



UniProf, LinguaProf and MusiProf

How it works – lesson request, pricing offers, first lesson and payments.

How to start taking lesson?

1. Complete your lesson request.
2. Receive pricing offers from our teachers via email within 1-2 days.
3. Reply and accept the pricing offer to **get the contact details of your teacher**.
 - a. Decline pricing offer to receive more offers.
4. Schedule a free trial lesson or an introduction call.
5. Schedule lessons with your teacher. All lesson are documented on our website.
6. Get an email with a payment link on the 1st of the month for all lessons taken in the previous month, or book a lesson package upfront and receive a discount.

Only pay for lessons that you have taken 😊
No abo. No subscriptions.



1) Complete your lesson request

1. Describe your problem and provide any information your teacher needs to know.
2. Select online lessons for the fastest help.
3. Update your availability.

The more precise your information is,
the faster we can find exactly the right teacher
for you.

Hello Holly ,

Great! You are almost ready to start your lessons!

How to start your lessons?

1. Complete your group request.
2. We send your group request to matching teachers.
3. You will receive lesson offers from teachers.
4. Choose your teacher and start a first lesson (trial lessons are possible depending on the teacher).

[Review your request](#)

What you have to review now:

1. [Your request](#).

Be as precise as possible and provide any information your teacher needs to know.

2. [Location](#).

Select online lessons for the fastest help.

3. [Lesson schedule](#)

Make sure you update your availability, lesson frequency and lesson period preferences.

You want to take group lessons?

1. If you want to invite other students (employees, friends, partner), reply on this email and provide us with the email addresses.
2. We can match you with other students in a group course. Reply on this email to request information on any open groups. We will match you in an existing group, or start a new group.

Complete your profile

Make sure your profile is up-to-date. Teachers send more course propositions to students with a complete profile.

[Topics](#)

[About me](#)

[Availability](#)

[Contact details](#)

[Profile picture](#)

[Billing information](#) ✕

[Account settings](#)

2) Receive pricing offers from our teachers via email

1. Check the teacher profile to learn more about his/her educational background.
2. All teachers working with us are verified and interviewed.
3. The price/h depends on the teacher and is also communicated in the pricing offer.

Typically you get the first pricing offers 1-2 days after completing your request.

Hello Holly,

Great news! All is ready to start your lessons.

How to start your lessons?

1. Answer your teacher to schedule a first lesson.
2. You want to receive other teacher proposals? After you answer your teacher and decline the offer you will receive more proposals.

[Answer now](#)

Message:

Hi, I am a graduate from a Master in Economics (HEC Lausanne), I have been teaching economics (micro and macro) for the past 2 years to various uni students and I will be glad to help you reach your objectives.

Teacher:



Marie Faidi

Speaks: English, French

HEC Graduate offers economics and mathematics tutoring

I have graduated from my Master in Economics from HEC Lausanne in June 2021 after having graduated from a Bachelor in Economics and Management in June 2018. I have been tutoring in Economics (Macro and Micro) and Maths since more than 6 years and I'd be happy to help you reach your goals and succeed in your studies!

3) Reply and accept the pricing offer

1. Accept the pricing offer to **get the contact details of your teacher**
2. Decline the pricing offer to receive more offers.



[bio-laureata Anna Macri](#)

[Speaks: English, Spanish, French, Italian](#)

Hi,

in order to be as useful as possible, I'd like you to send me your material. I will use it, without adding anything more.

We can meet on GoggleMeet, whenever you want.

Please, let me know.

Anna

[Less...](#)

Answer

Answer*

Accept the offer to receive the contact details of the teacher, or decline to receive more propositions.

☒ I am interested in scheduling a first lesson (accept)

☐ Decline the offer (receive more propositions)

You will receive the contact details of your teacher and can start a first lesson :).

The first lesson with this teacher is free (30 min)!

Message to the teacher*

Reply

4) Schedule a free trial lesson or an introduction call

1. Most of our teachers offer a free trial lesson.
2. If not, schedule an introduction call via phone with your teacher to get to know each other.

Hello Holly,

Great news! You have been assigned a teacher and you can start your lessons! (Group #73722)

Teacher:



[Profile](#)

[Redacted]

[Redacted]

[Redacted]

[Group details](#)

What happens next?

1. Contact your teacher to schedule a first lesson.
2. Your teacher schedules your lessons.
3. You will receive a monthly bill with your lesson hours.

How payments work:

1. Your teacher schedules your lessons.
2. You will receive a monthly bill with your lesson hours.
3. You can ask your account manager to buy prepaid hours and receive a discount.

Get a discount!

Buy a package of prepaid lesson hours and get a discount.

Monthly billing price: 20.24€/h

(Pricing in case of monthly billing)

Prepaid package discounts:

- 8 hours: 19.23€/h (-5%)
- 16 hours: 18.22€/h (-10%)
- 32 hours: 17.20€/h (-15%)

5) Schedule lessons with your teacher

1. You receive an email when your teacher schedules a new lesson.
2. Login to our website to see all scheduled lessons.
3. You can decide to stop your lessons anytime or ask us to switch your teacher.

Contact our support team with any issue. We are here to help you.



Dear Mia,

You have been added to a new lesson.

[View lesson](#)

First lesson 78820

Hour:

23/10/2023 19:00-19:30

Description:

First lesson

6) Pay your lessons on the 1st of the month

1. Get an email with a payment link on the 1st of the month for all lessons taken in the previous month. You have 7 days to complete your payment.
2. Or book a lesson package upfront and receive a discount of 5%, 10% even 15% for booking our 32-hour package upfront.

Contact our support team by replying to any of our emails to book a lesson package.

Legal notice:

You are not allowed to pay your teacher directly. All lessons are billed via our website. We do regular checks with students and teachers and we'll take legal actions if that happens.



Dear Mason ,

We hereby send you the payment instructions for your lesson hours.

We kindly request to fulfill your payment within 5 working days.

Payment details:

1. Total: 81€
2. Total lesson hours: 3
3. [Group](#)

Pay now

Your payments are securely handled by www.mollie.com.

You want to pay by bank transfer?

1. Select bank transfer as payment method on the payment screen.
2. Use the exact payment reference as indicated in the payment screen.
3. If the details do not match exactly the instructions and the amount, the money will be returned to you.

Do you need an invoice?

After your payment, you can request an invoice by replying to this email.

We wish you a great learning journey and thank you for your trust!

Quality guarantee

- We strive to be an online school, not a matching platform. All our teachers go through a quality check process.
- We review the teaching experience and education certificates of all our teachers.
- All our teachers are interviewed before being matched with a student and allowed to teach.
- We provide training materials to our teachers to guarantee a uniform teaching quality.



Our clients



Students

University preparation, leaving cert, HPAT exams

University students: Tutoring, exam preparation, thesis aid



Professional formation

Individuals looking for private tutors and tailored courses



Institutions and schools

Employee training for any subject (private or in small groups).

Tutoring for groups of students.

**Relax! Our
support team
is on it.**

- You get a personal account manager assigned who is responsible for the teacher search, and screening the quality of your teacher.
- Our support team makes sure you don't waste time searching a teacher yourself, or taking lessons with a low quality teacher.
- You can reach our support team by Email, WhatsApp or telephone.



Contact us – We are here to help you 😊

Email (we reply within 24 hours on workdays):

- support@uniprof.ie (write our English team)
- support@uni-prof.de (write our German team)
- support@uni-prof.it (write our Italian team)
- support@uniprof.fr (write our French team)

Or hit “reply” to any of the emails which we sent you.

WhatsApp (we reply within 24 hours on workdays):

- +4915754179983 (write us in any language)

Phone (typically between 10:00 to 16:00 on workdays):

- +41435052531 (talk to us in any language)
- +4986529819005 (talk to us in any language)

Further questions?

Leave our support team a message, we are happy to serve you! 😊

