

FAQs

Application

- ❖ **Can I sign up for a course at the counter or by telephone?**
 - Application can only be made through our website. We do not accept applications by mail, telephone, fax, email or hand delivery.

Courses

- ❖ **The course I want to take is already full. Can I still enroll in it anyway?**
 - Courses are limited to a fixed number of students. Applications are no longer accepted after the quota is filled. To be on a waiting list, please fill in a form that is provided separately from the application form.
- ❖ **What is needed to attend online classes?**
 - You need a digital device with a webcam and microphone, or that can be attached to a webcam and microphone, and a stable Internet connection. For details, please refer to "Preparing a system environment" in *Preparing for Online Classes*.
- ❖ **How do online classes work?**
 - You access the Internet with a digital device, such as a PC or a tablet, and attend the class at home. Real-time classes are held on the scheduled days. You can attend the classes at home without actually going to school.
- ❖ **I don't use a PC very often, so I am not sure about taking online classes.**
 - Online classes are easy to take. For details, please refer to the guide on the website and the course descriptions.
- ❖ **Can I attend an online class without a webcam?**
 - We recommend you use a PC with a built-in camera and microphone, as that will make it easy for you to communicate with the teachers and other students in the class. Basically, you attend a class with your webcam turned on. When you log onto Zoom, your name is used to identify you.
- ❖ **Is there an age limit for taking a class?**
 - No, there isn't. Anyone can attend a class. Note, however, that the online classes are intended for working adults.

❖ **Can I attend a class on a trial basis?**

- No, you can't. We do not offer such an option.

❖ **After the first class, I realized that I can't keep up with its level.**

- Once you have signed up for a course, you cannot change after it has started. There are also no refunds. Read the course descriptions carefully and take the test provided online to find out your appropriate level before applying.

❖ **Is there a textbook? How do I get one?**

- Textbook information is provided in the course descriptions.
For Online Japanese Language Courses, you are required to pay tuition upon application, and the tuition includes the price of the textbook and shipping. The textbook will be sent to you by Tokyo University of Foreign Studies. (Textbook(s) may be distributed in digital format in some classes.) However, TUFs will not ship you the textbook if you have taken our online Japanese language course before, and the same textbook is used in the next course you are taking. (E.g. If you have taken a first half of Elementary / Pre-Intermediate / Intermediate / Advanced level in the previous course and are proceeding to a last half of the level, TUFs will not ship the textbook to you. In other words, we do not duplicate shipment.) Even the textbook is not shipped to you, the price of the textbook will NOT be subtracted from the course fee
For Culture Courses, all study materials will be distributed digitally.

❖ **Can I enroll after a course has already started?**

- No. You must apply before the classes start. Mid-course enrollment is not allowed as it may disrupt the progress of the class.

❖ **What should I do if I will be late to class or have to be miss a class?**

- You only need to contact the teacher if you are going to be absent for an extended period of time.

❖ **After an absence, can I still have access to any handouts that may have been used in class?**

- All handouts are upload to Google Classroom. You can download them from there. Handouts are not delivered or emailed.

❖ **What should I do to attend an online class?**

- For details, please refer to "Preparing a system environment" in *Preparing for Online Classes*.

- ❖ **Is it possible to take an online class using a smartphone?**
 - A smartphone is not ideal because it will be difficult to see the handouts and participate in group work. We strongly recommend you use a tablet or a PC.

- ❖ **How can I access the online class?**
 - The URL for the class will be uploaded to Google Classroom 3 days before the scheduled date of the class. There are two ways to attend a class. One is to access that URL, the other is to log into Zoom and then enter the password for the class.

- ❖ **Can I attend a course from another country?**
 - Sure you can do so from anywhere but remember that classes are held on Japan time.

- ❖ **Do I have to sign up for Zoom?**
 - No, you don't. You can attend classes by accessing the URL provided through Google Classroom.
If you attend through Zoom, you will need to enter your name as your username.

- ❖ **When I use a PC, tablet, or smartphone to attend a class, is it OK for a family member or someone else to join me?**
 - Each student will be identified by the PC or tablet that they use. Anyone else attending with you using the same PC or tablet must also apply for the course and pay tuition.

Fees

- ❖ **How do I pay the course fee?**
 - Payment must be made with a credit card. Detailed information is provided after your application is completed. Payment must be made by the specified deadline. There are no refunds after payment is completed. Make sure you look carefully at the course descriptions before you apply.

- ❖ **What kind of credit cards do you accept?**
 - You can pay by Visa, MasterCard, JCB, American Express, or Diners.

- ❖ **Can I pay with a debit card?**
 - You can use one of 5 brands (Visa, MasterCard, JCB, American Express, or Diners) of debit cards, but not J-Debit.

❖ **Is it possible to pay in installments?**

- No, it isn't. Full one-time payment is required.

Cancellation

❖ **How do I cancel my application?**

- Send your inquiry to the TUFS Online Academy office by email, either in Japanese or English. Telephone calls will not be accepted. Please note that even if you cancel, there will be no refund. For details, please refer to the cancellation policy in the latest guide in the website below.
(<https://tufsoa.jp/how/index.html#discontinued>)

Cancelled Classes

❖ **Is it possible that a course in which I have enrolled may be cancelled?**

- Yes, it is. A course may be cancelled if there not enough applicants. In this situation, you will be given a full refund.

❖ **When will we know whether a course is going to be held?**

- When a course is cancelled, you will be informed by email after the application period is closed. (Please refer to the cancellation policy in the latest guide in the website shown above.)

❖ **The course I applied for has been cancelled. May I apply to any of the other courses even though the application period is over?**

- When your course is cancelled, you can apply to other courses that have not yet been filled. Details will be explained when your course is cancelled.

Makeup classes

❖ **Will there be makeup classes if a class is cancelled?**

- If a class is cancelled by the teacher, there will be a makeup class. This may not be possible if classes have to be cancelled because of a disaster.

Other Questions

❖ **When I am absent, can I watch the recorded class later?**

- Recordings of classes are not provided.

❖ **Can I record a class?**

- Recording a class and taking screenshots or photos are prohibited.

❖ **Can I get a transcript and/or certificate?**

- We do not issue a transcript or a certificate of completion. We can issue a Certificate of Attendance to those who wish to have one, however, it only certifies your attendance to the course; it will not serve as a proof of your proficiency in Japanese language or completion of the course.

❖ **Do online students get any additional benefits?**

- Since online students are not considered as regular students, they are not eligible for student discounts. Please also note that student IDs are not issued for students of Open Academy online courses.