



121 Tutoring Solutions Ltd | Guidelines for Clients & Terms of Business

Tutor Qualifications

Tutors introduced by 121 Tutoring Solutions are highly qualified with university degrees, teaching certificates, professional qualifications or a combination thereof. Although mostly from a school teaching background, Tutors also come from other walks of life including training establishments. This allows tuition to be offered in business, commercial and technical subjects too.

The 121 Tutoring Solutions selection process includes taking up professional references in respect of Tutors and checks with the CRB. 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 starting 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 Tutor.

At the start, it can be difficult to determine how much tuition a student requires. 121 Tutoring Solutions 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, in reality it is not. It can take time for trust and rapport to be built between Tutor and child. 121 Tutoring Solutions will endeavour to find a suitable match between the Client and Tutor taking into account

the Tutors available to 121 Tutoring Solutions, and your individual requirements, which you communicated to us prior to our assignment to you of a Tutor. 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 tuition, in addition to travel time and cost to the Tutor.

Illness & Holidays

Please contact your Tutor directly over such matters, especially during the usual holiday periods, giving a minimum of 24 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, 121 Tutoring Solutions will endeavour 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 to 121 Tutoring Solutions, 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 121 Tutoring Solutions the second working day after the notice was posted.

Payment for Tuition: Weekly Tutors

Two payment plans exist, a prepayment plan and monthly billing plan. With the monthly payment plan, invoices are posted to you early in the month to cover tuition in the preceding month. For example, tuition received by a client during the month of September will normally be invoiced to the client early in October. Invoices thus rendered cover monies receivable for and on behalf of the Tutor together with fees due to 121 Tutoring Solutions, thereon. Please insure that payment for all invoices is received within 14 days of the date of the invoice.

By selecting the prepayment plan, you are offered a reduced rate for an agreed number of sessions, which are paid in advance. Payment must be made prior to the commencement of the first session after the free introductory session with the Tutor. Once tuition has commenced, there are no refunds for the cancellation of sessions by the client prior to completion of the course. However, the course is flexible in terms of illness and holidays, and sessions can be rescheduled for an alternative date if the client provides a minimum of 24 hours notice of the cancellation of the session to the Tutor.

The course of sessions can commence at any time of year. You are, however, entitled to cancel the contract within 8 working days of your acceptance or deemed acceptance of these Terms of Business ("Cancellation Period"), in which case you will be entitled to reimbursement of all Fees paid to 121 Tutoring Solutions. However, if you instruct 121 Tutoring Solutions or the Tutor introduced to you that you want the tuition sessions to commence before the end of this Cancellation period, you will not be entitled to receive a refund of the Fees paid in the event that such tuition session has already been arranged to take place prior to your cancellation.

At the end of the prepaid course, tuition automatically carries on unless you give one-week's notice (Termination Notice) both to your Tutor verbally and in writing to 121 Tutoring Solutions. This will enable the Tutor to bring tuition to an appropriate conclusion for the student and seek reassignment to another job.

If you do not provide the Termination Notice to 121 Tutoring Solutions or do not provide such notice in sufficient time, 121 Tutoring Solutions 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 monthly payment plan, where you will be billed monthly at the full session price.

If you would like to carry on at a discounted rate, please contact 121 Tutoring Solutions no later than the last prepaid session, and you can prepay for another "course" of sessions. The rate agreed in your initial course of prepaid sessions is valid for 100 days from the start of the course or until 7 September whichever comes first. Therefore, should you choose to extend your prepaid course and the standard rates have increased during the time of the prepaid course, the new discount offered will be the same percentage discount, albeit off the current standard rate and not the former standard rate that existed when the initial course was purchased.

Payment: Residential and Fulltime Tutors

Payment for residential tutors is on a per diem basis, agreed and paid to 121 Tutoring Solutions 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 fulltime 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 121 Tutoring Solutions, 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, 121 Tutoring Solutions will endeavour to find a replacement Tutor. If a replacement cannot be found of the level and subject required by the Client, then 121 Tutoring Solutions 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

A registration fee is paid prior to registration with 121 Tutoring Solutions. This is quoted to you verbally by telephone and confirmed to you subsequently in writing. You are required to pay the registration fee to 121 Tutoring Solutions prior to 121 Tutoring Solutions taking a detailed brief of your requirements and beginning the search for a Tutor. This is an administrative charge which pays for the consideration of several of 121 Tutoring Solutions' most appropriate Tutors before selecting the one the consultant feels best meets the client's needs.

The Registration fee is only refundable if no Tutors are available who teach the subject and level required by the Client, or if the Client notifies 121 Tutoring Solutions of the cancellation of the contract within 8 working days of your acceptance or deemed acceptance of these Terms of Business. However if you instruct 121 Tutoring Solutions or the Tutor that you want the tuition sessions to commence before the end of the Cancellation Period, you will not be entitled to receive a refund of the Registration Fee in the event that such a tuition session has already been arranged.

If you are booking more than one Tutor, the introductory session with the second and subsequent Tutor(s) is charged at the standard hourly rate.

Fees are agreed verbally by 121 Tutoring Solutions 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 121 Tutoring Solutions 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

121 Tutoring Solutions 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 121 Tutoring Solutions and with the Tutor. For further contractual details please see Terms and Conditions of Business (Clients) below.

Data Protection Act

121 Tutoring Solutions 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 121 Tutoring Solutions are consenting to the use of that data by 121 Tutoring Solutions for the purpose of effecting introductions to Tutors, for billing and fee collecting purposes and to enable 121 Tutoring Solutions to contact the client and/or student from time to time. Where required for legitimate purposes in connection with 121 Tutoring Solutions' 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 121 Tutoring Solutions.