



www.tutoringwithsyd.co.uk

General Terms of Service

Tutor responsibilities	Our tutors are responsible for delivering sessions in accordance with our Tutoring with Syd 3 Ps: - Planning - Pedagogy (teaching) - Professionalism Our tutors are continuously responsible for developing their own practice in these key areas through our tutor-training programme, to ensure they are delivering high-quality sessions to our clients. Tutors are <u>not</u> responsible for the overall outcome (or grade) of student exams. Tutors teach lessons to cover the curriculum content and necessary skills, may set homework to consolidate learning, and may plan revision timetables with their students. Students, however, are accountable for their own revision outside of sessions which is ultimately the major contributing factor to their success. Tutors are also responsible for sending their written reports after each session and producing Personal Curriculumms on a regular basis.
Scheduling & location	Location of service is arranged prior to onboarding and on scheduling of the first lesson. Once onboarded, scheduling occurs through remote reception (Caroline) who takes over organisation of sessions. Sessions are assumed to continue over school holidays and breaks, unless we hear otherwise from clients. Clients should request changes to session dates/times through remote reception (Caroline), <u>not</u> through the tutor themselves.
Fees & payment	Fees are arranged prior to onboarding and on scheduling the first session. Although prices are generally outlined below, prices may vary depending on client-specific factors.



Online per hour		
CODE	Tutorial...	Price /hr
L1a	...with Syd	£80
L2a	...with Head of Department	£75
L3a	...with qualified/experienced teacher (with additional responsibilities)/highly experienced tutor (4 years at Tutoring with Syd)	£70
L4a	...with qualified teacher (without additional responsibilities)/experienced tutor (2 years at Tutoring with Syd)	£65
L5a	...with trainee teacher/academic expert (graduate)	£62.50
L6a	...with undergraduate (Russell Group only)	£52.50

In-person per hour		
CODE	Tutorial...	Price /hr
L1b	...with Syd	£100
L2b	...with Head of Department	£93.75
L3b	...with qualified/experienced teacher (with additional responsibilities)/highly experienced tutor (4 years at Tutoring with Syd)	£87.50
L4b	...with qualified teacher (without additional responsibilities)/experienced tutor (2 years at Tutoring with Syd)	£81.25
L5b	...with trainee teacher/academic expert (graduate)	£75
L6b	...with undergraduate (Russell Group only)	£62.50

Fees account for:

- Tutor qualifications, experience and time
- Ongoing tutor-training that happens in the background (inc. cost of training)
- Tutor lesson-planning
- Tutor long-term planning (regular production of Personal Curriculums)
- Tutor report-writing after every lesson (sent to parents)
- Tutor travel (if applicable)
- Business administration (inc. organisation, invoicing and ongoing parent communication, as well as accountancy costs)
- Business management (inc. quality-assurance)
- Cost of accountancy software enabling safe and legitimate transfer of funds (Tide banking payment links)
- Academic and technological resource costs

Cancellation, lateness & absence

Tutors are expected to be reliable and committed to their session times. We have to ensure this value is upheld by both our tutors and clients, in order to ensure the best experience for all. When clients are unreliable, tutors become unreliable, and this is the same the other way around.

We ask that clients contact remote reception to cancel or rearrange at least 24 hours prior to the arranged slot, to avoid late fees.

When a client cancels or requests to rearrange a session within 24 hours of the arranged slot, we hold the right to charge a late cancellation fee. This fee could be as much as the whole session fee, depending on circumstances.

Everybody has things that do crop up unexpectedly, and we do understand. This is why the consequences of these types of cancellations and rearrangements are variable dependent on the situation.

If a student is late to a session, the session will only run until the



	arranged finish time to ensure future clients are not affected. If a tutor attends a session and the student does not attend, we will assume a late cancellation after 15-minutes of no-show, and the whole session fee will likely be charged (except in some emergency circumstances). We ask kindly that clients are organised and attend sessions at the arranged time. Google calendar reminders are sent out 30minutes and 24 hours before each session to help, as we know life is very busy.
Notice period (termination of service)	Tutoring with Syd does not expect clients to stay committed for any particular period of time. They may choose to end their services with us at any time. However, clients should give notice of their termination of service with us at least one month in advance of the date of termination. Clients can “pause” sessions if needed (e.g. over a holiday period) but should commit to a recommencement date which should be booked in. If a client wishes to “pause” sessions, but does not commit to a specific recommencement date, their slot will be made available for other clients.
Safeguarding	The safety and well-being of children is paramount. All tutors are responsible for the safe-guarding of young people they work with, and ensuring a safe and pleasant environment during sessions, that is conducive to the student’s wellbeing. Tutors may report any signs of concern regarding a child’s well-being to management, who may be in touch with the parent if appropriate. Tutors equally hold the right to report anything in a session that they believe may put them in a vulnerable professional position to management, who may be in touch to address with the parent if necessary. Tutors are also entitled to end a session early if they themselves are made to feel uncomfortable. To protect themselves, tutors will not communicate with students directly in private (e.g. through e-mail/Whatsapp), and any comms to share resources etc. will be sent via email to the parent or (for A Level students) to the student directly with the parent and Syd copied in. All tutors undergo a complete enhanced DBS-check.
Privacy policy	Our full privacy policy can be found here: https://tutoringwithsyd.co.uk/privacy-policy