



ASP Tutoring

Principles underpinning extra lessons

Dear Parents,

Thank you for asking us to provide your child with extra lessons/learning support. Please will you note the following before you confirm the lessons by your payment: *Your payment indicates to us that you have read and are in agreement with the sentiment expressed in this document.*

1. Lessons are confirmed once your payment is received in the ASP Tutoring bank account. No cash payments and no payments directly to tutors.
2. Lessons should be used in the term in which they were requested. If a tutor or learner is ill and unable to attend a lesson at the agreed time then he / she will be able to re-schedule the lesson with the tutor / learner or carry it over to the next term if necessary. Only tutors can decide if lessons are to be carried over. Re-scheduling of lessons is only advised in circumstances beyond the control of the learner / tutor. It is recommended that we avoid the need to re-schedule as that can become difficult and put everyone under pressure in the busy school term.
3. Tutors will contact learners and parents of very young children directly to arrange lesson times after payment is confirmed.
4. Once a weekly lesson slot is agreed upon the lesson schedule should be adhered to by both tutor and learner. (***Please remember that if you chop and change your lesson slot it might have a negative effect on another learner. Please only request changes when it is unavoidable.***)
5. Lesson slots are allocated on a first paid, first served basis. We monitor payments at the beginning of the term and tutors allocate lesson times on the first paid / served principle. Payments that are received late (after the due date which is reflected on the invoice) will have to accept the remaining, available lesson times.
6. If a learner cannot attend a lesson for good reason then he / she must let the tutor know at least 24-hours before the lesson is due to take place. If a learner does not arrive for a lesson and did not let the tutor know then that lesson will be forfeit.
7. Requests for changes in tutor will not be accommodated during the term. The tutor that is paid to tutor the learner for the term will be the learner's tutor for the duration of the term. Tutor changes will be considered for the next term on request, in writing by the parent and if deemed appropriate by ASP Tutoring a different tutor will be allocated to the learner.
8. It is imperative that learners are motivated and committed to attending the lessons. Parents and learners should be aware and manage expectations of progress to be in line with the learner's attitude to his / her extra lessons.
9. Learners are urged to keep in direct text message (or WhatsApp) contact with their tutors. The better the communication between learner and tutor the better the relationship and understanding of each other and subsequently the improvement in the subject.

10. In our experience it is best practice to allow the tutor and the learner to connect with each other and to work out the way forward for the lessons. Parents are urged to play a supportive and facilitative role and learners are encouraged to take responsibility for their lessons.

11. ASP Tutoring is not affiliated to any school. We do not replace the work and teaching that takes place in schools we merely supplement and strive to enhance for the learner their schoolwork through our tutoring.

- ***Lauren Smythe***