When students request academic counseling, either by walk-ins, by appointment, or by referral, please follow the listed steps:

**STEP - 1 CONSULTING PROCEDURE**

**The office Executive** will consult with the students regarding their choices/preferences and collect the basic details from them.

**STEP - 2 COURSE EXPLAINING PROCEDURE**

**The Performance and Culture Trainer** will be explaining the course details,

1. Who can do the course?
2. What are the benefits of doing the course?
3. Why choose Carifer Academy?
4. What is the duration of the course?
5. What is the fee structure?
6. How many installments we can pay?
7. What are the discounts available?
8. What are the criteria to meet job opportunities?
9. When will you get the certification of completion?

**STEP - 3 REGISTRATION PROCEDURE**

1. Once the student shows interest in joining the course, we follow up on the registration process.
2. Here we use official mail for communication with the students and we follow up on the process in the same mail.
3. The student must register for the course, either online or offline.
4. Check the details in the registration form are appropriate.
5. All this process should be carried out by the **Performance and Culture Trainer.**
6. After the registration process, the student must sign a declaration form that includes the term and conditions regarding the training program which is highly important.

**STEP - 4 PAYMENT PROCEDURE**

1. Any payment process done for Carifer academy should be via mail.
2. If the student pays the fee offline, it should be followed up by **The Branch Manager**, and the amount should be handed over to **Executive Director**.
3. If the payment is done, it should be mailed to **The Accounts** **department** and **The Director,** as well.
4. On every payment process, check and update the status to the sender respectively.
5. Always check for the approval done by the concerned person.

**STEP - 5 PROCEDURE BEFORE JOINING**

1. Send a Welcome E-mail with a confirmed date/ time/ venue and a google map link of the venue
2. Mention the pending fee amount (if any) in the email with a due date.
3. Share the Academy Rules and Regulations via E-mail.

**STEP - 6 PROCEDURE AFTER JOINING**

1. The first class will be an induction class, where we need to share the details of the company and the explaining about it.
2. This induction class will be carried out by Prabhu.
3. Next will be sharing the rules and regulations that are applied to the students and should ensure everyone are aware of them.
4. Followed by a discussion of the syllabus we follow.
5. A mail communication on the dates of the payment pending and the dates of the classes scheduled should be shared a week before the next class.