

**Updated 9 October 2025**

### **Q: What is the Annual Coaching Program?**

**A:** *The Annual Coaching Program is a year-long commitment designed to provide consistent support and guidance for your child's language development. This program offers several advantages:*

- **Seamless Progress:** *Avoid waiting periods and ensure continuous learning by transitioning smoothly between programs.*
- **Cost-Effective:** *Save money by enrolling in a year-long program.*
- **Dedicated Support:** *Benefit from monthly Q&A sessions with Ming to address your specific questions and concerns.*

### **Q: How long does the program last?**

**A:** *Our Annual Coaching Program offers up to 52 weeks or 12 months of coaching support. And renewable at the same price in 1 year.*

### **Q: Is there a deadline to complete the program?**

**A:** *No, you work at your own pace, and the actual duration may vary, depending on how committed you are to teaching your child, following our instructions and how your child responds to your teaching.*

### **Q: How does the Annual coaching program work?**

**A:** *After joining, you'll gain access to our program modules with instructional videos you can watch repeatedly at your own pace. You'll then join our private Telegram group where you can ask questions, share videos for feedback, and connect with other parents.*

*You will be asked to submit recorded videos of you and your child based on the activities in the course module and as instructed by your coach. Your coach will review your videos and give you feedback. By reviewing these videos, you'll gain valuable insights into your own teaching style and your child's learning process. Our coaches will provide personalized feedback helping you refine your techniques.*

*You will have access to further programs as your child progresses. You will also automatically get a spot if you want to continue after 1 year.*

### **Q: What is the time commitment we need to allocate for the lessons?**

**A:** *Ideally, parents should aim to spend 15-20 minutes each day on activities and video submissions. However, if time is limited, try to dedicate at least 3-4 days a week for 15 minutes of lessons.*

**Q: What is the cost of the Annual Coaching Program?**

*A: The Annual Coaching Program costs \$3,300 USD as a one-time payment, or \$299 USD per month for 12 months. This is a significant discount compared to traditional speech therapy, online coaching, and consultation calls. We offer unlimited support throughout the program.*

**Q: Is there a commitment period if we take the monthly instalment package?**

*A: Yes, it requires a 12-month commitment from you. We're taking quite a lot of risks here. Previously, quite a few parents stopped paying. So we beg you not to miss payments or have us chase after you. We are not a financial company and we rely on timely payments to sustain our business and to support thousands of parents in our free community that rely on our free courses.*

**Q: What if my child doesn't progress as quickly as expected or isn't cooperating?**

*A: We understand that every child is unique and learns at their own pace. If you're noticing that your child isn't making progress as quickly as you'd like, or if they're not cooperating with the exercises, don't worry. We're here to support you.*

*We'll work together to find the best approach for your child. You can also join our monthly Q&A sessions to discuss concerns and connect with other parents in the community. If you need further support, please reach out to us.*

**Q: What if in the middle of the program, we have to take a break with coaching, do we lose our seat?**

*A: We understand that life can be unpredictable. While consistent effort is ideal, you can work through the program at your own pace within the year.*

**Q: If we're still struggling to move past a certain lesson in your program and we've tried everything you suggested, can you refund us what we have paid for?**

*A: Our Satisfaction Guarantee & Refund Policy*

*We want you to feel confident in our program. Here's how our refund policy works:*

*1. For Full Upfront Payments:*

*If you paid for the program in full and, within 30 days of your payment date, you've diligently completed these steps and are still not satisfied with the results, we'll provide a full refund:*

- *You've completed the course materials up to your current week.*
- *You've followed all our instructions.*
- *You've submitted at least 5 videos for review.*
- *You've received feedback 5 times from your coach.*

- You've actively implemented that feedback.
- You've participated in a feedback call.

*If more than 30 days have passed, any refund will be pro-rated for the unused months remaining within your 12-month coaching period.*

**2. For Monthly Payments:**

- *Initial 30 Days: If you're on a monthly payment plan and decide to cancel within the first 30 days of joining, the same refund conditions (as listed above for full payments) apply.*
- *After the First Month (30 Days): If you choose to cancel anytime after your first month, we will not refund any previous monthly payments already made. However, we will refund the current month's payment, subject to a pro-rated amount if you've submitted videos and received coaching within that current month. However, if you haven't submitted any videos or received coaching within the current month, and a payment was collected for that month, we'll fully refund that current month's payment.*

**Q: I thought the Annual Coaching Program included access to all your coaching programs. Why am I only able to access one?**

*A: Upon joining, you'll complete an admissions form that helps Ming assess your child's current speech and language level. This allows us to determine the most appropriate starting point for your journey. As your child develops their language and progresses through each level, we'll unlock new programs for you. Our goal is to work closely with you to maximize your child's learning throughout the entire 12-month program!*

**Q: If we haven't completed the current program before our subscription ends, can we extend or continue the program?**

*A: After your initial 12-month subscription, you can continue your child's speech and language development by renewing your subscription.*

**Q: Does the Annual Coaching Program cater to children of all ages and speech and language delay levels?**

*A: It's important to understand that the annual program will address a specific aspect of your child's speech or language needs. During the onboarding call, we'll assess your child's profile to determine whether the primary focus should be speech or language development.*

*If it's a Language Delay problem, here are the programs we offer:*

|             |   |
|-------------|---|
| Talk To Me: | <ul style="list-style-type: none"> <li>• Does not use words to communicate needs or wants</li> <li>• Grabbing or pulling to indicate desired object</li> <li>• Age range: 2-6 years old</li> <li>• Child has some random words (not for communication)</li> </ul> |
|-------------|---|

|                 |   |
|-----------------|---|
| Let's Talk More | <ul style="list-style-type: none"> <li>• 2.5 years old or older</li> <li>• Uses single words appropriately</li> <li>• Imitates words on command</li> <li>• Has some memorized phrases (e.g., "I want," "let's go out")</li> <li>• Engages in play with toys</li> </ul>  |
| Tell Me Why     | <ul style="list-style-type: none"> <li>• Child is 3 Years and 6 mos old</li> <li>• Speaks in sentences</li> <li>• Difficulties answering "why" questions</li> <li>• Struggles with sequencing events</li> </ul>   |
| My Story Time   | <ul style="list-style-type: none"> <li>• Child is at least 4.5 Years old or older</li> <li>• Consistently speaks in well-formed sentences</li> <li>• Can confidently answer "why" questions.</li> <li>• Demonstrates an understanding of cause and effect.</li> <li>• Shows a developing ability to reason and solve simple problems.</li> <li>• Understands and can use concepts of past, present, and future</li> <li>• Can clearly tell sequences of events (example: can describe their morning routine in chronological order, starting from waking up and continuing through the subsequent activities they completed that morning).</li> </ul> |

*Suppose your child's primary concern is a speech issue like pronunciation errors, articulation difficulties, apraxia, or dysarthria. In that case, we'll work with you to develop a personalized plan to address these specific challenges.*

**Q: If my child has both speech and language challenges, will the Annual Coaching Program address both areas?**

*A: Our annual coaching program is designed to focus on one specific area: **either speech or language**.*

*If your child needs support in both areas, you can add an additional service (a "top-up") for an extra cost of **USD 3,300** annually or **USD 300** per month.*

**Q: I have two language-delayed children with different needs. Can they both be enrolled in the Annual Coaching Program under a single plan?**

*A: Our Annual Coaching Program is designed to support **one child per enrollment**.*

*If you'd like to enroll a second child, you can do so by adding an additional service (a "top-up") for **USD 1,200**.*

**Q: I'm uncomfortable sharing my videos in a group setting for privacy reasons. Are there options for one-on-one coaching or a private video review service?"**

*A: While we do offer it, we strongly encourage all parents to utilize our **Group Coaching Program** first. We find that parents who participate in the group setting often learn faster by seeing the video examples, questions, and breakthroughs of other members.*

*However, if you feel you truly need private, one-on-one coaching, it is available as an add-on service for **\$100 USD per month** on top of your Annual Coaching Membership cost.*