

CEREBRAL ONLINE

Frequently Asked Questions

Are your lessons live?

No, all of our lessons are video-on-demand. This means that you can complete the courses at your own pace – and – you can pause, go back and watch again as many times as you need to in order to understand a concept.

Will these courses help me if I am not at an IEB school?

Absolutely! The lessons may have been developed by IEB teachers, but they still cover everything you need to know for the CAPS curriculum. So, there is nothing preventing you from using these courses to pass a Department of Education exam instead of an Independent Education Board exam.

How long do I have access to my course?

All courses are available for six months from the date of purchase.

Is live support included?

No, live support is not included in the course fee. However, it can be arranged if you still feel you need it after completing a course. A document explaining your support options can be found under the Downloads Tab of your Course Dashboard.

Do you offer any bonus material?

Yes, every single one of our students receives access to our Study Tips course absolutely free. We are also in the process of adding a short course on different Study Methods, this will automatically be added to the accounts of all registered students as soon as it is ready.

What if I buy the wrong course?

We have a seven day refund policy. So if you buy a course and after opening it, you realise it does not cover the material you need covered, you just need to email solutions@cerebralonline.com with all of your details and we will refund you. Please refer to our Terms & Conditions for our full Refund Policy.

