

## **'Tutoring with Alice' policy**

### **Booking**

- All bookings are made through my booking platform (Picktime) at <https://www.picktime.com/tutoringwithalice>
- Bookings made through this platform are binding and will be honoured
- I reserve the right to cancel a lesson if I deem it unsuitable for my services.
- I reserve the right to contact parents if I am unavailable for an unforeseen reason and will either reschedule or refund.
- If a session is booked under the incorrect category, I will either rectify it if the cost is the same or invoice for the adjusted value.
- It is the booker's responsibility to note the session time provided in the confirmation email.
- Provided 24 hours' notice is given, Bookers may request to alter the lesson time which will be accommodated wherever possible.
- For online lessons, the meeting link will be included in the confirmation email and on the student's Google Classroom platform.

### **Lessons**

- Students are expected to attend their lesson on time using the provided link. If a student does not attend on time, the following procedure will take place:
  1. I will contact the booker (and student, if contact details are provided and permission to do so given) 10 minutes after the lesson start time to confirm the student's presence.
  2. If no response is received, I will remain in the online meeting room until 15 minutes after the booked start time. If I have not been contacted, I will leave the meeting.
  3. If contact is made, I will wait up to 30 minutes from the scheduled start time for the student to arrive.
- I will not extend lesson times for late arrivals.
- I use attendance tracking software to confirm when students enter the meetings.

### **Cancellation and refunds**

- If a lesson is cancelled with over 48 hours' notice a full refund will be issued.
- If a lesson is cancelled with 24-48 hours' notice, then a 50% refund will be issued as lesson resources will have already been created.
- If a lesson is cancelled with under 24 hours' notice, then no refund will be issued.
- If a student misses a lesson or is later than is specified above, then no refund will be issued. For the first occurrence, I will reschedule the meeting but after that, I will not do so.

### **Service and offerings**

- Lessons will be completed online using Google Meet unless previously agreed otherwise.
- Students will be provided with an individual google classroom where all lesson resources and homework will be provided. This is tailored to the individual student and can only be accessed by the student and teacher.

- I reserve the right to alter pricing of lessons at the beginning of the academic year.
- All lessons must be paid for in full in advance.

### **Privacy and data protection**

- No data of student or booker will be given to any other parties other than the teacher.
- I am issued with an enhanced DBS and will provide this to any booker who requests to see it.
- I will not contact students directly using personal addresses unless given express permission by the booker and I will only do so to contact them about lessons.
- After all required sessions are completed, the student's google classroom will be archived and all details will be removed within 1 year.

### **Code of conduct**

- I expect students to be willing to learn and actively participate in lessons.
- If I have requested a student to complete work outside of a lesson, then I expect them to endeavour to do so to the best of their ability (with the appreciation that school assigned work takes priority).
- I reserve the right to refuse future lessons to students I do not feel are engaging appropriately with lessons (after communicating with the booker regarding the behaviour).
- Any inappropriate behaviour will not be tolerated and will be reported to the Booker. I reserve the right to refuse to offer further lessons in this instance.

### **Marketing and promotions**

- I may ask for a written testimonial for advertisement on my website. This is voluntary and not a requirement of sessions.
- I reserve the right to refer to students' achievements in advertisements without using any personal details or direct references.

### **Technical requirements**

- For all online sessions, students must have access to an internet connected device and a google account from which to join the session and the google classroom.
- Students must all have the necessary equipment to complete work I am asking of them (e.g paper, pen and calculator)

### **Accessibility and Inclusivity**

- I will ensure that all lessons and resources are accessible to students' needs. This includes providing materials in alternative formats if needed and making any necessary accommodations for online sessions.

### **Communication and support**

- Bookers may contact me either by email or by the first form of contact when we were introduced.
- If I do not have a booking for the following week by Sunday, I will send a reminder message to the Booker to confirm if they are still planning to book a session.

- Students may contact me either by email or using the class comment section of their Google Classroom (please note that Google Classroom is not an acceptable form of contact in the case of lateness as the message is delayed).
- I will endeavour to respond within 24 hours wherever possible.

### **Learning progress and feedback**

- I will provide regular feedback on student progress through periodic reports and scheduled meetings with parents/bookers. Open communication regarding the student's learning goals and any changes in their needs or circumstances is encouraged.
- Bookers understand that tutoring is not an instant fix and progress will take time to achieve and will also be dependent on the effort the student puts in.

### **Emergency procedures**

- In the event of an emergency that affects either the tutor or the student, I will notify the booker as soon as possible to reschedule the lesson. In the case of technical difficulties, I will attempt to resolve the issue promptly and communicate any delays.
- If the lesson is disrupted for longer than 10 minutes, then the session will either be rescheduled or refunded.

### **Use of Learning Materials**

- Learning materials provided during lessons are for the student's personal use only and should not be shared or distributed without permission.

### **Terms and conditions**

- By booking with 'Tutoring with Alice' you are agreeing to this policy.