

FAQ

1. Are all the on site and live online classes are one on one with the trainer?

Yes, when you book a class or a multiple class package with us the class(es) will consist of just you and the trainer.

2. Can Post Production Classes do training at my home or office?

Yes, we can send a well qualified trainer to your home or office anywhere in NYC (All 5 Boroughs).

3. Can I stay with the same trainer throughout my classes or will I have a different trainer for every class?

We think it is best to keep the student with the same trainer for the duration of their classes. That way the trainer will know where the student left off on the previous class and can continue the training without repeating what the student has already learned.

4. Do I need to bring my own computer and project to take a class?

No, you don't need a project or a computer to take classes with us. We will supply the computer , software, peripherals and media (pictures, graphics, music and video files) you will need for your training class(es).

5. I have been working on a project in my computer, can I bring my computer or hard drive in to use during the training session?

Yes, we encourage students to use their media or project so that the class becomes more relevant to the student. During the class, the trainer can show the student how to deal with problems they might be having with their particular project that our media would not contain, such as color issues, format, sound issues, etc. If you have a laptop, it is also a good idea to bring it in for the first class so we can make sure it is configured properly. It will save a lot of frustration knowing that the software is working on your computer as it would on ours without unnecessary error messages popping up.

6. Do I need any kind of computer or software experience before I take a class?

No, there are no pre-requisites to taking any of our classes or class packages. The trainer will spend a few minutes talking with you and finding out what experience (if any) you have with the software, and what you would like to be able to accomplish with the software. Because the training is one on one with the trainer, we will customize your class or classes to your knowledge level and what you would like to learn. A student who has no experience will be taught from the basics up in a way that will make the student a competent user of the software with a solid foundation for learning more advanced techniques as they continue taking classes. We also can accommodate seasoned professionals who just want to learn certain techniques. Those advanced users can come in with a list of questions dealing with just the things they would like to learn such as color correction, the different formats, media management, or ways to improve workflow. So it really doesn't matter if you are a beginner, intermediate or advanced user, we have a class for you.

7. How do the online internet classes work?

We are very excited to offer online internet classes. Because of the new networking technology available today, we can easily connect to anyones computer that has internet enabled, and give that user a one on one class literally anywhere in the world. Once the online class date and time are confirmed, the student will receive an email containing a link that when clicked, will take the student to a virtual one on one, completely interactive classroom with the trainer. The trainer can either share our computer with the student during the session or the student can share their computer with the trainer during the class. This is great especially if the student has media or a project they would like to learn with during the class. If your computer has a webcam enabled (optional) you will be able to see the trainer and the trainer will be able to see the student. The student and trainer will also have full open audio contact at all times.

If I choose one of the multiple class packages do I need to schedule all of my dates at the time the classes are purchased?

No, if the student chooses a multiple class package such as the "Crash Course" or the "Extreme Course" they would only need to schedule the first class of the package, and they can leave the rest of the dates open for future scheduling. All classes can be scheduled up to 30 days from the date of the first scheduled training session.

8. How much notice do I need to be able to schedule a class?

Usually, we only need about 3 or 4 days notice to get a student scheduled for a class. If you are coming in from out of town and need to coordinate the training dates and times with your trip, it's best to schedule your classes at least 2 weeks in advance. That way you are most likely able to get your requested dates and time slots for training.

9. How can I get my dates and times for classes confirmed?

The only way to get your dates and times confirmed for any class or any class package is to have paid for the class(es) within 24 hours of receiving the email invoice.

10. How can I pay for my classes?

After registering for a class or class package we will send you a PayPal invoice to your email. To confirm the dates and times you must pay this invoice within 24 hours of receiving it. If we do not receive the payment within 24 hours the dates and times become available for other students to book.

11. Do I have to pay in advance for my class or class package before I start my training?

Yes, when you register for a class or class package, the full amount of the class or class package must be paid in advance before you can start scheduling your class dates and times.

12. Does registering for a class online automatically confirm my training dates and times?

No, when you register for a class or class package either online or by phone, and the dates and times you want for your training are available, we will automatically send you an email invoice to confirm them. You have 24 hours to pay this invoice to confirm your date(s) and time(s). Sometimes when the student waits more than 24 hours before making the actual payment for their classes, they find that their date and time slots have been taken by someone else.

13. What is the cancellation and refund policy?

1- You can get a full refund for any class package or service if canceled within 3 days from the date the initial payment for the class or service was paid if no classes have yet been taken. 2- Classes or services canceled after 3 days of the initial payment are non-refundable. 3- You can reschedule any class 1 time with a 48 hour or more notice. 4- Classes canceled with less than 48 hours of the scheduled date and time are forfeited and non-refundable.. 5- All unscheduled classes in all of our course packages will expire 30 days after the date of the first scheduled class in the package and are non-refundable. 6- If a student is late for their scheduled class, the class will start from the time the student arrives and conclude at the scheduled end time for the class. The amount of time the student was late cannot be added to the end of the class. 7- Training classes or services are not transferable to another person unless specified at the time the class(es) or services were purchased.