

Throughout the year it is inevitable that children and staff get ill. This policy aims to set out the procedure that staff and clients are expected to follow when on our premises.

Depending on the illness and its symptoms, we may or may not be able to provide tuition sessions during or following a child's illness. Similar to schools, we use the government's *Health Protection Agency Guidelines*.

All children and staff who have been absent from face-to-face tuition sessions due to having sickness and/or diarrhoea, will not be allowed to attend a face-to-face tuition session until they have been symptom free for at least 48 hours. This is to minimise the risk of transmission of an infection to other families that we work with. An online session may be available upon request, however we only recommend this if the child is well enough to attend.

If your child is ill within any 48-hour period prior to a face-to-face session, it is the parent's/carer's responsibility to inform their account manager before they attend. This information must be shared with us even if your child is no longer showing any symptoms. Please note, medications often mask some symptoms your child is experiencing. Depending on the illness or the reason for taking medication, we may not be able to offer a face-to-face session until they are well again.

If your child becomes unwell during a face-to-face tuition session, we will contact you to collect your child as soon as possible and we will continue to make them as comfortable as possible until you arrive. If your child is absent due to illness, full fees will still be expected (if 24-hours' notice is not provided). Where possible we will always try to reschedule your session or move this to an online session if appropriate; however, this cannot be guaranteed and is at our discretion.

If your tutor is ill, an online session may be offered if the tutor is still able to work. However, for more serious illnesses your lesson will be cancelled and no fee will be charged for this lesson.

Illness	Process
Coronavirus (COVID-19) or other Viral infections	Please keep your child at home.
Coughs and Colds	Your child can attend face-to-face sessions, however we would strongly recommend requesting an online alternative instead. If your child has a fever, please keep them at home until the fever goes.
Chickenpox	Keep your child at home until all of the spots have crusted over and are no longer infectious.

Flu	You child should stay at home until they have recovered.
High temperature	Please keep them at home until this has returned to normal.
Vomiting and Diarrhoea	Please keep them at home and do not attend face-to-face sessions. Your child should stay at home until 48-hours after symptoms have passed.

Ibberson Tutoring Solutions reserves the right to ask that a student does not attend a face-to-face session should we believe that their attendance may spread an infection. If you are ever in doubt, please contact your account manager before arrival.