



## 2020/2021 ACADEMIC YEAR

### ONLINE GROUP TUITION - TERMS AND CONDITIONS

#### REGISTRATION:

Online registration form will be sent via email and must be completed.

#### CLASS SIZE AND HOURS:

- Group lesson ratio is 6:1 maximum
- Please check available dates and times from our website.
- Students are expected to be mindful of their cyber education space.
- They should treat our digital classroom just like a regular tuition lesson.
- They need to do their best to stay attentive, respect their classmates, listen when others are speaking, and observe the general rules of respect and kindness that we would observe on any other tuition day.

#### MISSED LESSONS:

Our lessons are logical programmes of instruction designed to impart all the necessary skills, within a limited time. Every missed lesson will affect your child's chance of success. If you call or email to tell us your child cannot make a class, he/she will be provided with the work, to be returned and marked by the tutor. **No credits are given to missed lessons.**

**LESSON FEES:** Please check lesson fees from our website or by e-mailing us at [info@hsc tutoring.co.uk](mailto:info@hsc tutoring.co.uk)

#### We accept:

- Cash
- Bank transfers
- Credit and Debit card payments – online
- Childcare Vouchers (limited availability)
- PayPal

#### LATE PAYMENTS

If you receive a late payment notice for a course payment and it is not paid within 7 days, HSC Tutoring reserves the right to pause tutoring services until the balance is paid or payment arrangements have been made. If no arrangement is made, your student will not be able to attend lessons and you may lose the place.

We regret to have to enforce these sorts of penalties but, as you can imagine, small businesses like ours rely on payments being made on time and extra admin costs related to chasing payments need to be accounted for. We thank you for your understanding on this matter.

## **REFUNDS**

No refunds will be made for absence due to sickness, family holidays, with only exception when a child is in hospital or has a notice from GP. In this case, fees will be charged at a discount of 50%.

## **CANCELLING AN ENROLMENT:**

To end an open-ended enrolment we require 4 weeks' term time advance notice from the legal parent/guardian.

### **Please note our terms of cancellation:**

1. Notice must be given in writing by email or post.
2. Please ensure you have received a reply confirming that we received your notice.
3. Notice is for 4 weeks of term-time lessons.
4. Holiday weeks are not included in the 4 weeks' advance notice.
5. If notice is given just before a school holiday, the notice period will extend the enrolment beyond the holiday into the following school term.

## **HEALTH AND SAFETY**

All of our staff are DBS (CRB) checked.  
Our Safe Guarding Policy can be accessed from us on request.

## **LIABILITY:**

HSC Tutoring offers a service to help students perform better at school and achieve better exam grades. We are unable to guarantee success and are not liable for the outcome of any exam results or course work marks.

## **PRIVACY POLICY**

By providing us with your details and / or other information, you agree that we may hold this information on our secure database. We will not pass on your personal details to any third party without your consent.

### **Information We Collect**

- Identifying and contact information such as: name, address, postcode, phone number, email address.
- Information about you or your child's /the pupil's education history, status and abilities.
- Information about your intended use of our services or products.
- Accounting, billing, credit/debit card or other payment details if applicable.

### **How do we use this information?**

- To enable us to respond to your enquiry.
- To enable us to contact you regarding the pupil's progress.
- To provide the pupil with the most appropriate learning programme.
- To send you information regarding our services or special offers.
- To collect and analyse statistics to improve the service we provide you.

- Occasionally, we may ask to take photographs of the children.
- If we use photographs of individual pupils, we will not use the name of that child in the accompanying text or photo caption. If no photo consent is given, students' faces will not be identifiable on pictures on our website, social media platforms, or any other publications.

### **MAKING A GENERAL ENQUIRY:**

Please do not hesitate to contact us via email at [info@hsc tutoring.co.uk](mailto:info@hsc tutoring.co.uk) or by simply calling us at 07470 740510 to make an enquiry.

We will do our best to get back to you as soon as possible.

## **REMOTE LEARNING AGREEMENT (As mentioned via email communication)**

### **Parent/Guardian's responsibilities:**

**I agree with all the information outlined above as Terms and Conditions** and that this is an open-end contract, which gets renewed every term until last term in summer.

### **I will make every effort to ensure that:**

1. My child attends all remote learning lessons on time and will be present throughout the duration of online sessions, which HSC Tutoring has arranged and does not take holidays or other 'days off' during term time. I will inform HSC Tutoring at 07470 740510 for absences.
2. My child will be dressed appropriately and has all necessary learning equipment requested.
3. I will inform about any concerns or problems that might affect my child academic progress, behaviour or mental wellbeing.
4. I respect all members of HSC Tutoring community, abiding by HSC Tutoring's policy of zero tolerance towards rude and aggressive behaviour.
5. I will not deliberately **upload** or add any images, video, sounds or text that could upset or offend any member of the school community.
6. I will also not deliberately **record** and distribute any remote learning lessons, resources, images, video, sounds or text. All files that are shared through online platforms are protected by the UK and International copyright laws.

Parent: \_\_\_\_\_ (Agreed)

### **Student's responsibilities:**

#### **I will make every effort to:**

1. Attend all sessions regularly, punctually, properly equipped and appropriately dressed.
2. Discuss any problems or concerns with members of staff.
3. I will NOT deliberately **upload** or add any images, video, sounds or text that could upset or offend any member of the school community.
4. I will also NOT deliberately **record** and distribute any remote learning lessons, resources, images, video, sounds or text. All files that are shared through online platforms are protected by the UK and International copyright laws.
5. I will be responsible to complete any assigned work promptly.
6. Keep my parents informed of all activities.
7. Be a positive and active member of the community.

Student: \_\_\_\_\_ (Agreed)

### **HSC Tutoring's responsibilities :**

#### **We will make every effort to:**

1. Contact parents if there is a problem with attendance, punctuality, dress code or equipment.
2. Listen to any parent and/or student concerns and we will respond promptly to any emails or telephone calls.
3. Inform parents about any concerns or problems that affect their child's progress or behaviour.
4. Set, assess and monitor class work, coursework and homework and we will provide support for the satisfactory completion of the work.
5. Inform parents about student progress and academic achievement.
6. Provide a safe, well-equipped and attractive learning environment.

Signed: (Agreed)

*Thank you for choosing us!*