



TERMS AND CONDITIONS

for

Olive & Ivy Education Educational Resources

EDUCATIONAL RESOURCES

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 educational resources can be received and 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 computer/electronic device, workbook and pen/pencil are sufficient and for those completing the educational resources, a calculator will be beneficial for those taking Maths.

Educational resources consist of a 1 – 10 minute 'Starter', which will outline the main topic focus for the lesson. This could be in the form of an activity, video or reading. A list of around 5 'Main Lesson Activities' made up of tasks ranging from 5-minute to 30-minute activities will then be provided for the pupil to select from. Shorter or longer lesson plans are available but must be agreed upon in advance between the client and the Tutor, as prices for these may vary. When the pupil finishes their weekly work, details of how to submit these for marking will be provided in the Educational Resources Lesson Plan.

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.

RECEIVING RESOURCES

Receiving Resources is when the tutor provides a student and their family with lesson plans tailored to the pupil's needs. This is a form of supportive tuition where the tutor and student are not in the same location or the tutor delivers the lesson. The Tutor provides the parents with the lesson for their child to complete at home over some time, before returning to the Tutor for marking. The tutor and Client can use a combination of e-mail and WhatsApp to communicate throughout the time Educational Resources are being received. 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, please make the tutor aware of this and any changes throughout the contract period. All services are paid for in advance. When a client wishes to book more services, feel free to contact Olive & Ivy Education and we will discuss a new contract.

RESPONSIBILITIES

While providing Educational Resources, the tutor is not liable for one-to-one tutoring with the pupil. The tutor is not responsible for the delivery of the lesson. Please make sure that there is always a competent adult present. This adult may need to supervise the lesson where appropriate.

UNCOMPLETED LESSONS AND SUBMISSION OF WORK

Should any lesson not be completed then these can be kept and used at an alternative date. A tutor is only liable for marking work which has been returned. Refunds are not given for uncompleted lessons and new educational resources will be sent out each week regardless of the duration of the contract.

Work should ideally be submitted before the next set of Educational Resources are received. However, if this is not possible or the lesson has not been completed, let your tutor know and we can set a revised submission date.

SCHOOL HOLIDAYS

Educational resources are still sent out during the school holidays. School holiday lesson plans are flexible and can be tailored to you.

Please note, that lessons cannot be cancelled for the holiday periods.

TUTOR STOPPED TUITION

To minimise interference with the student's progress, Olive & Ivy Education will make every effort to complete the course of educational resources booked. Should the tutor cancel the contract, then any pre-paid resources will be sent out early. A tutor will notify you at least two weeks before, the contract needs 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 contract 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-paid lesson cost 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.

The minimum charge for Educational Resources is at the discretion of the Tutor, as different subjects, topics and levels require different amounts of planning, preparation and marking. Before receiving a contract or any of the relevant paperwork ensure you are happy with the quote you have been given. Rates are negotiable.

PAYMENT FOR TUITION: WEEKLY EDUCATIONAL RESOURCES

Resources 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 the contract has commenced, there are no full refunds for the cancellation of sessions by the client before completion of the course.
- Lessons cannot be refunded so please use all of your paid-for lessons before the last day of each month or give the tutor the minimum termination notice.

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 service to commence before the end of this Cancellation period and have already received resources, you will not be entitled to receive a full refund of the Fees paid.

A POLICY FOR CUSTOMER SATISFACTION

Olive & Ivy Education will make an effort to adjust their services 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 receipt of services 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 services to commence before the end of this Cancellation Period, you will not be entitled to receive a refund for services that have already been received.
3. The Tutor is responsible for coordinating the contract and will request the necessary background information from the Client and/or student nominated by the Client ("the student") from time to time. Educational Resources will be sent via email every Monday.
4. The Tutor is engaged by the Client only to provide services and is not responsible for the safety, welfare, well-being and care of minor Students.
5. Fees will be agreed upon with the Client in advance by Olive & Ivy Education and confirmed in writing.

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:

HANNAH BARKER (Director)

Date: 24th January 2024