



Procedures and Policies

This tutoring agreement is between the client (Parent/Student) and OAF Academy. Once you're done reading through all procedures and policies. Please sign.

“Get to know me” session

The initial session will be a Get to know me session. This session, and all tutoring sessions, will take place virtually. This session will be free of charge and will serve to ensure all parties understand the needs, goals and policies of the tutoring sessions. This may include, but is not limited to:

- Identifying learning needs and strengths
- Identifying whether the sessions will be homework based and/or supplementary style
- How to use the platform.
- Choosing a regular session schedule (time and day) and duration (1 hour, 1.5 hours, or 2 hours etc.)
- The tutor and the student going over policies
- Preparing for the first session; students will need to bring the following
 - Notebook for notes
 - Pen
 - Textbook (if required)
 - Laptop / tablet to join sessions
 - Mouse, keypad or digital pen (e.g., apple pencil)

Please note that it's not advisable to join sessions on mobile phones, or while doing other activities.

First Official Session

The tutor and the student will meet at the set time duration identified in the initial meeting. We may:

- Complete assessments to determine student's needs and strengths
- Review student's previous work, tests and/or report cards
- Begin homework support and/or supplementary learning
- Set goals and begin strategy development

The sessions are one-on-one with only the tutor and the student present. Parents/guardians are allowed to join the sessions. **Only registered students can join sessions.**

Regular Sessions

During regular sessions, the tutor and the student will work on the agreed upon program. The tutor can help the student understand underlying concepts and work through practice problems. All questions should be sent at least an hour before sessions. They can be sent via the portal, email or google classroom.

Instant Sessions

Instant tutoring sessions are available upon request. Students are able to send a message to their tutor/ available tutors on the portal, in the message/instructor tab. The tutor will get back to the students with an Instant link if they are available. Students are encouraged to send their questions in the message Tab as quick questions are answered for free. If the questions require extra time, the student will be informed. Sessions are billed in 15 minutes increments. 15 minutes will be taken out of tutoring credit hours. If the student needs a live session. Written

permission via text/email will be required before the instant session can commence. If you'd like to override this and want the student to have access to instant sessions without written permission. Please send an email/text stating "{insert student(s) name} can schedule instant sessions without written permissions"
Date – Name.

Booking Sessions

Sessions can be booked or requested via the portal. All sessions are pending until confirmed by the tutor. A confirmation email will be sent out. A reminder with the session link will be sent out as well before the session.

Post Session Reports

After every session, Parents/Guardians will receive an email with information about tutoring sessions.

Including, but not limited to:

1. Concepts/skills covered.
2. Reminders / To do's
3. Additional Comments

Behavior Expectations

All students and OAF Academy staff are expected to maintain a respectful and conducive learning environment at all times.

Payment

Appropriate credits are expected to be in student's account. A notice is sent out to parents/students that have insufficient credits 8 hours before the session. **Sessions that have insufficient credits will automatically be cancelled 2 hours before the session start time.**

Refund Policy.

Please note that packages are non-refundable. Parent's and Student's can opt in for pay as you go packages. Please note that the associated credits must be in the student's account before the session can commence.

Cancellations

Notice of Cancellation: The student is expected to give 2-hour advance notice of a session cancellation. If the student does not give the proper 2-hours advanced notice for a cancellation, A \$10 fee will be charged. This must be paid before any other session can be scheduled. If the student gives 2-hour notice of cancellation the session will be reimbursed as credits. This will be agreed upon at the time of cancellation. If agreeable for both the tutor and the student, the session may be rescheduled. Exceptions are made for emergencies.

Cancelling a session: To cancel an appointment, the student must contact the tutor via the portal, and cancel the session on the portal. The tutor will reply to acknowledge the cancellation and identify if the 2-hour advance notice policy has been breached.

Lates and No-Shows

A Student/Tutor Does Not Show Up for an Appointment: In case of no-shows, tutors and students are only required to wait 15 minutes. If the student doesn't show up the credits for the scheduled session time will be deducted from the student's account. If the tutor doesn't show up the student will be refunded (credits) and the next session will be free.

Late Tutor: If a tutor does not show up within 15 minutes of the appointment start time, the student is entitled to a refund(credits). If the tutor shows up 15 minutes late, the student is entitled to the missed time.

Late Student: If a student does not show up within 15 minutes of the appointment start time, the tutor is entitled to get paid for their time. If the student shows up 15 minutes late, the student will not be refunded for the missed time.
Leaving Early: If the student needs to leave early, the tutor will charge the full session rate and is under no obligation to make up any missed time. If the tutor needs to leave early, the student is entitled to the missed time. (special circumstances are excused.)

Signing below indicates you agree to all indicated terms, policies and agreements:

Parent/Guardian

Please print

Parent/Guardian Signature

Date: _____

OAF Academy

Please ensure you bring the following to our first tutoring session:

- Notebook
- Pen
- Textbook (if required)
- Laptop/tablet with webcam
- As well as anything discussed during the “Get to know me” session.