

Terms and Conditions

Registration

Clients are required to provide accurate contact details. This will enable us to communicate with you effectively. We will only use these to contact you regarding tuition and will never pass them on to someone else unless you request for us to do so or where we are required by law.

Payment

- Lessons are booked and paid for in advance, monthly.
Lessons to be paid by via PayPal, customers can use this even if they are not signed up as a PayPal customer.
- Students are expected to attend all lessons unless we have informed you that there will be no tuition that week, or if you have informed us.
- Where payment remains outstanding, **The Office of Education** reserves the right to place lessons on hold until full payment is made. Paused lessons will remain chargeable to reserve the lesson time.

Cancellation & Termination Policy

- If you wish to cancel your regular tuition sessions, then we require 1 calendar month (28 days' notice) if your cancellation is less than 28 days then a full payment will be required.
- Cancellation must be given in an email. This enables you to be sure that we have received notice and the email can be saved and tracked if needed.
- Failure to give the required notice will result in you being charged for the next month after termination.

Time Keeping

- Unless otherwise arranged, all lessons are 60 minutes in duration.
- Students are responsible for logging in on time, and lessons will end at the designated time to enable the next students to have their full lesson.
- If you wish to speak to your tutor in detail, about your child's progress then please email to arrange an appointment.

Behaviour & Safeguarding

- As these lessons are delivered virtually our views upon safeguarding are of upmost importance.
- Parents are responsible for ensuring that their children know how to behave appropriately online.
- Students are not allowed to use their phones/tablets for purposes other than education during the live lessons.
- Students must not share their personal details with other students, if a student wishes to connect with another student outside the lesson then permissions must be permitted by parents of all the students involved. **The Office of Education** are not responsible for any contact made between students outside the live lessons.

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- **The Office of Education** reserves the right to logout a student if the student is disruptive or found to be playing online games or using their phone inappropriately during the lessons.
- Abusive or discriminatory behaviour towards tutors and / or other students will not be accepted, this will be investigated, and recordings of the lesson will be passed onto the police. Depending upon the seriousness this can lead onto prosecution and even imprisonment.
- Any recordings / photos / screenshots taken by the students or anyone present with the student during a live lesson will be investigated and recordings of the live lesson will be passed onto the police. Depending upon the seriousness this can lead onto prosecution and even imprisonment.
- Safeguarding is critical, we request all parents and other adults not be present on the camera, to be mindful of language used as other students present in the virtual classroom will be able to see and hear.
- Parents are requested that all their children are dressed modestly and presented smartly during live lessons and to ensure the background is clear of anything distracting or inappropriate.
- Whilst this is highly unlikely, we reserve the right to cancel any bookings for students whose behaviour is unacceptable, or where abusive language is used by either parent or student.
- Students/Parents to contact **The Office of Education** immediately if there are any safeguarding concerns: **Gov@EdOffice.co.uk** **029 22362176**

Student Progress Feedback

We will provide regular feedback via the student's online portal to state topics covered and how well the student managed the work.

We are unable to guarantee the success of any pupil in sitting any exams, courses, interviews or submitting any CV or job applications based on the services we provide and we cannot accept any liability for any failure of the pupil in connection with the services we provide.

Special Requests

We reserve the right to charge for special requests. Examples include:

- the completion of a form/questionnaire for educational psychologists /other education professionals
- a formal written report regarding student progress
- countersigning passport applications
- marking or written feedback on work outside of lessons