



TERMS AND CONDITIONS

for

Olive & Ivy Education Online Tutor

THE TUITION COURSE

Different tutors use various educational philosophies and techniques. One of the main advantages of private instruction is that the tutor can adapt his or her approach to each student's requirements in a way that is impossible in a classroom setting with bigger groups of students. Private instruction has no predetermined format or course materials. Every student is unique, so the tutor and pupil must determine the best strategy together. Before beginning, background information is provided, and the tutor will ask for any extra information required.

Please make sure that the student's tuition can be held in a quiet setting that encourages focus on the assigned material. Exercise books and textbooks are typically the client's duty to provide should the student benefit from these. Usually, a workbook and pen/pencil are sufficient and for those undertaking Maths tuition, a calculator will be beneficial. A laptop/computer is also advisable, to access the lesson.

Tuition normally consists of 45-minute to 50-minute sessions. Shorter or longer sessions are available but must be agreed upon in advance between the client and the Tutor, as prices for these may vary.

Should a pupil finish a lesson early then the time left will be added to a 'lesson make-up time' list, this will then be used should any lessons run over.

If lessons run over and a pupil has no 'lesson make-up time' left then the tutor will owe time back to the pupil at another point – meaning the two lists should balance out, ensuring that pupils receive all of their paid-for time.

At the start, it can be difficult to determine how much tuition a student requires. Olive & Ivy Education makes an effort to be as flexible as possible because finding the ideal balance for you or your child is crucial. Some parents choose to enhance their children's education year-round with private instruction. Others might only need a few sessions as a refresher and confidence booster before a test. Although all parents and students would like to think that private instruction is a fast fix, this is not the case. Building confidence and trust with a student can

take some time, also a guaranteed passing mark on an upcoming test/exam cannot be guaranteed.

Sometimes a tutor's style of instruction or personality may not be suitable for the particular pupil. If this is the situation, kindly get in touch with us right away, and we'll try to make the necessary changes as soon as possible.

ONLINE TUITION

Online tuition or Live Remote Tuition is when the tutor tutors a student where the tutor and student are not in the same location as the tutor using the Internet. Tutor and student using a combination of e-mail, Internet Chat via Microsoft Teams and our/or a webcam which enables them to see and hear one another, as well as use an interactive whiteboard. It is up to the student and tutor to decide which media or combinations of media best suit their preferences and achieve the student's goals. All online tuition is paid in advance. When a client wishes to book more sessions, they are to contact Olive & Ivy Education and pay for more weekly sessions.

RESPONSIBILITIES

While tutoring, a tutor is not liable for supervising children or watching over a home and its contents. Please make sure that there is always a competent adult present. This adult does not need to supervise the lesson, however, does need to be around in case of any technical difficulties or other incidents which may occur.

RESCHEDULED LESSONS

Should any lesson have to be rescheduled then this can be discussed between the Tutor and the client. The Tutor will provide three rescheduled dates and times as an option for you to choose from. Please notify the Tutor which session you would like and the Tutor can then book this for you. If none of these lesson dates and times is suitable then the lesson will be cancelled. Refunds are NOT creditable therefore please try to work with the tutor to find a day and time that is suitable.

Lessons MUST be rescheduled at least 24 hours prior – in the case of illness the tutor should be notified via WhatsApp at least 2 hours prior. Failure to notify before this will result in the loss of the lesson.

ATTENDANCE

The minimum charge for the attendance of a Tutor at a session is your hourly rate of charge for that Tutor. Please note that there can be considerable preparation involved before each session of tuition therefore missed sessions still cost the Tutor time. If a student misses their session, there will be a fee charged, if the lesson cannot proceed. There is a 15-minute waiting period after which the lesson will be considered a missed session and charged at the full rate if the

student has not arrived or if a parent has not informed the teacher that the student plans to be late.

ILLNESS & HOLIDAYS

Please contact the Tutor directly over such matters, especially during the usual holiday periods, giving a minimum of 24 hours' notice (except in unforeseeable situations). Missed lessons without due notice will be charged at the full lesson rate.

If your child is unwell and unable to attend the lesson, please get in touch with the tutor as soon as possible so that your lesson can be rescheduled. A rescheduled lesson is down to the discretion of the tutor and will be organised at a time when both parties can attend. Notification of illness less than 1hr before the lesson will result in the lesson being charged at the full rate and a rescheduled session lost.

Please notify us a minimum of 14 days prior, if your child is unable to attend a lesson due to a pre-booked holiday. The lesson can be rescheduled. Failure to notify 14 days previous will result in a full lesson charge for any missed sessions. Failure to agree to a rescheduled date also will result in the loss of that lesson.

If your tutor is unable to attend a booked lesson due to illness, you will be notified no less than 1-hour beforehand. Your lesson can then be rescheduled.

If your tutor is unable to schedule a session due to a pre-booked holiday then you will be notified as soon as possible and the lesson missed will be rescheduled.

SCHOOL HOLIDAYS

Lessons still run during the school holidays. School holiday sessions are flexible and you will be given the opportunity to reschedule the lessons prior to the holiday so that you can fit these in around any plans you may have. Day time sessions are available as well as summer school packages for those who would like to take the opportunity for an intensive session plan. Please note, that lessons cannot be cancelled for the holiday periods, if you would like to move these then please talk with a tutor.

TUTOR STOPPED TUITION

In order to minimise interference with the student's progress, Olive & Ivy Education will make every effort to complete the course of tuition booked. Should the tutor cancel the tutoring course, then any pre-booked sessions will be refunded. A tutor will notify you at least two weeks before, should the sessions need to be stopped.

If the sessions need to be stopped immediately due to a safeguarding concern or breach of contract then the tutor will make you aware and refund any pre-payments made.

CLIENT STOPPED TUITION

Please give your tutor written notice at least 14 days before your tuition is due to stop so that they can finish working with the student. This withdrawal clause is applicable after the start of classes. To give a notification, send an email to OliveandIvy.Ed@gmail.com or a text message to 07933635192. The second working day following the date the notice was posted, the Tutor will be considered to have received the notice. A cancellation fee will be charged at the discretion of your tutor (usually the lesson rate for two sessions) and the remaining pre-payment returned to you.

FEES

All Fees are quoted to you and confirmed to you subsequently in writing as an invoice. You are required to pay the fees to Olive & Ivy Education before Olive & Ivy Education takes a more detailed brief of your requirements and begins work with the student.

PAYMENT FOR TUITION: WEEKLY TUTORS

Tuition sessions are paid via a monthly payment plan; invoices are sent to you early in the month to cover services received in the following month.

For example, services received by a client during August will normally be invoiced to the client in the early days of the month. Please ensure that payment for all invoices is received by the last date of the invoice. Payment is usually between the 14th and 19th of the month, for example; the 14th-19th August Payment will cover August's lessons

- Please ensure that payment for all invoices is received by the date given on the invoice.
- Payment must be made between the 14th and 19th of each month.
- Overdue Payment fees will be added to the next invoice as a result of overdue payments.
- Once tuition has commenced, there are no full refunds for the cancellation of sessions by the client prior to completion of the course.
- However, the sickness, holiday and rescheduled policy will be enacted.
- The course is flexible in terms of illness and holidays, and sessions can be rescheduled for an alternative date if the client provides a minimum of 24 hours' notice for sickness and 14 days' notice for holidays.
- Lessons cannot be refunded so please use all of your paid-for lessons before the last day of each month.

You are, however, entitled to cancel the contract within 2 working days of your acceptance or deemed acceptance of these Terms of Tuition, in which case you will be entitled to reimbursement of all Fees paid to Olive & Ivy Education. However, if you instruct Olive & Ivy Education or the Tutor introduced to you that you want the tuition sessions to commence before the end of this Cancellation period and book lesson dates, you will not be entitled to receive a full refund of the Fees paid if such tuition session has already been arranged to take place before your cancellation. Lessons are classed as booked when a date and time have been set and a confirmation has been sent out/received.

A POLICY FOR CUSTOMER SATISFACTION

Olive & Ivy Education will make an effort to adjust their lessons where needed to suit a client when a client has paid in advance for a course of instruction and is dissatisfied with a particular element of the session. If a tutor must stop teaching in the middle of the course due to unforeseen circumstances. Olive & Ivy Education will refund the remaining course fees paid by the client, corresponding to the number of pre-paid sessions for which the client does not receive tuition.

TERMS AND CONDITIONS OF Tuition (CLIENTS)

1. These terms and conditions of Tuition ("Terms of Tuition") are between Olive & Ivy Education (acting for itself) and the client and are deemed to be accepted by the client when the client completes and returns the registration form and arranges payment followed by a session of tuition by the Tutor.
2. The client is entitled to cancel the contract for Tutoring with Olive & Ivy Education within 2 working days of your acceptance or deemed acceptance of these Terms of Tuition ("Cancellation Period"). However, if you instruct Olive & Ivy Education that you want the tuition sessions to commence before the end of this Cancellation Period, you will not be entitled to receive a refund for lessons that have already been booked or commenced. A lesson has been booked if confirmation has been sent of an agreed date and time.
3. The Tutor is responsible for coordinating the tuition and will request the necessary background information from the Client and/or student nominated by the Client ("the student") from time to time. Tuition is held online and a tutor is not expected to enter a client's home.
4. The Tutor is engaged by the Client only to provide tuition and is not responsible for the safety, welfare, well-being and care of minor Students.
5. In the case of Students under the age of 18 years, a responsible adult (other than the Tutor) must be present at the premises at all times during which time the tuition takes place.
6. Fees will be agreed upon with the Client in advance by Olive & Ivy Education and confirmed in writing.
7. With the help of these Guidelines, we hope to make it clearer how Olive & Ivy Education's private tutoring programme works.

Please call us or send us an email if you have any additional questions or remarks so that we can serve you with the utmost professionalism.

Email: OliveandIvy.Ed@gmail.com

Tel: 07933635192



This policy is approved and robustly endorsed by Olive & Ivy Education and is due for review annually.

Signed:

A handwritten signature in black ink, appearing to read "H. Barker".

HANNAH BARKER (Director)

Date: 24th January 2024