

# Terms & Conditions

## Introduction

These Terms and Conditions govern the provision of tutoring services by Core Achievers Ltd. Services Provided The Tutor agrees to provide tutoring sessions in the subjects agreed by the Client (Parent/Guardian) and Tutor. The schedule, frequency, and duration of the sessions will be mutually agreed upon by the Tutor and the Client. All communication regarding tutoring services should be conducted exclusively between the tutor and the parent or guardian.

## Structure

Each lesson consists of a 55-minute instructional period, followed by a 5-minute session dedicated to discussing the lesson with parents/guardians and reviewing homework with both the parents/guardians and the student. We utilise a variety of resources from different educational platforms and do not claim ownership of them. These resources will clearly indicate their sources. Resources created by Core Achievers will feature our logo, signifying that they were developed by us.

## Behaviour Policy

We have a Zero Tolerance Policy regarding shouting, swearing, aggressive, or threatening behaviour. Such conduct will not be tolerated under any circumstances and will result in the immediate termination of tuition services.

## Online/Group Tuition Policy

Students are expected to arrive 5 minutes before their lesson begins, fully equipped, with their microphone and camera in working order. They must engage actively throughout the lesson, complete all assigned tasks, and submit any homework given.

Disruptive behaviours such as shouting, screaming, talking back, rudeness, using another device during the lesson without informing the tutor, or failing to engage with the lesson will result in the student's removal from the session. No refunds will be issued, and the student will no longer be eligible for tuition from Core Achievers in the future.

## Payment and Fees

Fees should be paid directly after each lesson, either in cash or via bank transfer. For group sessions, payment needs to be made prior to the lesson, our bank details will be provided on an invoice which will be sent to you via email before the lesson. Any missed payments will result in a formal verbal warning. Repeated missed payments will lead to the termination of tutoring services.

## Cancellations and Rescheduling

Please notify me of any cancellations, holidays, or appointments at least 24 hours before your lesson is scheduled to begin. Lessons cancelled with less than 24 hours' notice will be charged at the full rate. If your child is unwell and unable to participate in tuition, I recommend cancelling before the scheduled tuition day and rescheduling for another time or day.

In the event of unforeseen circumstances such as injury or a life-threatening situation affecting you, your child, or a close family member, which results in contact being made after the 24-hour mark, a discussion can take place between parent/guardian. If I agree that the situation constitutes an unforeseen circumstance, a rescheduling of the tuition for that calendar week will be proposed.

However, failure to reschedule your child's tuition to another day or time within that calendar week will result in full payment for the missed lesson, as an alternative was offered but could not be accommodated.

## Responsibilities

The tutor will create a supportive learning environment, meticulously prepare for each session and offer focused attention and guidance to the students. The student is expected to attend sessions punctually, complete any assigned homework and communicate any difficulties or concerns.

Parents/guardians are responsible for ensuring students arrive punctually for their lessons, are well-prepared and complete their homework diligently. It is imperative that homework is done to the best of the student's ability as this significantly impacts the success they derive from their tuition. This collaborative effort between parents, guardians or and students fosters a conducive learning environment and contributes to the student's academic growth and achievement.

## Termination

Either party may terminate the tutoring agreement with one week's notice. Failure to adhere to the policies outlined above may result in the immediate termination of the agreement by the tutor.

## Acknowledgment

By engaging the services of the tutor, the client and student acknowledge that they have read, understood, and agreed to these Terms and Conditions.