

— HELP & GUIDES

Learner & parent guide

How to find a Kokani teacher, book a free intro, pay for classes, join sessions and follow progress, for yourself or for your child.

Version 1 · 13 October 2026

The latest version is always at kokaniconnect.com/help/learner

Questions: info@kokaniconnect.com

Contents

- The short version

1 Before you start

2 Find a teacher

3 Book a free intro

4 Your learning plan

5 Paying

6 Book your sessions

7 Already know the teacher? Book directly

8 Join a session

9 Cancel or move a session

10 Refunds

11 Messages and safety

12 Rate your teacher

13 Questions

THE SHORT VERSION

- **Your first 20-minute intro with each teacher is free.** Use it to talk about goals, level and topics.
- **You pay only if you accept the teacher's learning plan,** and you see the full price first.
- **Cancel or move a session for free** up to 24 hours before it starts.
- **Unused sessions are refunded.** If the teacher misses a session, you get it back.
- **Everything stays on Kokani Connect:** messages, joining and payment. Teachers never see your phone number or email.

1 Before you start

- You need a free Kokani Connect account. You must be **18 or over**.
- **Booking for a child?** Use your own account as the parent or guardian. Only your child's first name is used, and you can read every message with the teacher. For young children, please stay nearby during sessions.
- For online classes you need a phone, tablet or computer with a camera, a microphone and a good internet connection.

2 Find a teacher

Open **Find a teacher** (under Learn in the menu). Search by subject or skill and filter by level, language, price, "Free this week" and "4★ and above".



Sana Mulla ✓ VERIFIED
Maths & Science teacher, 9 years · Ratnagiri · Ratnagiri

Maths Science Spoken English

★ 4.7 (3) English, Marathi, Urdu · Class 8–10, Class 11–12, Professionals

from **₹500**/hr
Next free: **Thu 15 Oct, 4:30 pm**

View & book intro

Each card shows the subjects, languages, levels, price from, rating and the next free time.

Open a teacher's profile to see their subjects and prices, intro video, reviews and free times. Teachers with fewer than 3 reviews show as "New teacher".

REVIEWS

4.7



3 reviews · 3 would recommend

Knowledge of the subject		5.0
Explains clearly		4.7
Prepared and on time		5.0
Value for money		4.7



Aliya finally enjoys algebra. Clear explanations and homework every week.

Parent of a Class 8–10 student · Maths · Sep 2026 · 6 sessions



Patient teacher, good notes.

Omar K. · Science · Sep 2026 · 4 sessions

Sana replied: Thank you, Omar. All the best for your exams!

Only learners who finished a course with this teacher can review. Every rating counts in the average; written reviews with 4 or 5 stars are shown here.

3 Book a free intro

On the teacher's profile, in **Learn with ...**, stay on the **Free intro** tab:

- 1 Choose the **subject**.
- 2 Choose who is learning: **Me**, or **My child** (type your child's first name only).
- 3 Choose the **class or level** and **pick a time**. Times are shown in your own time zone.
- 4 Write what you would like help with, tick the two boxes and click **Request free intro**.

LEARN WITH SANA

Free intro

Book sessions

Talk about goals, level and topics. After the intro, Sana can send you a learning plan with the number of sessions and the total price. You pay only if you accept it.

Subject

Maths

Who is learning?

☒ Me ☐ My child

Class or level

Choose...

PICK A TIME · SHOWN IN DUBAI TIME

Thu 15 Oct
4:30 pm

Fri 16 Oct
4:30 pm

Sat 17 Oct
4:30 pm

Mon 19 Oct
4:30 pm

What would you like help with?

For example: algebra for the board exam in March.

- ☐ I am 18 or over. If I am booking for my child, I am their parent or guardian.
- ☐ I accept the **Learner and parent terms**.

Request free intro

Sana confirms within 24 hours. You join from My learning; we never share phone numbers or emails. Messages stay on Kokani Connect and our staff can read them to keep everyone safe.

The teacher confirms within 24 hours; we email you. Your intro appears in **My learning**. The intro is free, and you get one with each teacher.

Intros

Sun 11 Oct · 11:20–11:40 am

Free intro with Sana Mulla · Maths · for Zaid

CONFIRMED

After your intro, the teacher can send you a learning plan with the topics, number of sessions and total price. You decide whether to accept it.

4 Your learning plan

After the intro, the teacher may send you a **learning plan**: the topics, number of sessions, session length and total price. You get an email, and the plan appears at the top of My learning.

NEW LEARNING PLAN · VALID UNTIL MON 19 OCT

Maths

From Sana Mulla · Maths · 8 × 60 min · for Zaid

- Linear equations
- Quadratic equations
- Coordinate geometry
- Board exam practice papers

“One session a week, with homework after each class.”

8 × 60 min × ₹550/hr
Outside India: US\$ 52.69

₹4,400

☐ I accept the **Learner and parent terms**.

Accept and pay ₹4,400

Ask for changes

Decline

- **Accept and pay** if it suits you. Tick that you accept the **Learner and parent terms** first.
 - **Ask for changes** opens your messages with the teacher. They can send a new version.
 - **Decline** if you don't want to go ahead. Nothing is charged.
 - A plan is valid for **7 days**.
-

5 Paying

- You pay the whole plan in advance, at our secure checkout: in **Indian rupees by Razorpay** in India, or in **US dollars by PayPal** elsewhere, at our published rate.
 - The price you see is the price you pay. Kokani Connect's service charge comes from the teacher's side.
 - We hold your payment and pay the teacher only after the course is complete.
 - Never pay a teacher outside Kokani Connect; we cannot protect or refund payments made outside.
-

6 Book your sessions

Once you have paid, your plan card in My learning shows how many sessions are left to book, and the teacher's free times. Click **Book this time** for each session. Times must be at least 24 hours ahead and are confirmed straight away.

Spoken English with Sana

Paid · Spoken English · 4 × 60 min · ₹2,800 · 1 of 4 done

► Topics in this plan

Tue 13 Oct · 8:20–9:20 am

Session 2 of 4

Fri 16 Oct · 6:00–7:00 pm

Session 3 of 4

Join opens 10 min before

[Cancel](#)

1 SESSION LEFT TO BOOK · SHOWN IN YOUR TIME ZONE

Thu 15 Oct · 6:00–7:00 pm

[Book this time](#)

Fri 16 Oct · 6:00–7:00 pm

[Book this time](#)

Sat 17 Oct · 6:00–7:00 pm

[Book this time](#)

Mon 19 Oct · 6:00–7:00 pm

[Book this time](#)

Progress

Session 1 of 4 · Wed 7 Oct · Present

Covered: Introducing yourself; small talk

Homework: Record a 2-minute self-introduction

Tue 13 Oct

Waiting for the teacher to record this session.

Something wrong with a session? Use "Report a problem" in your messages within 48 hours.

► Ask for a refund

Upcoming sessions, times you can book, and the teacher's notes after each session.

No time suits you? Send the teacher a message and ask them to add more.

Already know the teacher? Book directly

Many teachers let you skip the intro. On their profile, open the **Book sessions** tab, choose the subject and session length, tick up to 10 times (at least 24 hours ahead), and click **Pay and book**. We hold the times for 30 minutes while you pay; the sessions are confirmed as soon as you have paid.

LEARN WITH SANA

Free intro

Book sessions

Already know this teacher? Pick the times you want and pay. Sessions are booked straight away.

Subject

Maths · ₹600/hr

Session length

45 min · ₹450

60 min · ₹600

Who is learning?

☒ Me ☐ My child

Class or level

Choose...

TICK UP TO 10 TIMES · SHOWN IN DUBAI TIME

Thu 15 Oct
4:30 pm

Fri 16 Oct
4:30 pm

Sat 17 Oct
4:30 pm

Mon 19 Oct
4:30 pm

Times less than 24 hours away can't be booked directly.

Tick the times you want

₹0

- ☐ I am 18 or over. If I am booking for my child, I am their parent or guardian.
- ☐ I accept the **Learner and parent terms**.

Pay and book

We hold these times for 30 minutes while you pay. Free to cancel or move up to 24 hours before each session.

8 Join a session

- 1 Open My learning a few minutes before the start.

- 2 The **Join** button appears 10 minutes before. It opens the teacher's Zoom, Google Meet or Microsoft Teams meeting.
- 3 Be on time. If you don't join within 15 minutes, the session counts as taken.

After each session the teacher records attendance, the topics covered, homework and any materials. You see them under **Progress** on your plan.

9 Cancel or move a session

WHEN	WHAT HAPPENS
24 hours or more before	Free. Click Cancel next to the session; it goes back to your plan and you can book another time.
Less than 24 hours before, or you don't join	The session counts as taken.
The teacher cancels or doesn't join	You get the session back to book again, or a refund for it.

10 Refunds

- **Before your first paid session:** full refund.
- **After the course has started:** refund for the sessions not yet taken.
- Open **Ask for a refund** on your plan card in My learning and tell us why. Our team replies by email, usually within 2 working days.
- Refunds go back the way you paid, in the same currency, within 7–10 working days.

11 Messages and safety

Messages with Sana

Hello Sana, can we focus on presentations next time?

You · Mon 12 Oct, 9:20 am

Yes, Faisal. Please bring one slide you presented at work.

Sana · Mon 12 Oct, 10:20 am

Write a message...

Send message

Messages are private between you, but the Kokani Connect team can read them to keep learners safe. Phone numbers, emails, links and social handles are hidden automatically.

► **Report a problem**

- Message your teacher from My learning. Phone numbers, emails, links and social handles are hidden automatically.
- Our team can read messages to keep learners safe.
- Sessions may not be recorded unless both sides agree in messages.
- Something went wrong in a session, or something worries you? Use **Report a problem** within 48 hours, or email info@kokaniconnect.com.

12 Rate your teacher

When the course is complete we email you and show a rating card in My learning. Rate four areas and overall, say whether you would recommend the teacher, and add a review if you like. You can change it for 30 days.

YOUR COURSE IS COMPLETE · PLEASE RATE YOUR TEACHER

Spoken English with Sana

Knowledge of the subject



Explains clearly



Prepared and on time



Value for money



Overall



Would you recommend Sana to a friend?

☐ Yes ☐ No

Tell others about your experience (optional)

A private note for the teacher only (optional)

Send feedback

Your overall rating counts in Sana's average. Written reviews with 4 or 5 stars appear on the profile with your first name and initial. The private note is seen only by the teacher.

- Every rating counts in the teacher's average.
- Written reviews with 4 or 5 stars appear on the profile with your first name and last initial. For a child's course it says "Parent of a Class ... student"; your child's name never appears.
- The private note is seen only by the teacher.

13 Questions

Can I have intros with more than one teacher?

Yes. You get one free intro with each teacher.

Can I book for two children?

Yes. Book a separate intro or plan for each child, from your own account.

Which time zone are times shown in?

Yours. You can change it at the bottom of My learning.

The teacher hasn't confirmed my intro.

We remind them after 12 hours. If they don't confirm before the time, the request is cancelled and we email you so you can choose another time or teacher.

Can I get an invoice?

Your order confirmation email is your receipt. For anything else, contact us.

Still need help? Email info@kokaniconnect.com or use the [Contact page](#). We reply within 2 working days.