



Client Guidelines and Terms of Business

Tutor Qualifications

Tutors introduced by Educate First are highly qualified with university degrees, teaching certificates, professional qualifications or a combination of the above. Most of our tutors are from a school teaching background, tutors also come from other walks of life including training establishments and international teaching. This allows tuition to be offered in business, commercial and technical subjects too.

The Education-First selection process includes taking up professional references in respect of tutors and checks with Enhanced DBS. To enable us to provide a fully professional service we would be very grateful to hear from you if a tutor provided by us falls short of your expectations in any way

The Tuition Course

Different tutors have different teaching methods and styles. One of the primary benefits of private tuition is that the Tutor can tailor his/or her method to the needs of the individual student in a way that cannot be achieved in the larger group classroom setting. There is no set pattern or material for private tuition. Every student is an individual, and student and tutor need to find their best approach together. The background information given before stating is of great help and the tutor will ask for any additional information needed.

Please ensure that tuition can be conducted in a quiet atmosphere conducive to concentration on the tuition involved. Provision of exercise books and textbooks is usually the responsibility of the client.

Tuition normally consists of one-hour sessions. Shorter or longer sessions should be agreed in advance between client and Educate-First.

At the start, it can be difficult to determine how much tuition a student requires. Educate First tries to be as flexible as possible as it is important to get the balance right for you or your child. Some parents use private tuition as a year round supplement to their child's education. For others, just a few sessions may be required as a top-up and confidence builder prior to an exam. All parents and students would like to see private tuition as a quick fix, it is not. It can take time for trust and rapport to be built between tutor and child. Educate-First will endeavor to find a suitable match between the Client and Tutor taking into account the Tutors that are available to Educate-First, and your individual requirements, which you communicated to us prior to our assigning a tutor to you. However, sometimes a tutor's teaching method or personality may not suit the student involved. If this is the case, please contact us straight away, and we will do our best to find a replacement as soon as possible.

Responsibilities

A Tutor cannot be held responsible for chaperoning minors, nor guarding a house and household effects while Tutoring. Please ensure that a responsible adult is on the premises at all times.

Attendance

The minimum charge for the attendance of a tutor at a session is your hourly rate of charge for that tutor. Please note that there can be considerable preparation involved before each session of the tuition, in addition to travel time and cost to the tutor.

Website: www.educate-first.co.uk, Telephone: 01708 720 585, Mobile: 07772355096, Email: clientsupport@educate-first.co.uk



Illness & Holidays

Please contact your tutor directly over such matters, especially during the usual holiday periods, giving a minimum of 48 hours notice (except in unforeseeable situations). Cancellations without due notice will be charged at the one-hour rate.

Tuition stopped-by Tutor

If a tutor, for any reason, has to stop tuition mid-course, Educate First will endeavor to replace that tutor as soon as possible, subject to availability, in order to minimise disruption to the student's progress.

Tuition Stopped by Client

Please give at least a week's notice of end of tuition in writing both to your Tutor and Educate First, so that your Tutor may conclude his/her work with the student and plan his/her work with the student and plan his/her own commitments. This cancellation provision applies after tuition has commenced. You may either e-mail or post your notice to the address on this leaflet. The notice will be deemed to have been received by Educate-First Tutors the second working day after the notice was posted.

Payment For Tuition: Weekly Tutors

Educate-First invoices clients on the receipt of a signed timesheet by both parents and tutors. Once this timesheet are received parents will have the chance to pay fees by online banking, setting up a Standing Order, by phone with Debit or Credit card details or by bank transfer.

EDUCATE-FIRST DO NOT ACCEPT CASH OR CHEQUE FOR ANY CLASSES.

If you do not provide the Termination Notice to Educate-First or do not provide such notice in sufficient time, Educate-First and the tutor will assume that you wish to continue and keep your agreed time slot with the tutor reserved for you, and you will be charged for any such sessions arranged. This aids continuity and the tutor's availability as long as you need him/her. In this case, your account will automatically default to the weekly payment plan, where you will be billed weekly at the full session price.

Payment: Residential and Full-Time Tutors

Payment for residential tutors is on a per diem basis, agreed and paid to Educate-First in advance of the term or holiday period in which the tuition is due to take place. The daily rate does not include the tutor's room, board (which should not be shared) and transport which are usually provided by the client.

Non-residential full time tuition is paid on an hourly basis under the payment options available for weekly tutors above. In both cases, the hours per day are agreed in advance between Educate-First, tutor and client, as appropriate for the age of the student and goals the client and/or student seek to achieve. As a general guideline, 3 hours per day of one-to-one tuition at home is regarded by local education authorities as the equivalent of a full day's school in a larger classroom group. However, this can vary according to the needs, ability, effort and goals of the individual student.



Client Satisfaction Policy

When a client has prepaid for a course of tuition, and a client is not satisfied with a particular tutor or if a tutor must stop tuition mid-course due to unforeseeable circumstances, Educate-First will endeavor to find a replacement tutor. If a replacement cannot be found of the level and subject required by the client, then Educate-First will refund the balance of the course fees paid by the client representing the number of pre-paid sessions for which the client does not receive tuition.

Fees

There is no registration fees, so classes starts as soon as a parents books the first lesson.

Fees are agreed verbally by Educate-First on behalf of the tutor, and with the client prior to commencement of the tuition. They are normally at a standard rate appropriate to the level of tuition provided and are confirmed in writing as soon as possible. A reasonable charge for travel may be required by a Tutor. This should be discussed with you prior to commencement of a contract.

If the client is choosing the repayment plan, the current rate and prepayment discount is confirmed verbally with a Educate-First consultant and then in writing. In the event a tutor requires travel expenses, there is no discount on travel in the prepayment agreement. This charge is added to the total as a separate item with all prepayments.

Contractual Relationship

Educate-First acts as agent of the tutor by providing introductions of tutors to clients and vice versa. It also collects fees from the client on behalf of the tutor together with its own fee in respect of its administration commission, which is included within the hourly rate quoted for a particular Tutor and which is payable solely by the client. VAT is applied where appropriate.

These Guidelines form a part of the client's contract with Educate-First and with the tutor. For further contractual details please see Terms and Conditions of Business (Clients) below.

Data Protection Act

Educate-First is registered under the Data Protection Act hold and use client data for the purposes of the services that it provides. Clients providing personal data to Educate-First are consenting to the use of that data by Educate First for the purpose of effecting introductions to tutors, for billing and fee collecting purposes and to enable Educate-First to contact the client and/or student from time to time. Where required for legitimate purposes in connection with Educate-First business and subject to suitable safeguards that data may be transferred to others.

Policies

Any opinion expressed by a tutor is not necessarily an expression of the opinion of Educate-First



Tutor Screening

Educate-First follows a rigid framework for registering all of its private tutors.

Our tutor support team conducts a number of checks on every single tutor before they can successfully register with us. Around 50% of our applicants are turned away as they don't reach our requirements; this ensures our clients will always receive an experienced, highly educated tutor. All tutors must hold a current Enhanced DBS that is less than 3 years old, before they are fully registered.

Below is the framework all tutors go through:

Interview

This initial phone discussion enables our tutor support team to establish what qualifications the tutor holds and what specific tuition experience they have. Educate-First requires all tutors to hold a degree classed at 2.1 or higher and/or have Qualified Teacher Status (QTS). All tutors must have up to date knowledge of the curriculum and this is highlighted during the interview. They are also able to ensure the tutor has a real passion for helping students achieve their potential. If the tutor is successful at this stage they are sent registration forms.

Documents checked

Once the registration forms have been received the tutors' personal details are double checked. The tutor support team also receives copies of the tutors' passport, degree certificates, CV and current Enhanced DBS; if they do not hold an Enhanced DBS an application is made. All of the documents are inspected and if they reach our requirements the tutors' work referee and character referee are contacted.

Enhanced DBS

All of our private tutors holds Enhanced Disclosures and Barring Services (DBSs), or Enhanced Disclosure Scotland's which we check very closely. The Disclosure and Barring Services (DBS) is an executive agency of the Home Office which vets applications for people who want to work with children and vulnerable people.

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References checked

The tutor support team assesses two references for every tutor; one work reference and one character reference. Many of the work referees have worked with the tutor in a teaching environment so they can provide us with a valuable insight in to the way the tutor works with children. The character referee can also help us determine whether a tutor is suitable to work with children due to their characteristics. If the references reach our standards the tutors' profile is double checked and then made available to the private client department to match up with clients.

Ongoing monitoring

At Educate-First, our screening process is continuous; once tutors are registered with us we monitor the progress of all ongoing tuition to make sure it is a success. If any step is not satisfactory then we do not register or retain the tutor. We work with the client and the tutor so if any concerns arise we can put a new tutor in place, if necessary. Educate-First advise all clients to submit a survey in order to help us keep track of current tuition and ensure the tutors are reaching our high standards.