

## **Learn With SAT - Terms & Conditions**

### **Cancellation Policy**

- Students or parents/guardians must provide at least 24 hours notice of cancellation of a scheduled tutorial session. Where 24 hours notice is not given, the full tuition fee will be incurred unless an alternative time within the same week is available, based on tutor availability.
- Failure to attend a tutorial without prior notice will result in the full tuition fee being incurred.
- If a tutor cancels a session within 24 hours of a scheduled tutorial and the student or parent/guardian has made payment, the full tuition fee will remain credited to the clients account for use at the rescheduled tutorial.
- Tutors will be available between the agreed timings for the tutorial. If a student is late to the tutorial, it is at the tutor's discretion as to whether to start the tutorial from when the tutee arrives or to the pre-booked timings.

### **Payment Policy**

- All scheduled sessions must be paid 48 hours in advance of the session; failure to do so will result in the tutorial being cancelled.
- Payments must be made via bank transfer to the account on the invoice using the reference code, 48 hours before the commencement of the session.
- Tutors cannot be paid directly and any one found doing so will have their sessions terminated.
- We do not accept cash or cheques.
- Where tutors have to travel more than 20 minutes, a travel charge may be applied depending on location.

### **Medical Considerations**

- Advanced notice should be provided to SAT of any medical considerations that may require a tutor to safeguard or make educational accommodations for a student. Examples include, but are not limited to - food allergies, epilepsy, asthma, dyslexia, dyspraxia etc.
- Where a student has been in contact with, or is suffering from an infectious illness, SAT must be given immediate notice and the tutorial will be rescheduled. If this is within the 24 hours notice, reimbursement will only be made with a valid medical professional statement of the illness.

## Progress Tracking

- If requested, tutors will provide feedback to a parent or guardian on the progress of sessions and content covered within the tutorials
- At SAT, we endeavour to supply students with the skill sets necessary to support their academic studies. We can make no guarantee of grade improvements or of any specific results. Any tutor that has made guarantees has done so at their own discretion and this decision is not affiliated with SAT.

## **Code of Conduct**

### **Learn With SAT Commitments**

- **Deliver Quality Tuition Sessions:** Learn With SAT is dedicated to providing high-quality tuition sessions to all individuals seeking support, regardless of their sex, gender, age, ethnicity, or disabilities.
- **Promote Inclusivity:** We strive to be an inclusive organisation that prioritises the best outcomes for all individuals seeking tuition.
- **Safety and Happiness:** We prioritise the safety and happiness of both students and tutors by ensuring that the necessary training has been completed to maintain a secure learning environment.
- **Tutor Protection:** We ensure the protection of our tutors at all times by requiring acknowledgment of our Terms and Conditions document by all students and parents.
- **Client Satisfaction:** Our ultimate goal is to achieve a high level of client satisfaction through the quality of our services.

### **Student Expectations**

- **Mobile Phone Usage:** Students are expected to turn off their mobile phones or set them to 'do not disturb' during tutorials. Only urgent messages from parents or guardians may be responded to.
- **Electronic Devices:** Electronic devices are allowed for educational purposes during tutorials and must be turned off otherwise.
- **Drinks and Snacks:** Students may bring drinks and snacks to tutorials, provided they do not disrupt the progress of the session. In group sessions, certain foods or drinks may be prohibited due to identified allergies.
- **Parental Presence:** Tutorials may or may not have parental presence, depending on the tutor's preference. A quiet and distraction-free environment is preferred. If the tutor deems the environment unsuitable, they may suggest alternatives or ask parents to leave the room.
- **Emergency Safety:** In the absence of parents during tutorials, a second adult should be present in the home or learning environment of the student for emergency situations. The student and tutor should never be left entirely alone in the educational setting.
- **Zero Tolerance Policy:** Learn With SAT maintains a zero-tolerance policy. Any student or parent found to be abusive or disrespectful to any tutor or staff member

will have their sessions terminated immediately. No reimbursement will be provided if a session ends prematurely due to such behaviour.

### **Tutor Expectations**

- High Expectations: Tutors are expected to set high expectations that inspire, motivate, and challenge students.
- Promote Progress: Tutors should promote good progress and outcomes for their students.
- Subject Knowledge: Demonstrating good subject and curriculum knowledge is essential.
- Well-Structured Lessons: Tutors must plan and teach well-structured lessons that meet the needs of their students.
- Adapt to Student Needs: Tutors should adapt their teaching to respond to the strengths and needs of all students.
- Effective Assessment: Tutors should make accurate and productive use of assessment to enhance learning outcomes.
- Behaviour Management: Managing behaviour effectively to ensure a safe and productive learning environment is crucial.
- Professional Responsibilities: Tutors are expected to fulfil wider professional responsibilities as part of their role.
- Respect: Tutors are required to show respect to all students and parents at Learn With SAT.

Signed: Sammie Allen

A handwritten signature in black ink that reads 'Sammie Allen'.

*I understand that upon commencement of tuition services at Learn With SAT, I have agreed to the terms and conditions set out in this document*