



Client Handbook & Tutoring Contract



VTS

A Mobile Service
Operating out of
Philadelphia, PA

PLEASE VISIT OUR WEBSITE

www.victoriastutoringservices.org
(267) 570-9997

Dr. Victoria Best.- CEO/FOUNDER
vtsteam@victoriastutoringservice.com

WELCOME

"If We Work Together, We Will Make a Difference!"

Dear Parent(s)/Guardian(s),

Thank you for choosing VTS, (Victoria's Tutoring Service) as your tutoring service. In this handbook you will find all the information you will need to get started with your tutoring services. We take pride in our service and want to make sure that we meet the needs of all of our students, by providing premium-tutoring services at affordable prices. Once you have reviewed our handbook and have choose the tutoring service appropriate for you child/children, we ask that you sign the contract within this handbook to confirm services rendered from VTS.

Every student that receives services from VTS is only offered our mobile tutoring service. Which gives students the option to receive service in their home, otherwise the local library closest to the students, home will be the meeting location.

VTS diligently keeps the lines of communication open throughout your tutoring experience, to strengthen communication and teamwork. VTS appreciates your time and takes prides in being available to answer your questions. Feel free to contact VTS with any further questions about our services.

Sincerely,

Dr. Victoria Best

Chief Executive Officer of, Victoria's Tutoring Service LLC

TUTORING SERVICES

”If We Strive to Work Smarter & Not Harder, We Can go Farther”

1. Private (One-to-One) Tutoring (Grades K- 8) PRE-REQUISITE (S)- Initial Assessment & Consultation:

VTS offers in-person private tutoring services for many subjects such as: English, reading, writing, and math. Based on the findings of the student’s initial assessment, we create a learning plan tailored to fit the needs of the student and assign a subject(s) matter expert to conduct the tutoring sessions. THE TUTORING SESSION: The instructional portion is 50-minutes and is followed by a brief 10-minute review between the tutor, and /or parent(s)/guardian(s), and the student.

2. Homework Help (Individual or Group) PRE-REQUISITE (S)-Consultation:

Individual Session: 60 minutes

Group Session:

VTS Homework Help is suggested for students who want to receive assistance with just homework, having a 1-hour session with a qualified tutor. With homework help the student will complete homework assignments (from school or educational program) Homework Help is a great option for students needing assistance completing special projects, completing assignments, or preparing for tests after school. THE TUTORING SESSION: The instructional portion is 50-minutes and is followed by a brief 10-minute review between the tutor, and/or parent(s)/guardian(s), and the learner.

Accountability

VTS agrees to:

- A. Communicate with the parents and/or student on a regular basis.
- B. Require our highly qualified tutors and staff have proper current background clearances, certifications/expertise, and experience in educating.
- C. Provide programs that are designed to remediate and enrich the student's learning process with guidance and understanding the academic materials by providing examples, explanations, and practice using a variety of methods to meet their needs.
- D. Assist in, but not to complete, the student's assignments, projects, papers, or take-home tests.

Student agrees to:

- A. Participate and cooperate with the tutors and VTS regulations.
- B. Be responsible for their own grades by doing the following:
Gathering all information for their own assignments. Completing their homework, large projects, papers, and tests on their own. Following the standards set by their teachers in turning their assignments correctly, on time, and taking the proper steps to ask for help from those who are involved to help with their education.
- C. Provide drafts of school and tutoring assignments upon tutor request.
- D.

Parents/Guardian agrees to:

- A. Be available by phone during a tutoring session if a concern arises and to be clear how you prefer follow-up after each session.
- B. Monitor their student's progress and communicate with the school on a regular basis.
- C. *Keep the integrity of your student's grades by having your student complete their own work at all times.*

Getting Started with VTS Services

Initial Consultation - (30) Allows time to collect contact and background information, identify the student's concerns, and evaluate knowledge of subject material, during a brief 30-minute interview.

i. Complete the Contact and Background Information-

The director will review any documentation such as:

- Examples of Past Homework - Test Results
- Progress Reports Correspondence from Teachers
- Hearing/Eyesight Testing (if applicable)
- Educational Testing Results and IEP's for Learning Disabilities (if applicable)
- State Exam Results (PSSA, Keystones)

Some pieces may be copied and kept on file for reference. Confidentiality is important to us!

Instructional Sessions

- i. Once the student's goals have been established, the TUTORING CONTRACT is signed, instructional sessions are scheduled, and payment(s) are made. We suggest student receive a minimum of 1 hour twice a week, which is ideal in developing new study habits, consistently monitoring the student's progress, and providing an appropriate program that is designed for your student. However no minimum session booking is required.
- ii. At the end of each session (the last 10 minutes or sometimes the first) the tutor is available for comments with the parent or/tutee to review progress in person. **Student Progress-** We will regularly measure and evaluate your student's progress in a variety of ways such as: collecting information from school (i.e. grades & school correspondence if applicable); observations of student performance during tutoring; and recording and comparing our own anecdotal notes with those involved in the student's education. Regular discussions with

the tutor, parents, and the student are necessary to stay abreast of all progress and help make necessary adjustments as they arise.

- iii. **Student Responsibility-** The student is ultimately responsible for their grades and scores and therefore, parents and students must realize: *Some factors that have been known to affect the student's academic performance in school and/or tutoring but are not limited to the following: regular attendance, cooperation, motivation, participation, consistent and reworking problems-review, completing and turning assignments in properly and on time, implementation of study skills, test anxiety, health issues, proper learning support from those involved in the student's education.*

Communication - Parents may request written or verbal communication with the teachers, guidance counselors, or others involved in the student's education. Any correspondence will be documented, filed, remain confidential and will be available for the parents to review. In-depth correspondence may result in an additional charge.

Testing/Material/Training - At times more extensive testing may be suggested. We use WIAT-III and are certified to administer this evaluation. Any additional required specialized materials, testing, and/or training services will be considered on a case-by-case basis using the discretion of the director and the parents.

Photocopying - Parents give Victoria's Tutoring Service permission to photocopy student's work and documentation for the purpose of evaluating the student's progress throughout the tutoring sessions. All information will be kept confidential.

Attendance

- I. All sessions are **prescheduled** and **prepaid** in advance, in order to assure consistency and secure your tutor's availability.
- II. Students are required to **sign in upon starting each session** unless sessions are in their home. Students under the age of 14 **must** be escorted from tutoring by a parent for safety reasons.
- III. If the student transports themselves, the parent understands and agrees the student will sign themselves in and out. Parents must make arrangements with the tutor to receive updates of their student's progress if they want additional verbal or

written communication besides the **10 minute check built into the session.**

- IV. If the Library is the agreed meeting location, and the tutor arrives, the tutor will consider the session completed if the student hasn't arrived within 15 minutes of the start of the session.
- V. Notifications of delays must be made by voicemail or text. If delayed, the student will only receive instruction for the time remaining of the originally scheduled appointment. If the tutor is detained, arrangements will be made for you to receive your full session or a cash credit/refund.
- VI. **Zoom** is available for tutoring if the student is unable to attend a session due to sickness, transportation, or other conflicts. This arrangement can be made prior to the session and the parent and the tutor will agree upon a time.
- VII. **Illness** - We understand that there may be an occasional last minute situation that occurs (e.g. illness, travel issues, etc.). In this case, we will consider a refund. In any other situation where last minute changes are unavoidable they will be considered on a case-by-case basis and the tutor's input will be considered as well.
- VIII. **Continued Cancellations** will require a meeting with the Director.
- IX. **Pick-Up** - Students wait quietly to be picked up at the library. Failure to pick up your child after 15 minutes after the scheduled session will result in a fee based on the actual tutorial service fees you have chosen unless prior arrangements have been made with the tutor.
- X. **Discipline** - Our focus is to create a positive learning environment. Should disciplinary action be necessary, safety comes first, and then we will discuss the matter directly with the student's parent(s)/Guardian. The disrupted session may need to be discontinued, discussed with the Director, and rescheduled.
- XI. **Holidays** - We are open minor holidays that the students may have off of school. We are closed the major holidays: New Years, Memorial Day, 4th of July, Labor Day, Thanksgiving, and Christmas.

XII. **Weather-** In the event of inclement weather, please call VTS. We do NOT follow school closings as roads are often cleared by afternoon, unless a state of emergency has been declared.