



# SP Tutors (Schools Partnership Tutors) Tutoring and Cancellation Policy

Due to the funding criteria described by the National Tutoring Programme for schools to access the 75% subsidy and tutors' availability, SP Tutors needs to ensure that all sessions are completed on time, rescheduled for completion or cancelled. Cancelling of sessions can result in:

- Pupils missing essential block targets and their progress being limited
- Tutors not being paid accordingly
- Schools not receiving the 75% subsidy and therefore being liable for the full cost to schools of tutoring from SP Tutors.

To ensure the success of the tutoring programme, and for the good of the pupils' progress, we need to ensure that, wherever possible, sessions are not cancelled. However, we understand that circumstances beyond the School's or Tutor's control may arise and where sessions cannot be rescheduled to a mutually convenient time for the School and tutor, this document sets out our policy regarding the cancelling of tutoring sessions and/or blocks.

## School cancellations

The School may cancel tuition sessions by giving **at least 24 hours** prior notice to the tutor (by email or telephone). The session must also be cancelled via T-Reach, which informs SP Tutors (Schools Partnership Tutors) of the cancellation and avoids the tutor being paid and the school being invoiced for a session that has not taken place. If the schools has given at least 24 hours' notice, no tuition fees will be incurred and a tuition session should be re-arranged for the pupil(s) using T-Reach within 7 days. This session should be arranged by mutual agreement with the tutor and should take place as soon as possible. If the session cannot be re-arranged, the school will be liable for the normal cost to school (i.e. 25% of the total cost).

## If a pupil is absent or withdraws

If a pupil is absent from a tuition session (arranged for three pupils), we would expect the Tuition session to take place without that pupil and not to be cancelled. The session will be invoiced at the normal cost to school; no discounts or refunds are available in respect of sessions not attended by a pupil. If a pupil withdraws from the programme, we would expect the School to arrange for another pupil to take their place and inform us of the change of arrangements.

## Cancellations of sessions by the Tutor

When a tutor cannot attend a session, they must inform the school with as much notice as possible, ideally no later than 24 hours prior notice, and rearrange the session. If the session cannot be rearranged, the school will not be invoiced by SP Tutors. To avoid being invoiced, the school **MUST** cancel the session on T-Reach and rearrange as appropriate.

## If a Tutor withdraws

SP Tutors has a team of people to liaise between tutors and schools to avoid tutor withdrawal. In the exceptional circumstances where a tutor withdraws, SP Tutors will endeavour to replace the tutor as soon

as possible and the school should cancel the remaining sessions in the block on T-Reach. SP Tutors will guide you through this process.

## Late arrival

Fees are calculated according to the times stipulated in the schedule and no adjustment shall be made for time lost because of late arrival by a Pupil. Pupils who arrive late will only be tutored for the remainder of the scheduled session. There will be no prolonged sessions.

Any lost time because of the late arrival of the Tutor shall be compensated for by extending a lesson by mutual agreement and by such amount of time that was lost or made up on a later occasion. To avoid unnecessary delays at the beginning of sessions, schools and tutors should liaise prior to the sessions around resourcing of sessions and wifi/proxy arrangements.

## No-Show Policy

Pupils who are not present at the pre-determined location when Tutor arrives or who are more than **15** minutes late are considered **no-shows**. The session will take place for the remaining pupils. If the pupil is a no-show, the school is still responsible for payment for the tutoring session. No discount or refunds shall be given in respect of lessons not attended by the pupil.

## Missed sessions

Because the nature of the tutoring sessions is to improve academic performance it is pertinent that the pupil attends regularly and on time. If there are 3 or more incidents of cancellations, no-shows, or tardiness in any 2 month time frame, the school should consider withdrawing that pupil and replacing them with an alternative pupil.

## Force majeure

In the event of circumstances beyond anyone's control e.g. inclement weather (snow, sleet, hail, flooding) or Covid-19 bubble/national lockdowns, it is up to the discretion of the School and the Tutor as to whether or not a session will be held on that day. All schools have the option to use online tutoring as an option in-lieu of a face-to-face session. Schools should communicate with Tutors prior to/on session days when there this occurs; the School shall reschedule the session on T-Reach at a time agreeable to both parties. The School is not liable for sessions that cannot be re-scheduled or held online.

## Refund policy

We only invoice for sessions that have taken place, those cancelled without sufficient prior notice or those that cannot be rescheduled (in line with our policy). We therefore have a **No Refund Policy** for all services.

## Obligations of the School

- The School undertakes to assist the Tutor in identifying problem areas in which the pupil needs specific tutoring and will assist the Tutor to align tutoring and learning to the school curriculum and classroom teaching and learning.
- The school/pupil agrees to be prepared for every session by having all materials, utensils, homework, etc. ready and available in the designated tutoring location prior to the Tutor arriving.
- The School will liaise with tutors over the appropriateness of tasks set outside of tutoring sessions. Where agreed the School/pupil will undertake that assignments, exercises or homework will be completed in a timely manner.
- The school undertakes to be responsible for the student's conduct and character during the tutoring sessions including promptness, respectful behaviour, and staying on task.
- The school is responsible for initiating any communication with the tutor.
- The school is responsible for getting the pupil to the session on time.