



Tutoring Agreement

TUTORING SESSIONS

Tutoring sessions will take place on Saturday at the time specified unless specifically agreed with Red Bird Tutoring.

Red Bird Tutoring sessions run 46 Saturdays a year. We will provide a calendar detailing session dates.

MEMBERSHIP

Payment for membership of Red Bird Tutoring is made monthly through our admin system. Invoices are sent out at the start of each month, with payment taken automatically a few days later, using the payment method you have set up.

Included in each membership is one 90-minute session per Saturday for your child on 46 Saturdays a year. During their session, your child will work in a small group (up to a maximum of four children per tutor) on either English or Maths.

Our tutoring centre also has a lending library that you are free to use.

CANCELLATION OF SESSIONS

If you are unable to attend a session, please let your Centre Manager know as soon as possible. You can contact her at: hello@redbirdtutoring.com

Red Bird is a monthly membership so we will always keep a place for your child in their regular session. Unfortunately, we are unable to offer refunds for missed weeks.

We understand that life gets busy sometimes so, if you let us know at least a week in advance, we will always try to accommodate your child at a different time. However,

we are committed to keeping to a maximum of four children per group so this may not always be possible.

RESOURCES

Your child is responsible for bringing their Red Bird folder to each session. We will provide any other resources required.

FEEDBACK

If you would like feedback, tutors can offer verbal feedback to parents at the end of each session. We do not provide written reports.

HOMEWORK

Regular homework will not be set. However, if appropriate and manageable, skills practise may be suggested. Older children will be encouraged to set their own goals to achieve. We will not help your child complete work set by their school, however, we can spend time with them discussing this work if they are unsure how to complete it.

CHILD PROTECTION

All Red Bird tutors are fully DBS checked (Enhanced) and have had up-to-date safeguarding training. A copy of our full Child Protection Policy is available on our website.

TIMINGS

Please ensure your child is dropped off on time so that they do not miss any part of their session. Refunds will not be issued for any missed sessions or part thereof.

Likewise, please ensure your child is collected on time. Additional charges may be made for late collections.

GUARANTEE

Although we will always strive to provide the best possible service, Red Bird Tutoring cannot be held accountable for a child's academic success, or lack thereof.

CANCELLATION OF MEMBERSHIP

If you wish to cancel your membership of Red Bird Tutoring, we recommend that you come into the centre and talk to us first. If you then wish to cancel, you need to let us know, in writing, by the 15th of the month in order to avoid paying the following month's membership fees.

COMPLAINTS

We welcome suggestions on how to improve our service and care and will give prompt and serious attention to any concerns. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result or if the matter is not appropriate for an informal process, we have a clear formal procedure for dealing with your concerns. A full copy of our Complaints Policy is available on our website.

CONTACT US

If you need to get in touch with us, you can email us on hello@redbirdtutoring.com or via our Facebook page.

SIGNATURE

I have read and agree to the terms & conditions above.

Signature: _____

Full Name:
(Print) _____

Date: _____



Sickness & First Aid

From time to time, it may be necessary to administer First Aid to your child after a minor accident. We have a fully-stocked First Aid Kit at the Red Bird Tutoring Centre - please ask if you would like to see its contents. Our staff are trained to administer simple First Aid and at least one member of staff at the Centre holds a full First Aid certification.

I agree not to bring my child to Red Bird Tutoring if he/she is ill or infectious or has not attended school due to illness.

I understand that children should not attend sessions:

- For 24 hours after they begin to feel better from a cold, cough sore throat or raised temperature
- For 48 hours after symptoms of vomiting and diarrhoea have ceased
- Until all chickenpox spots have crusted over

I give permission for staff to administer First Aid to my child.

I give my permission for any necessary emergency advice or treatment to be given or sought by staff. Staff will attempt to contact you in the event of an accident or emergency, but if we are unable to do so, staff need to be able to take necessary action.

SIGNATURE

Signature: _____

Full Name: _____
(Print)

Date: _____



Photos / Video Consent Form

We would be grateful if you would fill in this form to give us permission to take photos of you and your children and to use these in our printed and online publicity.

I give Red Bird Tutoring permission to take photographs and / or video of me and my children.

I grant Red Bird Tutoring full rights to use the images resulting from the photography/video filming, and any reproductions or adaptations of the images for fundraising, publicity or other purposes to help achieve the group's aims. This might include (but is not limited to), the right to use them in their printed and online publicity, social media, press releases and funding applications.

SIGNATURE

Signature: _____

Full Name:
(Print) _____

Date: _____

RED BIRD TUTORING

Privacy Statement

We will collect and hold any personal information you provide about yourself and your children for the purposes of communicating with you, conducting our day-to-day business and keeping your children safe. We also keep records in the day-to-day running of our business that may include some of your personal information.

We will store all personal information securely:

- Physical copies are stored in a locked filing cabinet in our office.
- Electronic copies are stored on password-protected computers and on a password-secured cloud storage system.
- Names, contact information and photographs are stored on password protected mobile phones and tablets.
- Secure online software is used to collect payments, to communicate with parents and for financial records. These are password protected.

Your data will be stored while your child works with us. When your child ceases to work with us, records will be kept for six years.

If we become aware that any hacking has taken place and your personal details may be compromised, we will inform you immediately.

You have the right to ask for a copy of all personal information we hold about you. This request should be made in writing to Red Bird Tutoring.

We will never share your personal information with anyone without your permission.

SIGNATURE

I understand the above and give permission for Red Bird Tutoring to process my personal data for the purposes identified.

Signature: _____

Full Name: _____
(Print)

Date: _____



Lending Library Agreement

We believe that having access to a range of high quality books and practical maths equipment is vital for children, so you are welcome to borrow any item from our lending library while you have a Red Bird Tutoring membership.

All items must be signed out and will be loaned for one week at a time.

You are responsible for items you borrow from the lending library. If any items are lost or damaged while signed out to you, you are responsible for paying for a replacement at a fixed rate:

Books	£10.00 per item
Maths equipment	£40.00 per item

SIGNATURE

I have read and agree to the lending library terms & conditions above.

Signature: _____

Full Name:
(Print) _____

Date: _____