

The Dyslexic Penguin – Tuition Policy

Initial Enquiry

The initial meeting will involve:

- Meeting the child and parent/ carer (either in person or online)
- Review any existing assessments or reports (sent to The Dyslexic Penguin in advance if possible)
- Discuss in detail the parents' / carers' concerns
- Discuss how long the sessions will be and how often
- Agree on a location for the sessions
- Establish if the tutor needs to communicate with the class teacher or SENDCo

Frequency and Time

Sessions are one hour long at an agreed regular time slot each week. Adjustments can be made on occasions where necessary (e.g. a one-off school event might prompt a change for that week). The agreed slot is for term-time only.

Sessions are booked for a month in advance, with payment at the start of the month.

Additional tuition sessions can be booked during school holidays if mutually convenient for the family and the tutor. This will be invoiced separately.

A month's school term-time notice must be given before cancelling; lessons will be invoiced for one month from notice of cancellation. You can choose to continue lessons during the notice period, but fees will apply even if the lessons do not take place.

Costs of Tuition and Payments

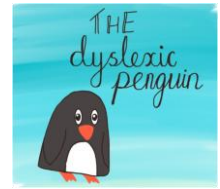
Payment is by invoice at the start of each calendar month. The invoice will cover scheduled lessons for that calendar month. This should be paid within 14 days of receipt.

You will need to provide an email address to receive the invoice.

Fees will be updated in September each year; you will be given notice of this by 30th June of the same year.

Travel Costs

For tuition outside of Sunderland, travel costs will be calculated to cover both travel time and mileage. This cost will be given to you by the tutor.



Cancellation Policy

Sessions can be cancelled once per school term with 48 hours' notice. The price of this lesson will be credited towards the next month's tuition if it cannot be rearranged in the same month.

You are entitled to one 'free' short notice (less than 48 hrs) cancellation per term in the event of illness/ emergency.

If you forget to cancel and the tutor arrives for the session, the full fee will apply.

If the tutor needs to cancel the appointment due to weather conditions, illness or another emergency, he/ she will endeavour to give 24 hours notice where possible and arrange the appointment at a mutually convenient time and date. If not rearranged, a lesson cancelled by the tutor will not be invoiced.

At Home Tuition - Workspace

- The session will take place in a quiet space with a table and chairs
- An adult must be in the house during the session

Online Tuition

- Online tuition will take place using the zoom platform.
- The pupil will need to use a computer or a tablet with keyboard to access this (phones are not suitable).
- An adult should be available in case of any technical difficulties
- The pupil should be in a quiet environment, without distractions. It is best if the pupil is able to fully engage with the tutor without an adult next to them, but an adult should be within earshot if needed.