**AM Tutoring Solutions LLC – 2022-2023 School Year Policy Effective August 15, 2022**

Student and Parent Expectations:

* Students should be on time to each session prepared and ready to work
* Parents should communicate weekly with the tutor regarding any assignments, progress, etc. for grades K-5th.
* There is a 3-hour window to cancel virtual or 24 hours to cancel in person, anything less is considered a no show and refunds will not be given
* Students should be respectful and always engaged
* Students may not tutor from a phone. They should be on an iPad, desktop, or Laptop.
* It is the responsibility of the student AND/OR the child depending on grade level to keep the tutor informed of tests, homework, projects, etc.
* Students should bring their tutoring folder, pencil, and pen to each session as well as any paper homework whether virtual or face to face. All homework is expected to be turned in timely
* Parents should scan in any homework or information needed at least 24-48 hours ahead of time, IF possible, to the tutor
* There is a 2 week notice to withdraw from the program – 2 weeks is 14 days from notice in writing. The notice plus payment is due and the child will receive 2 additional weeks of tutoring and then be released from the program

TUTOR Expectations

* Tutors should be on time and prepared
* They should contact the parents if the plans deviate in any way
* Tutors should always know what the student is studying such as TEKs, accessing an online platform such as Google Classroom, etc.
* Tutors should always be respectful, professional, patient, and accommodating of their students
* Tutor will notify the director of any grievances or issues if they arise from the parent or student

**Consistency in Tutoring:**

* We are not a pay as you go or tutor some weeks and not other weeks program. Students are expected to commit to at least 1 full semester and tutor each week except holidays and closures
* Students are allowed to miss 3 sessions a semester ONLY with giving at least a 24-hour notice. All other sessions must be paid, attended, and/or made up.
* Students will not be habitually tardy. If the slot or date is not working, please discuss with your tutor
* Tutoring is a commitment just like sports and extracurricular activities.

**Subject: No Shows/Reschedules/Communication**

Due to the number of students the company now has, we are not able to continue to customize balances, reschedules, and credits. We will be moving to a one size fits all regarding reschedules, no shows, and credits unless there is a bonified family or medical emergency. Please read the following carefully:

**CREDITS**

Effective, January 3, 2022, there will no longer be any credits issued. If the tutor or the family needs to reschedule, the sessions must either be 1. Made up within 3 days or 2. Double sessions will be given the following week or if the family can’t make it; they will forfeit the session. If the tutor can’t make it, another tutor from the team will be appointed to make up the session.

**RESCHEDULES**

The reschedule policy remains the same. For virtual tutoring, parents must give at least a 3-hour notice to reschedule without being considered a no show. For f2f which will resume January 31, 2022, there is a 24-hour notice required to cancel. If there is a proper notice to reschedule, the session will be made up within 3 days or doubled the following week.

**No Shows Policy**

Tutors will wait on the Zoom for 7 minutes. They will call and text the parent and student (students 7th grade and up if they have a cell) between the start of the session until 5 minutes after. Parents are expected to reach out to the tutor directly if their child is on the Zoom, but the tutor has not shown up as it could just be a connectivity issue. After 7 minutes, the tutor will disconnect, complete a no-show report and there will be no credits or make ups for the session. If at any time, the tutor reschedules last minute, (they should never be a no show), they will make up the session within 3 days or sooner.

**LATE FEES**

Everyone should be aware that there is a $15 late fee for payments received after deadlines. This policy is in the original policy and the registration form you completed upon registration. Please do not send payments without the late fee. If a payment becomes more than a week late, an additional $15 will be added. It is unfair to all the parents who make the sacrifice and pay timely each pay date especially when the parent is several days late without any communication.

\*\*Please reach out to your tutors first if you should have an issue, concern, or grievance so that you all can discuss and come to an agreement.

Allison Mullins, BSHA, MSHE, CF

Allison Mullins

Director, AM Tutoring Solutions