

# Student Terms & Conditions and Privacy Policy

## Who am I

Tracy Landsberg is a trading entity giving private tuition under the trading name Science Success Club.

## Tuition Terms

### Registration

Clients are required to provide adequate contact details. This will enable us to communicate with you effectively. Please ensure that you have completed your contact details on the **contact details** form.

We ask you to provide us with your postal address, e-mail, landline and mobile numbers.

We will only use these to contact you with regard to tuition and will never pass your details on to someone else unless you request for us to do so or where we are required by law.

You will be required to confirm below that you have read the Science Success Club GDPR/Privacy statement below before commencing tuition. If your child is aged 13 or above, they will also need consent to data regarding their tuition being stored.

### Booking & Payment

Once you have been allocated a full-time weekly space lessons will be held at the same time on the same day each week. At the end of each month you will be sent a list of the lessons pertaining to the following month. If there is a change to be made, kindly respond and propose the change.

You will always be sent any lesson dates in advance of the first lesson each month to make sure we are properly organised: as payment is to be made at the end of the preceding month before lessons commence the following month.

If you need to cancel any lessons, we need to know at least 48 hours in advance so that if we can fill your lesson space with someone on the waiting list the lesson won't need to be paid for. Lessons cancelled with less than 48 hours of notice will need to be paid for.

If too many dates are cancelled without proper notice (3 cancellations in a 4 month period), or if lesson payments are delayed for any reason (that has not been mutually agreed to in writing), we reserve the right to no longer offer lesson times to you. It should also be said that tuition is no guarantee of results, the results achieved in an exam are entirely down to the tutee. At the end of the day: the tutee holds the pen in the exam room.

Lessons may be selected & booked up to 1 year in advance and multiple lessons may be selected. Where lessons are paid at time of booking, they will be confirmed immediately.

All lesson payments are to be made via bank transfer.

Lessons will not be confirmed until payment has been made and the lesson will not go ahead if unpaid. Unpaid lessons will be cancelled if they remain unpaid **48 hours prior to the first day of the month in which lessons are to occur** to enable other students sufficient time to be offered this time. *Please allow up to 3 working days for BACS payments to be allocated.*

Students are expected to attend all booked lessons unless your tutor has informed you that there will be no tuition that week, or if you have cancelled / rescheduled a lesson.

Where lessons are cancelled by unforeseen circumstances by the tutor, the cost of the lesson will be placed in a tuition credit account for later use.

All bookings and payments made for group sessions are non-refundable, except in the event of cancellation from the tutor.

## **Lesson Times**

All lessons are booked using the GMT / BST time zone at the time of booking. Where students reside internationally, it is the expectation that the lesson time shall remain at the UK time.

*Eg. Where a 9am lesson is booked in BST, after daylight savings, this shall remain at 9am GMT.*

## **Time Keeping**

Unless otherwise arranged, all one-to-one lessons are 55 minutes in duration, allowing for a few minutes at the end to ensure students are complete and to ensure that lessons commence promptly.

Clients are responsible for arriving for tuition & bookings on time, and lessons will end at the designated time to enable the next student to have their full lesson.

If you wish to speak to your tutor in detail, about your child's progress then please do this during the first few minutes or the last few minutes of their lesson. Alternatively, a further lesson may be booked for this purpose.

## **Behaviour**

Parents are responsible for ensuring that their children know how to behave appropriately. Abusive or discriminatory behaviour towards tutors and / or other students will not be accepted.

We reserve the right to cancel any bookings for students whose behaviour is unacceptable, or where abusive language is used by either parent or student. Whilst this is highly unlikely, you will, of course, receive a refund for outstanding sessions if we need to enforce this.

Where tuition takes place online, please refer to our [student & tutor expectations](#) at the end of this document.

## **Student Progress / Feedback**

If your child has face-to-face tuition, we regularly give feedback to the parent collecting the student at the end of each lesson upon collection. If your child has online lessons, then we will provide short feedback via electronic communication.

Where more formal feedback is required for sponsored tuition through local education authorities, an additional charge is added to lesson fees to cover the additional administration costs.

## **Special Requests**

We reserve the right to charge for special requests. Examples include:

- the completion of a form/questionnaire for educational psychologists /other education professionals
- a formal written report regarding student progress
- countersigning passport applications
- Marking or written feedback on work outside of lessons
- Setting of homework during school summer holidays (if you have not booked a course of at least 4 lessons during this time)

## Privacy

### What personal data we collect and why we collect it

#### Personal Details

Parent & student personal details are collected as part of the tuition process. This includes contact details and academic progress data collected and created as part of the tuition process. This data is used to inform our lessons.

### Who we share your data with

Identifiable personal information will not be shared with any other party without your explicit consent unless in circumstances where we are legally obliged to share data due to criminal investigation or safeguarding concerns.

### How long we retain your data

For all tutees, the personal information you have given is held securely for the duration of your tuition time. All accounting information, in terms of payments received, is archived for 7 years for accounting purposes.

### What rights you have over your data

You can request that we erase any personal data we hold about you. This does not include any data we are obliged to keep for administrative, legal, or security purposes. This request will mean that we will be unable to contact you or offer tuition time to you.

### Your contact information

Your contact information, and any other data that makes you identifiable is not shared with any third parties unless we are legally obliged to do so for legal or security purposes.

### Additional information

#### How we protect your data

Your personal data, such as you contact details are all held on password protected digital devices.

All data is regularly backed up.

#### What data breach procedures we have in place

Tracy Landsberg is registered as a data controller with ICO and we have data protection procedures in place which all staff are expected to follow. This includes clear procedures of how to report any breach of data protection.

### **What third parties we receive data from**

From time to time we may receive personal data from external sources regarding students. eg. schools, colleges, exam centres. Where this is obtained, it is only with your express permission.

### **Industry regulatory disclosure requirements**

Tracy Landsberg is required to hold a clear and current enhanced DBS check before they undertake tuition or any other service where contact with children is included.

In line with UK Safeguarding law, where a child discloses anything to us which indicates that they may be at risk of physical or mental harm, we have a duty of care to record and pass these concerns on. At this time, personal details linked to that account may be disclosed to relevant authorities.

# Your contact information

Parent's Full Name:

Tutee's Full Name:

Postal address:

Landline phone number:

Email address of parent:

Email address of student:

Telephone number of parent:

If a student/tutee is under the age of 18 years, the student/tutee will not be contacted directly by a tutor: we will only correspond with a parent. Should details such as lesson links need to be sent by email, these will be sent to both tutee **and** parent/guardian.

We also ask you not to pass along our personal contact details to any student/tutee under the age of 18 years old to comply with safeguarding regulations. If students/tutees contact us directly by email: it is required that they cc their parent/guardian into the email or the email needs to be ignored.

## Student and Tutor Expectations

Online tuition should be an enjoyable and supportive experience for everyone involved. To enable this to happen, we have set out a few expectations for online tuition.

### I expect students to:

- Test your equipment before the start of your lesson.
  - Run an [internet speed check](#) using this as a minimum:
    - Download >10Mbps
    - Upload > 2Mbps
    - Jitter <30ms
  - Test that your headset earphones & microphone are working.
- Set an alarm 15minutes in advance of each lesson so that you can appropriately set up for the lesson. The reminder email with all links comes out 10 minutes before the start of each lesson.
- Ensure that your software is up to date: Zoom frequently send out updates and these can take 5-10mins to run; as you will be prepared for the lesson 15 minutes in advance, you will have enough time to get these aspects sorted before the lesson.
- Log in at the start of your lesson. If you arrive late to your lesson, the time will not be extended past the scheduled end time as this impacts on the students that follow you.
- Attend online tuition from an open room such as a living or dining room for the purposes of safeguarding
- Ensure that you are dressed as you would be for in-person tuition – we don't expect you to be smart, but appropriately dressed!
- Come to your lesson with the necessary equipment (as a minimum, students should have a pen, paper, calculator and the applicable periodic table).
- Keep distractions to a minimum by muting mobile phones, switching off social media.
- Have your notes from prior lessons/mailed resources nearby.
- We ask students not to bring food to lessons (including online), unless medically required.
- Send all homework to me via a parent (by cc-ing a parent into all homework emails). All direct contact from a student will be ignored as direct contact goes against safeguarding rules. This also means that homework not sent via a parent will be regarded as a non-submission.

### As a student / parent, you can expect us to:

- Arrive to lessons on time unless in exceptional circumstances
- Provide a lesson 'waiting room' to ensure that only the expected participants join a digital classroom.
- Offer positive support and encourage you to be an independent learner through 1-2-1 work and resources.
- Work with you as an individual, but not complete work for you.
- Keep distractions to a minimum by muting mobile phones, switching off social media.
- Provide feedback to you within the lesson.
- Record each lesson for the purposes of safeguarding.
  - *Recordings are held on a secure server for 30 days following the date of the lesson*
  - *Recordings will never be shared unless requested by a parent or for the purposes of safeguarding a child*

### Important notes about our professional responsibilities:

- Under no circumstances will a tutor complete homework / NEA work for you.
- A tutor will not enter into negative conversations about teachers. We request that any concerns are raised directly with the school.
- Where there is a genuine suspicion of academic dishonesty, work will not be authenticated and this will be reported to the relevant bodies
- Where grades are assessed by a tutor on behalf of an assessment/exam centre as part of the 2020 examination series, under no circumstances will the awarded grade be disclosed to the student or parent