

# Terms & Conditions

The Right Tuition Company Rochester  
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GENERAL TERMS AND CONDITIONS followed by ONLINE TERMS AND CONDITIONS: We, The Right Tuition Company Rochester, hereinafter referred to as “RTC”, agrees to tutor your child subject to the notes, terms and conditions within.


**REGISTRATION:** Please complete details on the Registration Form and sign that you have read and understood these terms and conditions.

**MEDICAL CONDITIONS:** You must say in advance if your child has any condition about which it would be sensible and reasonable to make known to us, e.g. asthma, dyslexia, palsy, diabetes, allergies, hearing/seeing, ADHD, epilepsy. RTC will not accept responsibility for the treatment or non-treatment of any condition whether or not such condition has been made known to the centre at the time of registration.

If there is any likelihood that a condition, in any one hour (or longer in the case of courses) might require intervention by RTC staff then the parent/guardian must be present for the hour or hours in which the pupil is receiving tuition. Under no circumstances will centre staff attempt, or be expected to attempt, to regulate, manage or in any other way deal with the condition during the lesson. For example, if a pupil has asthma and ordinarily carries with him or her an aspirator or other such device, then that device must accompany the pupil for the duration of the lesson.

We reserve the right to discontinue lessons without notice (with all pre-paid fees if any, refunded) if, in our opinion, and such opinion is not to be questioned, the continued presence of a pupil seems likely to prejudice the interests of other pupils and RTC, or if pertinent information was withheld upon registration. Arrangements are in place for wheelchair users, with street level access at the back of the building and accessible toilets.

**SICKNESS:** We have decided to follow procedures in line with advice given on the NHS website about how long to wait after contracting various illnesses. This advice is updated regularly. If your child is sick, please check the NHS website for information on how long to wait until returning to school. For example, in the case of sickness and diarrhoea, according to advice given as of November 2023, a child should be symptom free for a 48-hour period before returning to school. This is to prevent illnesses circulating in the community.



## FEES AND PAYMENT

**CASH-** sorry, we no longer take cash.

**CARD PAYMENTS-** we can take card payments over the phone and in the office. You can pay weekly, termly or annually.

**ONLINE PORTAL-** you can pay for term-time classes via our payment portal, where you can also set up a weekly direct debit. Not ready to use for holiday bookings yet.

**CHILDCARE VOUCHERS-** this is a manual process so please call or visit us to arrange payment and allow two weeks to ensure payment will clear before attending. (Ofsted Reference: **2643393**, Edenred Account Number: **P21313202**).

A list of our current fees can be found on our website as well as from the office.

**DISCOUNTS:** Discounts apply to lessons paid in full at the start of each term. The first week of every term is when payment is due, and this is when you will receive the lesson discount (if you pay the term in full). Term dates are available in the reception at any point during the year and reminders are sent out via our newsletter.

### LATE PAYMENTS:

**If you are in arrears, you will be given a late payment notice and 7 days to pay the owing amount. After 7 days, the full rate will be applied. No further classes or holiday courses can be booked until the account is settled.**

**CHILD CARE VOUCHERS:** If you are paying by CCV and are making monthly transactions, you need to inform the reception of how much you will be paying each month by emailing [rochester@right-tuition.co.uk](mailto:rochester@right-tuition.co.uk) If you are paying by CCV and making single transactions, then payment needs to be made during the first week of every term to receive the discount. All fees need to be settled at the end of the academic year in July as summer lessons are a separate payment arrangement.



**REFUNDS:** No refunds will be made for absence due to sickness, family holidays, closure due adverse weather conditions or any other reason that is not under the control of the centre, with the exception of; a doctor's letter or hospital admission. Fees cover tuition, provision of exercise books, rulers, pencils, the marking of all work (including homework) and general advice as required.


**MISSED LESSONS:** The 11+ course is a logical programme 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 two consecutive lessons are missed **without prior notification**, then it will be assumed the place is no longer required and it might be re-allocated.

## **WHAT HAPPENS IF YOU MISS A CLASS?**

YEARS 1 & 2 and senior YEARS 6-GCSE:

- We will do our best to slot you into another class in the same week.
- OR we can email you the missed material to do at home, which can be brought or sent in for marking and feedback. (No videos currently available for these courses)
- OR you miss the lesson and you will be credited one lesson to the next term (only one credit per term)

YEARS 3, 4 and 5:

- We can email you a video recording of the class (available from Week 2 Term 1) with emailed material which can be brought or sent in for marking and feedback.
  - We can book you in to Zoom lesson online
  - We cannot pass any lesson credits on to the following term
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**HOMEWORK:** All set homework must be handed in no later than two weeks after the date set. If it is handed in any later than this, we cannot guarantee that it will be marked. This is to help prevent a backlog of marking but is also to ensure that children get crucial feedback close to the time of their lesson for optimum results.

**DROPPING OFF and PICKING UP:** Whilst there is always at least one other adult present on the premises (excluding parents who sit out the hour in the waiting room), it is preferable that you escort your child into the centre before each lesson and out of the centre after each lesson.

Children are not permitted to leave the premises on their own, unless we have been given prior written notification by a parent that they are allowed to do so (secondary aged pupils). They must wait inside or by the veranda railings overlooking the car park until they are collected - but must let a member of the office team know they are leaving.

For the short time (**maximum 10 minutes**) before and after each lesson, responsibility is accepted on condition that your child remains inside the centre. **RTC will not accept responsibility for any pupil who is told to leave the centre by a parent to either walk home or to go to the car, nor for any pupil who walks home without parental knowledge or permission or if the child is left longer than 10 minutes and the centre is not informed by the parent.**

Children should not climb on the railings fronting RTC. So far, as we are concerned, this is what should, does and will happen: RTC accepts responsibility in loco parentis for your child during the lesson (subject to the above).

For the short time before and after each lesson, responsibility is accepted on condition that your child remains inside the centre subject to as follows: RTC will not accept nor shall be deemed to have accepted responsibility for any child who is: a) on the premises, accompanied by a parent or such other as normally accompanies the child and not in a lesson; b) on the premises, not accompanied by a parent and not in a lesson, save as above; c) on the premises, not accompanied by a parent, not in a lesson and not registered as a pupil; d) in particular the centre will not accept responsibility for any pupil who is told to leave the centre by a parent to either walk home or to go to the car, nor for any pupil who walks home without parental knowledge or permission.

**IN THE EVENT OF A FIRE:** In order for us to commit to our fire and safety policies, it is paramount that all children remain at the fire evacuation point until the authorities give them permission to leave. This is to ensure all children are properly accounted for.

**DELAYS:** If delayed by more than ten minutes or so, ring 01634 814420 and let us know. If you are away from the centre during the tuition hour, please ensure your mobile is on.

**WAITING ROOM:** Parents are responsible for supervising their children at all times. Parents are not to leave registered or unregistered younger brothers, sisters, cousins etc. on their own in the waiting room. Unless moving to and from a lesson in the rear school room, children are not to be left unattended or unsupervised in the patio garden, or in the lavatories to the rear.

**SAFEGUARDING:** RTC is Ofsted registered and therefore is committed to the responsibility under section 175 of the Education Act 2002 to safeguard and promote the welfare of any children under our supervision.

**FOOD ON SITE:** A drink and a suitable snack (this does not include family sized packets of biscuits or any fast food) may be brought to the lesson but no gum of any sort.

**MAKING A GENERAL ENQUIRY:** There are no breaks between lessons (unless operating under a pandemic policy) and parents are requested not to engage the teacher in conversation during changeover (This still applies under the pandemic policy). The best time to drop in or ring for feedback or advice is between 10.30am – 2.30pm Monday to Friday.

**POLICIES:** Please follow [this link](#) to our website for our policies or contact the office if you would like a printed copy.



## EXTRA Terms and Conditions FOR ONLINE

for students and parents booked onto our online courses using the Zoom video conferencing platform

**Booking and Payment:** All online classes are deemed to have parental consent to take place as soon as the lesson booking has been made. All lessons must be paid for at the time of booking.

### **Downloading Zoom and Technical Issues:**

Visit <https://zoom.us/download> to download the Zoom app.

Make sure you look through all of the setting options to ensure your account is properly protected. We recommend that you disable the “Join before host” option.

Please leave the Host Screen Share option on so that tutors can show the material. Please test out the Zoom app before your first lesson, to check that you have good sound and video. If you have intermittent internet connection, then please look into upgrading your broadband subscription. Security

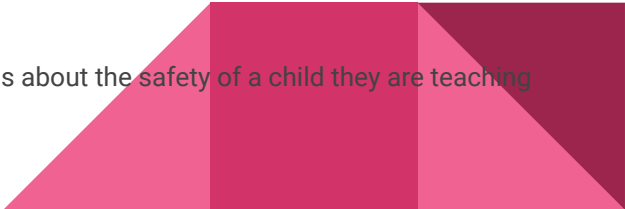
Each class has a unique code which is only sent to the tutor and each parent of the children in the class. No one can access the class without this code. If anyone is seen entering the class who is not on the register, they will be removed. After all students on the register have been accounted for, the lesson is locked.

There is no need for your child to have their own Zoom account, they simply need to log on to your account and use the ID to access the meeting.

Please go into the settings and change your account name, using the nickname setting to that of your child’s full name. This will help tutors identify everyone quickly and efficiently for the register, before locking the class.

Children are not then permitted to change their nickname.

All tutors have up to date enhanced DBS checks and are trained in safeguarding. If any tutors have concerns about the safety of a child they are teaching online, they will follow the same policy that we have for onsite children.



## ZOOM Features and expectations

**Class Environment:** In this context, we are not able to control the class environment so please ensure that the space your child is working in is as well lit, quiet and free from distractions as possible- that means don't come in and start hovering half way through!

### **Video:**

Tutors are acutely trained to read children's expressions and so although we understand that some children may be nervous, this is no different to being present in person. We believe that your child will get more out of their class, if they can be seen. Tutors will be able to form stronger relationships with pupils and the group will also benefit from recognising each other each week. If the parent has concerns about using the video option, they are welcome to stay present in the room during the class. If it is agreed that the child doesn't have to be visible, then at the very least, the student needs to show their face for registration and again at the end of the class to say goodbye.

**Audio:** It is vital that student and tutor can hear each other. This will be checked at the beginning of each class. However, during quiet moments where children are working independently, it is important that they are familiar with the "DISABLE AUDIO" option. This is the microphone icon which has a red line through it when turned off. Some microphones are sensitive; scratching, breathing and background noise are all unwanted distractions.

**Screen sharing:** Your tutor will likely share their screen to present lessons and demonstrate principles. At the start, they will always show the main sheet that was emailed to parents, so that children can check that they have the correct material. • Whiteboard. Your tutor may use this tool for children to brainstorm ideas and participate in lessons

**Special icons:** There are Raise Hand, Clap, Disagree, Speed Up, and Slow Down icons that your child can use to let the teacher know if they have a comment or are going too fast. However, we recommend that students use these sparingly and opt for a more specific message via the chat box.





**Group chat- features:** All our tutors have disabled the ability for children to message each other (to prevent unnecessary distractions) but we positively encourage them to use the chat option to send messages to the tutor if they need to, for any reason.

**The class is locked:** After the register has been taken and all pupils are present, the class will be locked. If a connection is lost and a student leaves due to technical issues, the tutor may decide to reopen the class to allow the student to re-join at their discretion.

**Good Old-Fashioned Methods:** Overall, tutors will still rely on methods such as asking children to raise their hands and selecting children to share their answers and take turns. At RTC, we are keen to maintain a certain level of interaction and confidence and so it is important that children share their video and audio during times such as brainstorming or sharing answers.

**Behaviour:** Just as we would expect students to behave in the onsite classroom, so too do we expect them to behave in the virtual class. This means that things such as polite language, saying please and thank you and raising your hand to speak is all well-known classroom etiquette that should be employed online. All children are welcomed to raise any questions they may have, as long as they are focused to the task. •

**Marking:** Often, the work will be marked at the end of the lesson as the group go through answers together however, if children are asked to send homework in, please send it to the tutor's direct email address no later than two weeks after the date it was set. If homework is sent in any later than this, we cannot guarantee that it will be marked. If you are sending photographs of work- please make sure the image is properly cropped and in focus. RTC would like to thank you for reading through and complying with all these important terms and conditions, to help us provide the most efficient and safe remote learning experience for your children.

