UnderStand UPSC
What we UnderStand, We Conquer

TERMS & CONDITIONS OF ENROLMENT

Effective for all students enrolled in UnderStand UPSC programmes

1. ABOUT THESE TERMS

These Terms & Conditions govern the relationship between UnderStand UPSC (“UnderStand UPSC”, “Institute”, “we”, “us”) and any student enrolling in or using our courses, classes, mentorship programmes, test series, evaluation services, digital platforms, study resources, or other educational services.

By completing the enrolment process, making payment, accessing the course, or participating in any programme, the Student confirms that they have read and accepted these Terms & Conditions.

2. ENROLMENT & ELIGIBILITY

Admission to any programme is subject to the eligibility requirements, seat availability, and enrolment conditions applicable to that programme.

Students are expected to provide accurate information during registration. UnderStand UPSC may request identification, educational details, or other relevant documents where necessary.

If information provided by a Student is found to be materially false, misleading, or fraudulent, the Institute may take appropriate action, including cancellation of enrolment or suspension of access, in accordance with applicable law and the relevant programme policy.

3. PROGRAMMES, CLASSES & ACADEMIC DELIVERY

UnderStand UPSC may provide its programmes through classroom, online, hybrid, recorded, live-streamed, or other digital formats.

The Institute may make reasonable changes to:

- Class schedules
- Faculty allocation
- Course structure
- Syllabus sequencing
- Teaching methodology
- Test schedules
- Platforms or technology used for delivery
- Study material and academic resources

Such changes may be made to improve delivery, accommodate operational requirements, or respond to circumstances beyond the Institute's control.

Where required, physical classes or activities may temporarily be shifted to an online or alternative format.

4. FEES, PAYMENTS & ACCESS

The applicable programme fee and payment schedule will be communicated to the Student at the time of enrolment.

The Student is responsible for making payments within the stipulated timelines.

Access to classes, digital platforms, tests, study material, mentorship, evaluations, or other programme benefits may be restricted or suspended in case of overdue payments, subject to the applicable programme policy.

Refunds, cancellations, transfers, or withdrawals will be governed by the refund policy applicable to the particular programme and communicated at the time of enrolment.

5. STUDENT CONDUCT

UnderStand UPSC is committed to maintaining a respectful and productive learning environment.

Students are expected to interact respectfully with faculty members, mentors, staff, fellow students, and other members of the UnderStand UPSC community.

The following may result in disciplinary action:

- Abusive, threatening, or harassing behaviour
- Disruption of classes or institutional activities
- Misuse of Institute platforms or facilities
- Unauthorized recording or distribution of classes
- Sharing confidential or restricted material
- Damage to Institute property
- Any other conduct that materially affects the learning environment

Depending on the nature of the conduct, the Institute may issue a warning, restrict access, suspend participation, or terminate enrolment, subject to applicable law.

6. COURSE MATERIAL & INTELLECTUAL PROPERTY

All lectures, notes, PDFs, recordings, test papers, questions, assignments, frameworks, presentations, videos, graphics, software, digital resources, and other content provided by UnderStand UPSC are intended for the personal educational use of enrolled Students.

Unless expressly permitted by the Institute, Students may not:

- Reproduce or commercially exploit course content
- Upload or distribute recordings or study material
- Share paid resources with non-enrolled individuals
- Resell or redistribute Institute content
- Publish proprietary content on third-party platforms
- Use Institute material for commercial purposes

UnderStand UPSC reserves the right to take appropriate action in cases of unauthorized use or distribution.

7. PHOTOGRAPHS, VIDEOS & STUDENT STORIES

By enrolling with UnderStand UPSC, the Student understands and consents that photographs, videos, recordings, testimonials, interviews, achievements, and other content featuring or shared by the Student may be captured or collected during classes, events, activities, interactions, or other engagements with the Institute.

UnderStand UPSC may use such photographs, videos, testimonials, recordings, achievements, and related content for its website, social media, advertisements, promotional campaigns, presentations,

publications, and other institutional communication.

The Student understands that such content may be edited, reproduced, published, or shared in different formats and through different platforms for these purposes.

8. ATTENDANCE, TESTS & ACADEMIC PARTICIPATION

Students are responsible for attending classes and participating in the academic activities associated with their programme.

Depending on the programme, Students may be required to complete tests, assignments, evaluations, submissions, or other academic activities.

Academic performance may be assessed through such activities.

Rules regarding attendance requirements, missed classes, make-up sessions, test attempts, assignment submissions, and academic support may vary between programmes and will be communicated separately where applicable.

9. DIGITAL PLATFORMS & ACCOUNT SECURITY

Where a programme provides access to an online portal, application, LMS, test platform, or other digital service, access credentials are intended for the enrolled Student only.

Students should not share their login credentials or permit unauthorized individuals to access paid programme content through their account.

UnderStand UPSC may restrict or suspend access where there is evidence of unauthorized account sharing, misuse, or breach of applicable programme rules.

The Institute may also modify, upgrade, replace, or discontinue specific technology platforms where reasonably necessary.

10. FEEDBACK & GRIEVANCE SUPPORT

Students may raise academic, administrative, technical, or service-related concerns through the official communication channels provided by UnderStand UPSC.

The Institute will endeavour to review genuine concerns and provide an appropriate response within a reasonable timeframe.

Students are encouraged to use official channels for resolution rather than disrupting classes, academic communities, or other student groups.

11. PRIVACY & STUDENT INFORMATION

UnderStand UPSC may collect information required for registration, payment processing, academic administration, communication, evaluation, student support, and delivery of its services.

Such information may include contact details, academic information, enrolment records, assessment data, and other information reasonably required for operating the programme.

Student information will be handled in accordance with applicable laws and the Institute’s privacy practices.

Information may be shared with authorized service providers or other parties where necessary for legitimate institutional operations, with consent, or where required by law.

12. UNFORESEEN CIRCUMSTANCES

The Institute may not always be able to provide services exactly as originally scheduled due to circumstances outside its reasonable control, including natural events, public emergencies,

government directions, infrastructure disruptions, technology failures, or other unforeseen situations.

Where reasonably possible, UnderStand UPSC may reschedule activities, change the delivery format, provide an alternative arrangement, or communicate an appropriate solution.

13. RESPONSIBILITY & LIMITATION

UnderStand UPSC will make reasonable efforts to provide the educational services described for each programme.

However, the Institute does not control examination authorities, examination results, government decisions, employment markets, or other external factors affecting a Student’s eventual outcome.

Nothing in these Terms is intended to exclude any rights or protections available to a Student under applicable law.

14. GOVERNING LAW & DISPUTE RESOLUTION

These Terms & Conditions shall be governed by the laws applicable in India.

If a concern or dispute arises, the Student and UnderStand UPSC will endeavour to resolve the matter through communication and the Institute’s grievance mechanism before pursuing other remedies.

Where applicable, disputes may be subject to the jurisdiction or dispute-resolution mechanism specified in the relevant programme documentation and applicable law.

15. CHANGES TO THESE TERMS

UnderStand UPSC may update these Terms & Conditions from time to time to reflect changes in its programmes, operations, technology, policies, or applicable legal requirements.

The latest version may be made available through the Institute’s website, student portal, enrolment documentation, or other official communication channels.

Students are responsible for reviewing applicable updates during their continued association with the Institute.