call us on 6726 3565 to find out more or drop us an email by filling out the form on website and our course counselor will revert back to you within 24 hours.

We have completed more than 30 corporate trainings in 2011 alone.

C) Our Achievements

1. We have completed more than 200 students in last 3 years and have more than 25 courses on our list. This growth would not have come if students wouldn't "love" the way we do training. We have completed more than 30 corporate trainings in last year.
2. We have 40% repeat customers and another 40% referrals from X-Students. This is a fantastic ratio and speaks about our quality of training and the fun students have learning with us. This is what keeps them coming back for more.
3. We have not had a 'single student' who completes the course and is not happy with our methodology of training or course contents.
4. We have had good feedback from our past students and adapted our training to incorporate all the good stuff. We believe in continuous improvement.

D) What is the Special Skill-Set Training that you offer? I have not seen this before with anybody?

We have realized that for jobs in IT, there are certain skill sets that are required which demand use of multiple technologies.

Hence we are the first and only institute to launch skill set based training, wherein we realize that for a certain job it needs 3 or more skill sets and we offer a bundle package for our students to learn only what is required from each, to prepare for the job.

This way the student saves time and money by learning exactly what is required for his skill set. Talk to us to find out more on this.

E) Do you offer Fast-Track Courses?

Yes, we do offer fast track trainings on certain topics, but because the course fees is almost half of that of normal course fees, we need a minimum strength of classroom to operate fast track courses.

Generally our fast track trainings are for those students who take skill set based training. Talk to us to find out more.

F) How do I Register? How can I Pay? Do you accept Credit Card / Installment Plan?

Call us on 6726 3565 or drop us an email by filling out the form on website with your contact details for our Course Counselor to get in touch with you at your convenient time.

He will then arrange a meeting with you at the institute for counseling and registration. Simply register for the course you are interested and decide your schedule to start the course.

You can pay us in Cash, Cheque or direct bank transfer. Payments have to be made at least 2 weeks before starting your course.

We do offer installment payment plans for certain courses / course bundles. Talk to our counselor to find out when you come down for a meeting.

G) What if I don't want to join your batch and learn a course quickly? Do you do 1-to-1 trainings?

For certain students they have challenges on job and need to learn certain skill set quickly and need to start immediately. They can't wait for our next batch schedule.

We do entertain such queries and start batches for such cases; however the students have to pay slightly extra for 1-to-1 classes or if they demand to start a special batch quickly.

H) What is the guarantee I will learn the subject well?

1. We are not interested in your money, if you don't learn well. Try finding another institute with similar vision.
 2. We put a great deal of attention on every step of learning to ensure that you learn well as the class progresses.
 3. We bring in flexibility in the class to stop the class if the students are tired and want to stop for the day. We take adequate breaks to ensure optimum learning.
 4. Our trainers are not only subject experts, they have years of teaching experience to find out what is the challenge each student has in the learning process and we take the extra effort to address those challenges.
 5. We have a very good mix of theory and exercises to keep the subject alive. Our classes don't continue if you are 'sleeping'.
 6. We run the students through rigorous exercises; we make their life so difficult at the institute doing the tough work that their life on the job becomes easy. We prefer you 'fail' doing stuff at the institute rather than you 'fail' doing stuff on the job.
- I) Can I come back for extra practice to the institute for using the lab?
1. We work with our students to help them setup the software / systems at their home for which ever topic you join. This ensures you can comfortably practice from your home and save yourself time/money/effort to commute to the institute.
 2. Can I bring my own laptop for the course, since I would prefer that?
You are free to bring your laptop, if you wish to during the course.
- J) What if I am a college / diploma student and need your help with my project?
You are welcome to discuss your project with us. We have helped many college students with the Dotnet or Java or C/C++ projects in Singapore. We even run trainings on these topics specially geared towards students training curriculum.
- K) Do you offer customized curriculum?
Yes, we do offer customized curriculum, especially for students, where in they come to us with topics that they want to learn.
- L) What if I have no background in programming, can I still join your programming courses?
Your other students in the batch may have prior programming experience and may not suit my pace well?
We combine students into batches carefully looking at their background so that the learning pace is suited. We have handled such challenges in the past. Talk to us and we can share with you how we can work it out for your case.

M) Do you offer Project Work, after training is completed?

We offer certain courses with Project Work, which means after you finish your training, you can join us to do a huge commercial level project. This gives you excellent experience on working on a large project and also boosts your confidence that you can build solutions based on your knowledge. Our trainer will work with you on every step of the project to guide you with 'best practices', 'tips of the trade', 'how to quickly achieve tasks' etc.

We have found that students who take project work, gain very good confidence and can even put the project on their CV, to share their work with the employers.

This also helps those, who are returning to the work force after a long break and want to gain confidence in the new skill that they have learnt. It helps to refresh their knowledge coupled with accomplishing hands on project work.

N) Do you offer any Job Placements, after training?

Well, while other institutes may offer you a job-guarantee after training, we make no false promises, because we value your trust with us.

We don't offer any job placement guarantee, however at Kore Infotech we do run a IT placement services agency for our corporate clients.

If any of our clients have needs which our student's can match well, by all means we give priority placement assistance to our students. However this depends on the needs of our clients as and when they arrive.

This is why we recommend all our students to keep their CV updated with us so that we can add it to our database and contact them for any job openings that may come.

O) Do you give any Job Placement Assistance?

Yes, we are very interested for our students to secure jobs in the IT market. Hence we try our best to provide them full assistance for their job hunt.

We even offer 'paid services' for job assistance, for eg:

- a) CV writing assistance

- b) Seminar on Soft Skills required for attending and passing interviews.
- c) Seminar on How to confidently pass interviews?
- d) Mailing list of Job Placement Agencies / Consultants in Singapore.

Talk to us to find out more.

P) Do you offer any Online Training?

Yes, we offer 100% Instructor led Online Classroom sessions for some courses. Many of our students take a mix of classroom and online sessions as per their needs. However, at the moment we don't offer any online videos for training.

Q) Do you offer any Free Training / Seminars?

Yes, we offer a bunch of Free Seminars, wherein the students can bring in their friends also for free. This is to keep our students abreast of latest in technology trends and updated on current topics.

R) Do you offer any Paid Project Work after training?

Although we are not a IT Software company, sometimes we do get paid project work from our clients since they trust our services. We then offer such project work to our students along with our trainers to do. We even pay our students for such work. However our trainers who are senior consultants in their area, run through all such work to ensure we are delivering high quality work to our clients.

S) Do you offer any discounts, if I take multiple courses?

Yes, even though our course fees are one of the most competitive in the market, we offer huge discounts for students who take multiple courses with us.

We pride ourselves to be the most economical in Singapore for the quality we deliver. In that sense we have the 'best price to performance ratio', even big companies can't beat us on this.

T) How can I Save Money learning with Kore Infotech?

If a student wants to make a career in a certain skill set, it is advisable that he discusses this with our course counselor before he starts any course. We can then plan his career path and the courses he needs to learn for it.

In this way when he signs up for multiple courses, we are able to offer them good discounts, because it also helps us to plan our future batches better.

We can almost guarantee we can provide the cheapest training as compared to any other institute in Singapore, when planned in this manner.

U) I want to learn a given course, but can't find it on your website?

We are launching new courses every couple of months, so if you can't find a course on our website, please write to us by filling out the form on website and we shall work on it to see if we can launch this course. However due to certain software being very expensive, we have to measure the demand for such courses, whether it makes sense for us to invest in it.

Please bookmark our website www.koreinfotech.com and keep checking once in a while to see if we have launched any new courses.

V) What if after joining a course, I suddenly have an emergency to attend to and can't continue the course?

We have a large pool of students who are not local and they face emergencies like family, pregnancy, job relocations etc and have to go back to their/other country in middle of the course etc.

Since we are interested to work with our students to accomplish their goals, we offer solutions to such problems, if they arise. Although other institutes will tell you that in such cases they can't help at all, talk to us and we can share solutions with you for such issues, if they arise.

W) Do you offer any funding support like CITREP / SDF?

At the moment we do not support any grants / funding. We might offer grants / funding support from mid – 2012 onwards.

X) What if I am not satisfied with the training quality?

1. Most of our students are over-whelmed with the knowledge they learn in the course.
2. Many of our students realize after joining the course that the real limitation to their learning is they themselves either because they couldn't practice enough or they didn't do the assignments given to them or simply didn't put enough time to learning because of their other commitments.
3. What if I realize after joining that I have probably joined the wrong course and it's not for me?

Talk to us to find out what other course you may continue to learn that would suit your need better and we would happily switch you to the other course. We would also use your left over money to fund for the other course.

Y) What if I am totally not satisfied with the training quality / methodology? Can I ask for a refund of course fees? Do you offer any Money Back Policy?

Due to the nature of our business, it's a service oriented business and not a product oriented business, it makes it extremely difficult for us to offer a 100% Money Back Policy, although we would love to do the same.

If you do find yourself totally not satisfied with the training, talk to our course counselor to find out what options you have to get your money refunded. We would try our best to refund your money, since we don't believe in charging people if they are not happy and satisfied with the training quality.

We want to strictly protect ourselves from any abuse at the same time we do not want our customer's to pay us money, if they are not satisfied with our service.

Although please take note that you will have to give us good reasons of why you don't want to continue the course and what exactly you didn't like.

It is at the sole discretion of 'Kore Infotech Pte Ltd' to offer you a refund of your course fees.

Try finding another training institute in Singapore who goes this far to guarantee their customer delight.

Call Us – 6726 3565 NOW!

Experience the unique methodology of IT Training with Kore Infotech