

# Tutoring Policies & Procedures



## Greetings!

Thank you for choosing us to help your child achieve academic and mental clarity. Our tutors practice Psychological Based Tutoring, a unique framework for tutoring created by our founder, Ms. Maya. We understand that there are external factors outside of the subject matter that impacts a student's academic performance. Those factors will be addressed in tutoring sessions as they surface to help improve academic performance. In addition, we passionately believe that every child learns differently, as a result we cater each lesson to each individual child's learning preference and cognitive ability.

## Intake Assessments

The intake assessment will be conducted by our Academic Coordinator, Ms. Dominique. During the intake we ask for a parent-figure to be present along with the student to provide insight on the child's academic, behavioral, and emotional history as well as current functioning. Following the intake assessment the Academic Coordinator will match students with their best-fit tutor based on areas of concentration, personality, and skillset. The intake assessment will take no longer than 60 minutes.

Intake assessments can be scheduled on our website. For families with two or more students and would like them to have 45 minute intakes please call our administrative team for scheduling (313- 970-8254)

## Services

One on One Tutoring Sessions

Virtually

In Person

In Home

Alternative Location (i.e. library, coffee shop)

## Progress Assessment

In the event you would like the Academic Coordinator to evaluate your student's progress, a

progress assessment session can be scheduled. Progress Assessments take place at the tutoring center for all in person students and must be scheduled at least two weeks in advance. Please reach out via telephone (313-970-8254) or email (completeclarity19@gmail.com) for scheduling. The cost is \$50 and sessions take approximately one hour. Please be advised, your tutor is following goals outlined by Ms. Dominique based on the Intake Assessment. Ms. Dominique is available by appointment to communicate via telephone or email (free of charge) about concerns you may have about your student's progress.

Please allow two weeks (for sessions twice a week) or three weeks (for sessions once a week) before expecting to see any sign of progress. Remember, your tutor is a stranger to your student, they need time to build their relationship. Lastly, it will take a few sessions for your assigned tutor to grasp your students' learning style. Your patience is appreciated.

# Pricing

## Location

### Product or Service

#### Virtual In Center In Home/ Alternative

Product or Service	Virtual In Center	In Home/ Alternative
<b>Standard Tutoring</b>	4th-8th Grade: \$35	PreK-3rd Grade: \$35
	High School: \$40	4th-8th Grade: \$45
		High School: \$50
<b>Premium Tutoring</b>	PreK-3rd Grade: Not Offered	PreK-3rd Grade: \$50
	4th-8th Grade: \$40	4th-8th Grade: \$50
	High School: \$50	High School: \$60
<b>Elite Tutoring</b>	PreK-3rd Grade: Not Offered	School: \$55
	4th-8th Grade: Not Offered	Not Offered
	High School: \$50	High School: \$50

# Package Options

We've designed flexible packages to suit your needs and budget. All students who receive

sessions in our tutoring center will receive a snack. We pride ourselves at offering employment opportunities to young adults who have just completed high school or who may be working on their college degree. We have a wide variety of tutors with varying levels of education and experience.

## Standard Premium Elite

Our standard level tutors have been trained and are qualified to provide support to students in the subjects they have indicated on their tutor bios.

Entry level tutor

All materials provided

Minimum requirement:

High school diploma/GED

Premium tutors are either new hires to Complete

Clarity with teaching/tutoring experience or they have demonstrated their tutoring skills for at least 6 months as a tutor with Complete Clarity.

Tutor has at least 6 months of tutoring/teaching experience

All materials provided  
Elite tutors have extensive experience tutoring/teaching or have a masters degree in an education or mental health related field.

Elite tutoring sessions also include four academic

assessments with our academic coordinator to track your student's progress\*

Students with Elite tutoring students will receive a special snack in center.

All materials provided

\*A savings of \$200! Academic assessments can be scheduled quarterly.

## Payment Policies

**Payment:** Payments are to be made by Credit/Debit card (via invoice) or CashApp (\$CompleteClarity). Please include your child's name and date of service you are paying for in all CashApp payments. Failure to do so may result in a payment reminder being issued for a payment that has already been made. We appreciate your assistance in helping us minimize confusion.

**A saved card on file or a deposit in the amount of one week's worth of sessions is required prior to the start of sessions.** All deposits are non-refundable. An invoice in the amount of \$2 will be issued to save your card on file. You also have the option for an admin team member to save your card on file free of charge. Invoices are issued on Mondays or Tuesdays (please allow up to Wednesday in the case of a holiday). Your card will not be charged until Thursday of that week. A late fee will be administered on Wednesday. In the event you remove your saved card from Square (our processing system) sessions will be paused until either a deposit is received or another card is saved on file. If we do not have a saved card on file you will be responsible for submitting payment for sessions 24 business hours prior to your scheduled session. Your deposit will be applied to your student's first week of tutoring sessions. Moving forward, that week's payment must be received before sessions can take place. A credit will be issued in

the event your tutor cancels a session after payment has been made. *There are no refunds for payments made for the week's sessions.* If you have chosen to make a deposit, there is a pause limit of two sessions before you are required to save a card on file. Sessions will remain paused until a card is successfully saved on file.

Your assigned tutor cannot accept cash- however a member of the administrative team is able to process your cash payment during our business hours.

Please be advised: Prepayments for sessions are Non-Refundable. You will be issued credits that can be used up to one year after the prepayment date. Sessions can be transferred to other tutors in the event a tutoring family requests a change.

**Payment Late Fee:** A grace period of two days is given before a late fee of \$10 is applied to the total amount due. After a payment reminder is sent via text message, the parent/guardian has two days to pay the balance before the late fee is added. Once a late fee has been applied the parent has an additional two days before sessions are paused until the remaining balance is paid.

Payment reminders are sent as a reminder of the balance currently owed. If a payment arrangement has been made, the payment due date will be indicated in the payment reminder.

**How to avoid the cancellation fee or late fee:** If a session is rescheduled for a different day within 7 days of the canceled session, no fee will be applied. The rescheduled day cannot be a day that was originally scheduled for a session (i.e. if the regular days scheduled are Monday and Thursday, confirming for Thursday does not count as a reschedule for Monday). Canceling the rescheduled day within 24 hours of the session will result in a late fee in the amount of the session canceled.

## Additional Details

**Circumstances in which sessions will end early:** If the student is uncooperative, irritable, excessively tired, or displaying any flu like symptoms this will result in the session ending early. *In the event this happens the parent/guardian will be charged the full price for the session.*

**Termination of Services:** After three subsequent late payment fees, services will be terminated. We are flexible with payment schedules, please choose the option that works best for your family. In the event of an emergency or unforeseen circumstance, the late fee will not be counted against the total count of late payments. Under no circumstance will the late fee be removed, to continue with tutoring services, the late fee and past due balance must be paid in full.

**Tutor Reassignment:** While we prioritize building rapport between student and tutor, unfortunately there are circumstances in which tutors part ways with the company, have a change in availability, or pause sessions for a prolonged period of time. In the event that your tutor is no longer available to hold sessions with your student, they will be matched with another tutor in no longer than two weeks.

**Location of Sessions:** The parent/guardian may request a public venue for sessions. If it is requested that sessions take place in the home, we ask that the family reduce all possible distractions. There is also an option to have sessions take place at the child's school, if approved by the administration.

We encourage you to choose the best learning environment for your child. If the location does not seem to be a good fit, a tutor can request a location change. In the event the tutoring family changes the location of the tutoring sessions (i.e Southfield Library to the Detroit Library) the tutoring family is responsible for communicating the location change to their assigned tutor in the formulated group chat.

**Homework:** There is great value in students completing work independently and having extra practice. Depending on the frequency of sessions and need for additional practice, homework will be given to students. During the school year, homework is not as frequent or in-depth. To see the best academic results from your child, we encourage parents/guardians to have them complete the homework assignments. Please be advised: It is imperative that your tutor can see your child's independent academic performance. If homework is not completed, your assigned tutor will instruct your student to complete the homework during the tutoring session while taking a completely hands-off approach. We cannot move forward without the certainty that your student has grasped the current concepts and can demonstrate their understanding *independently*.

**Supplies:** Your assigned tutor will supply all face to face students with one notebook that tutors will use to track their progression. For in-home sessions,

Please have at least one pencil or pen ready at the beginning of the session. As previously mentioned, the session time begins when your tutor arrives. We do not provide textbooks; however, basic workbooks and worksheets will be provided. There are a multitude of learning materials and resources for students to utilize in our tutoring center. Tutors often have multiple children working out of the same workbook, if the parent/guardian prefers that their child use specific materials they can be purchased at an additional cost.

### Cancellation Policy

We understand that things come up, life happens. However, sessions must be canceled by 8pm the day before they are scheduled. This allows our tutors time to schedule another student in that time slot or make other accommodations. Same day cancellations will result in a fee in the amount of the session canceled. In the case of an emergency, no late fee will be applied. The amount of emergency cancellations that are excused without fee is up to the discretion of Complete Clarity. Multiple emergencies within a short period of time will result in a \$10 cancellation fee.

### Late Policy

There is a 15-minute grace period before the tutor marks the session as a no show. In the event of a no show, the parent/guardian will be charged the full price for the tutoring session which is due at the agreed upon time of payment. In certain instances, if requested a tutor will wait longer, however, a \$5 fee will be charged. In the event a tutor is late, after 10 minutes the parent/guardian can cancel with no

fee applied. The late policy is applicable to virtual sessions as well.

## Referral Policy

Ms. Maya greatly appreciates referrals as it is her goal to reach as many students as possible. For all new families referred, the referring family receives one free tutoring session. The new family must confirm, attend, and pay for the initial session for the referring family to receive their free session. Adding additional children from the parent/guardian's household does not constitute a referral. When referring to a family, please specify whether you are referring them to a specific tutor.

## **Business Hours:**

Mondays & Wednesdays: 10am-5pm

Tuesdays & Thursdays: 10am-7pm

Fridays & Sundays: Closed

Saturdays: 10am-2pm

\*Business hours refer to the time in which the Complete Clarity administrative team is reachable via telephone or email. Texts/emails sent after business hours will be returned the following day. Calls will be returned within 48 hours. Tutoring sessions do not follow business hours. Please contact your assigned tutor regarding all session cancellations, directions to the center, and questions regarding scheduling.

### **Contact Information:**

Call/text: 313-970-8254 Email: completeclarity19@gmail.com

Website: [www.completeclarity.org](http://www.completeclarity.org)

\*for the fastest response time, please text

## **Frequently Asked Questions:**

**When does the session time start?** The session begins at the agreed upon time, whether this be at a tutoring center, on a zoom call, or at another location. In the event that the tutor is late, the parent/guardian is not charged for that time, if the tutoring family is late, they are charged for that time.

In some instances, the time can be made up at the end of the original scheduled session. Usually, sessions are scheduled back-to-back, so extending the time is not guaranteed.

**How to avoid the cancellation fee or late fee:** If a session is rescheduled for a different day within 7 days of the canceled session, no fee will be applied. The rescheduled day cannot be a day that was originally scheduled for a session (i.e. if the regular days scheduled are Monday and Thursday, confirming for Thursday does not count as a reschedule for Monday). Canceling the rescheduled day within 24 hours of the session will result in a late fee in the amount of the session

anceled.

**How long are sessions?:** Sessions are typically 1 hour long. Other time options are 1 ½ and 2 hours long. Session time must be agreed upon during scheduling. Changes to session length must be made 2 days before the desired time change, this allows for schedule alterations with other families.

**What happens in sessions?:** Sessions are focused on the areas of weakness as described by the parent/guardian, student, and identified through the tutor's assessment which take place in the initial session. Areas of tutoring will be limited to those discussed in the initial session. If the parent/guardian wants to add additional subjects, that can be discussed.

### **A word from Ms. Maya:**

Thank You for choosing us to work with you and your student. Please be as detailed as possible when completing the intake assessment. This allows us to provide the best care possible to our students. Included in the Academic Treatment Plan are goals and a timeline in which they should ideally be met. If you have any questions or concerns about your tutor, please do not hesitate to reach out via phone or email. I practice the goodness of fit model when pairing students with tutors, however, you are the expert on your student and if a new tutor is needed accommodations can be made. I thank you again for choosing us to help you and your students achieve academic and mental clarity.

Education + Mental Health = Clarity