

TUTORING TERMS, CONDITIONS AND POLICIES

Purpose of this Document

The purpose of this document is to provide Clients with clear information about how I provide my tutoring services, the standards I follow, and the practical arrangements that apply to tutoring.

I believe that a positive tutoring relationship depends on clear communication, mutual respect and effective collaboration between the Tutor, parents, carers and students.

The welfare, safety and educational development of the children I tutor are central to my practice.

These Tutoring Terms, Conditions and Policies ("Policies") should be read together with the Private Tutoring Agreement entered into between the Tutor and the Client.

By signing the Private Tutoring Agreement, the Client confirms that they have received and had the opportunity to read these Policies.

Where there is any conflict between the Private Tutoring Agreement and these Policies, the Private Tutoring Agreement will take precedence.

I may update these Policies from time to time to reflect changes to my tutoring practice, safeguarding procedures, legal requirements or business administration.

Clients will be informed in writing of any material changes that affect their tutoring arrangements before those changes take effect.

Definitions

Tutor

Eszter Aliz Odor

Client

The parent, carer or other individual who enters into the Private Tutoring Agreement with the Tutor and is responsible for arranging and paying for the Services.

Student

The child or young person receiving tutoring services from the Tutor.

Services

The private tutoring services provided by the Tutor.

Agreement

The Private Tutoring Agreement entered into between the Tutor and the Client.

Regular Tutoring Arrangement

The usual frequency and duration of tutoring are agreed upon between the Tutor and the Client, as recorded in the Agreement, Scope of Work or other written communication.

1. TUTORING SERVICES

1.1 Nature of the Services

The Services provided by the Tutor are educational and do not constitute childcare.

For in-person tuition taking place at the Client's home, I require at least one parent or responsible adult (for example, a nanny or grandparent) to remain on the premises during the lesson to provide childcare.

For online tuition, a parent or responsible adult must be reasonably available during the lesson where this is appropriate, having regard to the Student's age and circumstances.

Before regularly scheduled tutoring begins, I provide parents and carers with information about my educational and professional background. Copies of relevant qualifications and credentials may be provided upon request.

Parents and carers are welcome to ask questions about the tutoring process and discuss their child's education and progress with me.

Parents and carers may observe lessons by prior arrangement where this is appropriate and does not materially interfere with the Student's learning.

1.2 Teaching Approach

I practise an empowerment-based approach to education.

This means that lessons are interactive and responsive rather than based solely on lecturing or passive instruction.

Lessons are adapted, where reasonably possible, to the Student's educational needs, personality, interests, age, developmental stage and preferred ways of learning.

I aim to support Students in developing their knowledge, skills, confidence and increasing independence as learners.

1.3 Scope of Work

The Tutor and Client will discuss the proposed tutoring arrangements and educational priorities.

Following the trial lesson and before regularly scheduled tutoring begins, the Tutor will provide or confirm in writing the agreed Scope of Work.

The Scope of Work may include:

- The subject or subjects to be taught;
- Educational priorities and objectives;
- The usual frequency of lessons;
- The usual duration of lessons;
- The method of tuition; and
- Any other relevant tutoring arrangements.

Regularly scheduled tutoring will commence once the Client has confirmed acceptance of the proposed Scope of Work in writing and any required advance payment has been received.

The Scope of Work may be reviewed and updated as the Student's educational needs develop.

Any material change to the Regular Tutoring Arrangement must be agreed upon or notified in accordance with the Private Tutoring Agreement.

1.4 Learning Between Lessons

Responsibility for learning activities completed outside tutoring sessions rests with the Client and Student.

I can only plan for and respond to information reasonably available to me about the Student's learning and educational needs.

I am not responsible for additional teaching, practice, homework supervision or educational guidance provided outside tutoring sessions.

Clients are encouraged to communicate any observations, concerns, school feedback or particular areas they would like addressed so that these can be taken into account when planning future lessons.

1.5 Multiple Subjects Within One Lesson

Lessons are generally structured to focus on one subject per session to support sufficient depth, clarity and educational progress.

Where the Client requests that more than one subject be covered during a single lesson, the available lesson time will be divided between the subjects accordingly.

Where appropriate, I may recommend a longer lesson or additional lesson time to allow sufficient coverage of each subject.

2. FEES AND PAYMENT

2.1 Monthly Advance Payment

Regular tutoring fees are paid one calendar month in advance by bank transfer.

The monthly invoice will reflect the Client's Regular Tutoring Arrangement, the number of scheduled tutoring days falling within the relevant month, any agreed additional lessons, and any properly notified changes that have taken effect in accordance with the Private Tutoring Agreement.

Payment must be received no later than 48 hours before the first scheduled lesson of the relevant calendar month.

If payment is not received when due, I reserve the right to suspend tutoring services until the payment is received. If payment is not received when due, I may suspend tutoring until the outstanding payment has been made. Suspending tutoring because of non-payment does not automatically end the tutoring arrangement, and the Client remains responsible for any fees already due.

2.2 Additional Lessons and Changes to Regular Tutoring

Clients are welcome to request lessons in addition to their Regular Tutoring Arrangement.

Additional lessons are subject to my availability and are not guaranteed until confirmed by me.

Additional lessons will be charged at the applicable tutoring rate and may be added to the Client's monthly invoice or invoiced separately.

A one-off or occasional additional lesson does not change the Client's Regular Tutoring Arrangement.

Where the Client requests additional lessons on an ongoing basis, the Tutor and Client may agree in writing to increase the Regular Tutoring Arrangement. The increased commitment will take effect from the date agreed in writing and will thereafter form part of the Client's Regular Tutoring Arrangement.

The subject or subjects covered by tutoring may also be changed or expanded by written agreement between the Tutor and Client. Any agreed-upon change may be recorded in an updated Scope of Work or other written communication and does not require a new Private Tutoring Agreement to be signed.

Requests to reduce the regular frequency, duration or number of lessons are governed by the notice provisions contained in the Private Tutoring Agreement.

Cancellation or rescheduling of individual lessons does not reduce the Client's Regular Tutoring Arrangement.

3. CANCELLATIONS, RESCHEDULING AND LATENESS

3.1 Client Cancellations

If the Client wishes to cancel or reschedule an individual lesson, at least 48 hours' notice must be provided.

Where more than 48 hours' notice is provided, I will make reasonable efforts to offer an alternative lesson time.

Rescheduling is subject to availability and cannot be guaranteed.

Any alternative lesson time must be mutually agreed.

Unless otherwise agreed in writing, a lesson may only be rescheduled once.

A rescheduled lesson that the Client subsequently cancels will be treated as delivered and will not be eligible for further rescheduling or credit.

Rescheduled lessons must normally take place within 30 days of the original lesson date unless otherwise agreed in writing.

If the Client cancels a lesson with less than 48 hours' notice, the lesson will be treated as delivered and will not be eligible for rescheduling, credit or refund.

Cancellation or rescheduling of individual lessons does not constitute notice to reduce, pause or terminate regularly scheduled tutoring.

3.2 Tutor Cancellations

If I am unable to provide a scheduled lesson, I will give the Client as much notice as reasonably possible.

I will offer to reschedule the affected lesson where reasonably practicable.

If the lesson cannot reasonably be rescheduled, the Client will receive a credit against a future invoice for the affected lesson.

3.3 Lateness

If a lesson begins late because of a delay on my part, the full agreed duration of the lesson will still be provided where reasonably practicable.

If a lesson begins late because the Client or Student is not ready at the scheduled start time, the lesson will end at the originally scheduled time.

No refund, credit or additional lesson time will be provided for lesson time lost because of Client or Student lateness.

4. MINIMUM SESSION LENGTH

The minimum billed lesson length is one hour.

Where a Client requests a lesson shorter than 60 minutes, the lesson will be charged at the standard one-hour rate unless otherwise agreed in writing.

5. TRIAL LESSONS

5. Trial Lessons

A trial lesson provides a no-obligation opportunity for the Tutor, Client and Student to determine whether they wish to proceed with regularly scheduled tutoring.

A trial lesson is available only for the Student's first lesson with the Tutor. Any subsequent lesson will be charged at the Tutor's applicable standard tutoring rate unless otherwise agreed in writing.

The trial lesson is charged at 50% of the Tutor's applicable standard hourly rate for up to one hour. Any time exceeding one hour will be charged on a pro rata basis at the Tutor's standard hourly rate.

Payment for the trial lesson must be received no later than 24 hours before the scheduled start time.

The trial lesson is not confirmed until payment has been received.

If payment is not received by the payment deadline, the Tutor may release the proposed trial lesson time and offer it to another Client.

The Client is under no obligation to continue with tutoring after the trial lesson, and the Tutor is under no obligation to accept the Client for ongoing tutoring.

Following the trial lesson, the Client will have three (3) working days to confirm in writing whether they wish to proceed with regularly scheduled tutoring.

Any regular lesson times or ongoing tutoring availability discussed before or during the trial lesson will be provisionally held for the Client for three (3) working days following the trial lesson.

If the Client does not confirm within this period, the Tutor may release the proposed lesson times or tutoring capacity and offer them to another Client.

If the Client subsequently wishes to proceed with tutoring, any lesson times and tutoring arrangements will be subject to the Tutor's availability at that time.

Confirmation that the Client wishes to proceed does not, by itself, commence regularly scheduled tutoring.

Regularly scheduled tutoring will commence once:

- The tutoring arrangements and Regular Tutoring Arrangement have been agreed in writing;
- The Client has received the Tutoring Terms, Conditions and Policies;
- The Private Tutoring Agreement has been signed, and
- Any required advance payment has been received.

If the Client cancels or requests to reschedule the trial lesson with at least 12 hours' notice, the Tutor will make reasonable efforts to offer an alternative trial lesson time, subject to availability.

A trial lesson may only be rescheduled once.

If the Client cancels the trial lesson with less than 12 hours' notice, fails to attend, or cancels a rescheduled trial lesson, the trial lesson fee will not be refunded or credited.

Where the Tutor cancels the trial lesson and the lesson cannot reasonably be rescheduled, the Client will receive a full refund of the trial lesson fee.

6. CLIENT CONSULTATIONS

Brief, informal conversations relating to the Student's progress or tutoring arrangements are welcome and will not normally be charged where they last up to 10 minutes.

Where a Client would like a more detailed discussion concerning the Student's progress, educational planning, learning needs, school matters or other matters relating to the tutoring services, a consultation should be arranged in advance.

Consultations may take place by telephone, online or in person, including immediately before or after a lesson where agreed in advance.

Consultations are charged at the Tutor's standard hourly rate, calculated on a pro rata basis for the full duration of the consultation.

If a brief, informal conversation is likely to require more than 10 minutes, the Tutor may suggest arranging a consultation so that sufficient time can be set aside for the discussion.

7. HEALTH AND SAFETY

Health and safety are shared responsibilities between the Tutor and Client.

7.1 Tutor Responsibilities

I will:

- Take reasonable steps to maintain appropriate hygiene when providing in-person tutoring;
- Keep teaching materials reasonably clean and suitable for use;
- Use teaching materials that are appropriate for the Student's age and educational needs;
- Maintain a non-smoking environment in any premises under my control where tutoring takes place;
- Take reasonable steps to avoid providing in-person tutoring where I have an illness that creates a material risk of transmission; and
- Communicate any relevant health and safety concerns to the Client.

7.2 Client Responsibilities

The Client will:

- Provide a reasonably safe environment for tutoring taking place at the Client's premises;
- Inform me of any known hazards that may affect the provision of the Services;
- Ensure that pets or other circumstances do not create an unreasonable risk or material disruption during tutoring;
- Inform me of relevant illness or health concerns that may affect the safe provision of in-person tutoring;
- Take reasonable steps to avoid exposing the Tutor to infectious illness.

8. SAFEGUARDING

8.1 Purpose and Responsibility

The purpose of my safeguarding policy is:

- To protect children and young people receiving tutoring services from harm; and
- To respond appropriately to allegations or concerns relating to the welfare of a child or young person receiving tutoring services.

I recognise my professional responsibility to safeguard the Students I tutor.

This includes:

- Maintaining an appropriate Enhanced DBS check;
- Undertaking relevant safeguarding and child protection training;
- Endeavouring to remain informed about safeguarding and child protection guidance relevant to my work;

- Maintaining appropriate professional boundaries;
- Responding appropriately to safeguarding disclosures and concerns; and
- Report safeguarding concerns to the appropriate authorities or safeguarding bodies where necessary.

8.2 Responding to Safeguarding Disclosures and Concerns

If a Student tells me that they or another child may be experiencing abuse or harm, I will:

- Listen carefully and take what the Student says seriously;
- Allow the Student to speak without asking leading questions;
- Avoid requiring the Student to repeat their account unnecessarily;
- Explain, in an age-appropriate manner, that I cannot promise to keep information secret where sharing information may be necessary to protect them or another person;
- Explain what action I may need to take;
- Make an appropriate written record of the disclosure or concern as soon as reasonably practicable;
- Record relevant information, including the date, time, circumstances and persons present; and
- Report the concern to the appropriate safeguarding authority or emergency service where necessary.

I will not attempt to investigate safeguarding concerns myself.

When I believe that a child is in immediate danger, I will contact the emergency services.

Where I have a safeguarding or welfare concern that does not involve immediate danger, I will seek advice from or make a referral to the appropriate Local Authority safeguarding service or other relevant safeguarding body.

8.3 Relevant Training

Relevant safeguarding and child protection training undertaken includes:

- Level 3 Child Protection Advanced
- Level 2 Safeguarding Children in Health and Social Settings; and
- Level 2 Prevent Duty in an Early Years Environment.

9. POSITIVE BEHAVIOUR

I aim to provide a tutoring environment in which Students learn to respect themselves, other people and their surroundings, and in which their individual personalities are valued.

I aim to:

- Act as a positive role model;
- Encourage Students to communicate and participate actively in the learning process;
- Support the development of appropriate social and communication skills;
- Encourage consideration for other people, surroundings and property;
- Recognise and praise positive behaviour; and
- Work collaboratively with parents and carers.

I keep rules to a reasonable minimum and seek to ensure that expectations are appropriate to the Student's age and developmental stage.

Where behaviour concerns arise:

- I will make clear that it is the behaviour that is unacceptable, rather than the Student as a person;
- I will respond in a manner appropriate to the Student's age and developmental stage;
- I will not humiliate or deliberately intimidate a Student;
- Significant or recurring behaviour concerns will be discussed sensitively with the Client.

Where behaviour materially prevents tutoring from taking place safely or effectively, I may end the lesson early or discuss whether changes to the tutoring arrangements are necessary.

10. PARENTS AND CARERS AS PARTNERS

I believe that effective tutoring depends on appropriate collaboration between the Tutor, parents, carers and Students.

I therefore aim to:

- Recognise and respect parents and carers as important partners in their child's education;
- provide appropriate information about my teaching approach, qualifications and relevant professional training;
- Provide appropriate feedback about the Student's educational progress;
- Welcome relevant questions, observations and concerns;
- Provide Clients with access to these Policies before regularly scheduled tutoring begins;
- Maintain clear written arrangements concerning tutoring fees, payment and the Regular Tutoring Arrangement;

- Seek to understand the Client's educational priorities and reasonable expectations; and
- Encourage Clients to communicate relevant information that may assist me in supporting the Student.

11. ELECTRONIC DEVICES

During tutoring sessions, I aim to give my full professional attention to the Student.

I will not use my personal mobile phone during lessons except where reasonably necessary for:

- an emergency;
- safeguarding;
- communication relating to the immediate delivery of the tutoring service;
- timing or lesson administration

I may use computers, tablets, presentations, educational videos, songs, games, websites, applications or other digital resources where I consider these appropriate to the Student's educational needs and the purpose of the lesson.

Students will not be given unsupervised access to electronic devices.

During online tutoring, the Client is responsible for providing appropriate supervision of the Student's use of electronic devices and internet access, having regard to the Student's age and circumstances.

12. PROFESSIONAL BOUNDARIES AND COMMUNICATION

Communication concerning tutoring arrangements should normally take place between the Tutor and Client.

The Client should inform me of any relevant information that may materially affect the safe or effective provision of tutoring services.

I will maintain appropriate professional boundaries when communicating with Students.

13. PRIVACY AND RECORD KEEPING

I may keep appropriate records relating to:

- Client contact information;
- Student information reasonably necessary to provide tutoring services;
- Lesson planning and educational progress;
- Attendance and tutoring arrangements;
- Invoices and payments;
- Communications relating to the tutoring services;
- Safeguarding or other professional concerns where necessary.

Personal information will be handled in accordance with applicable data protection law and any Privacy Notice provided to the Client.

14. CHANGES TO THESE POLICIES

I may make reasonable changes to these Policies where necessary to reflect changes to my tutoring practice, administration, safeguarding procedures or legal obligations.

Clients will be informed in writing of material changes that affect their tutoring arrangements before those changes take effect.

Changes will not retrospectively increase fees, impose new payment obligations for Services already provided, or materially reduce a Client's contractual rights without agreement where such agreement is required by law.

15. QUESTIONS AND CONCERNS

Clients are encouraged to raise questions or concerns about the tutoring services directly with me.

I will seek to address concerns professionally, fairly and within a reasonable period of time.

Clear and timely communication is encouraged so that concerns can be addressed before they unnecessarily affect the tutoring relationship.