

Tutoring Policy Guidelines

Failure to agree and abide by the following policies may result in termination of employment for tutors or cancellation of tutoring for families. By engaging in the process to schedule and maintain tutoring sessions you agree to the following policies and understand AM City Kids and LifeSmart Education can not be held responsible for breach of policies.

Tutoring Session Overview

Tutoring sessions are held virtually via our online tutoring platform. We recommend sessions are an hour in length, however, sessions can be 30 minutes, 45 minutes, or 60 minutes in length to best suit the needs of the family. All relevant information and links needed to attend tutoring sessions will be provided on our tutoring platform TutorBird. Tutor expectations are to arrive on time and be prepared with a lesson plan for the session and all relevant materials needed to teach the lesson. Student expectations are to arrive on time to each tutoring session with all relevant materials needed for that session (i.e. textbooks, workbooks, paper and pencil, etc.) We recommend students always attend sessions with extra paper and pencil or a whiteboard and dry erase marker unless otherwise specified by the tutor. Tutors may request, within reason, a student bring specific materials to the tutoring session. Any materials requested should be within the range of typical school supplies. Tutors may not request a family purchase any additional materials to be prepared for tutoring sessions.

Client (Family) Responsibilities

To achieve maximum benefit from the tutoring sessions, the student must be in an optimal space for tutoring (quiet as possible to hear the tutor, enough space to work, etc.) (all materials ready prior to the tutoring session starting, reduced distractions, space to work, headphones if needed, etc.) Having another child attend the tutoring session without authorization is not permitted. Other children can be in the same space, but tutoring should only take place with the student the session is booked for.

Tutors are here to help students work through materials and will not complete work on behalf of the student. Students should come to tutoring sessions ready to work with the tutor through lessons.

Tutors will come to sessions prepared with a lesson plan. If the family has specific materials, they would like a tutor to work with their student on (i.e. a homework assignment) they need to communicate this with the tutor and provide all relevant information to the tutor beforehand so the tutor can be prepared. We have provided an example of what this might look like below.

Sample message:

Good afternoon *Tutor's name*,

For *Student's* upcoming session on Thursday, I would like for them to work on their math homework with you. The math homework will be a page from their school workbook about dividing decimals.

Thank you for your time. We look forward to seeing you on Thursday!

Your Name

Tutor Responsibilities

Tutors are expected to attend sessions on time, in a suitable space for tutoring, with a lesson plan, and be dressed professionally. After completing a tutoring session tutors will need to ensure attendance is recorded on TutorBird and upload their lesson plan in the notes section of TutorBird. All tutoring sessions MUST be recorded. *Tutoring sessions should go through the tutor's assigned Lessonspace link, which will automatically record the session and upload the recording to the cloud.* If a tutor encounters any difficulties with Lessonspace and needs to use an alternative platform (Zoom, Google Meets, etc) it is the responsibility of the tutor to ensure the session is recorded and uploaded.

Once contacted by AM City Kids or LifeSmart staff with a potential match, tutors need to respond within 48 business hours.

Contact Policy

All contact between families and tutors should go through the TutorBird platform's messaging system. Tutors will be responsible for all matters regarding scheduling tutoring sessions. Families should inform tutors directly of any relevant scheduling information. If any technical difficulties arise with use of the TutorBird platform families, tutors may contact LifeSmart Staff or AM City Kids staff.

As best as possible tutors and families are expected to respond to all messages within 24 hours to respect the time of all parties.

Scheduling

The first tutoring session should be scheduled and held within one week of being paired. Most families hold sessions weekly, but sessions should be held as frequently as requested by the parent/guardian and possibly with the tutor and students' schedules. We recommend maintaining a consistent schedule for tutoring sessions to develop a routine for your student.

Late Policy

If a tutor will be late to a session, they must message the family as soon as possible and inform them. Tutors are expected to tutor for an hour, regardless of the session's start time. If the tutor cannot complete an hour session in one sitting, they must make up any lost time to the family at no extra charge. This can be added to another session, or a separate session may be scheduled to make up the time.

If a student will be late to a session, they must message the tutor as soon as possible and inform them. If the student arrives late, the tutor will end the session at the scheduled time and is not obligated to make up any lost time to the family. If the tutor does not receive a word from the family and the student does not join the session within 15 minutes, the tutor may end the Lessonspace call and the family will still be charged for the session. In the event a student does not join within 15 minutes for two sessions, the family will receive a warning from AM City Kids. In the event a family has been issued a warning and the student does not attend a third session their tutoring agreement will be terminated, and they will no longer receive tutoring services from AM City Kids.

Cancellation Policy

Out of respect for the time and hard work our tutors put into preparation for sessions if you need to cancel, please notify tutors AT LEAST 24 hours prior to the scheduled session. If a session is canceled less than 24 hours before families will be charged in full for the session. In the event of unavoidable emergencies, the cancellation may be excused; we ask that you inform your student's tutor as soon as possible in this case.

Make-Up Sessions

If a session is canceled within at least 24 hours, the tutor and family will need to schedule a make-up session. Unexcused cancellations made less than 24 hours prior are ineligible for make-up sessions. We recommend scheduling the make-up session as soon as possible for both parties for the benefit of the student.

Payment and Billing

You will receive an invoice from an AM City Kids/LifeSmart team member twice a month (every 15th and end of the month).

As a Qualified Education Service Provider of ACE, families may use ACE scholarship funds to pay for tutoring. If a family elects to use ACE scholarship funds, they are responsible for understanding the reimbursement process. Should a family fail to submit invoices for reimbursement, they are personally responsible for paying the cost of the session(s).

Families may pay for tutoring sessions using credit or debit card via our tutoring platform TutorBird. Families are responsible for full payment upon receipt of the invoice.

In the event you experience any difficulties paying for tutoring sessions, please inform an AM City Kids/LifeSmart team as soon as possible and inform them when you will submit payment. If a technical difficulty with the platform itself is the source of the issue payment is due once an AM City Kids/LifeSmart team member resolves the issue.

Refunds

Refunds/invoice forgiveness will be given only if an unexpected cancellation is excused due to unavoidable emergency and an invoice has already been sent to the family.

Code of Conduct

A guardian (a parent or trusted adult of 21 years of age or older) must be present during the entire session. If a guardian is not attending within 15 minutes of the tutoring session, the tutor may end the session and the family will be charged in full. Tutors can be alone with students ONLY if both the tutor and family agree and have informed AM City Kids staff that the tutor will be alone with the student. AM City Kids MUST receive written authorization from BOTH tutor and families before a tutor can be alone with a student. Families and tutors understand that in the event they agree to meet alone, they release AM City Kids from any responsibility and cannot be held liable for anything that occurs during the session.

Tutors and families may not participate in any inappropriate behavior during tutoring sessions. Inappropriate behaviors include, but are not limited to, harassment, nudity, violence, and

alcohol or drug use. If a tutor or family engages in inappropriate behaviors during a session, any of the parties should leave the session and inform AM City Kids IMMEDIATELY. There will be zero tolerance for engaging in any inappropriate behavior.

Termination of Tutoring

In the event a tutor or family wishes to discontinue tutoring, they are required to inform, to the best of their availability, the tutor or family and AM City Kids/Life Smart staff at least 2 weeks prior to their desired end date.

Non-Solicitation Agreement

Tutors and clients are not permitted to solicit clients/tutors or encourage them to move to another tutoring platform for personal financial gain or the benefit of a competing organization at any time. If a tutor or client does so, legal action may be taken.

Failure to agree and abide by the following policies may result in termination of employment for tutors or cancellation of tutoring for families. By engaging in the process to schedule and maintain tutoring sessions you agree to the following policies and understand AM City Kids and LifeSmart Education can not be held responsible for breach of policies.

By signing this document I understand and agree to the terms and conditions listed above.

<i>I am a parent/guardian of a student.</i>	<input type="checkbox"/>
<i>I am a tutor working for AM City Kids.</i>	<input type="checkbox"/>
<p>Printed Name: _____ Signature: _____</p> <p>Date: _____</p>	