



Obligations & Policies

General Tutoring Obligations

TMST's general obligations are to plan, organize and implement an appropriate instructional program in a learning environment that guides and encourages students to develop and fulfill their academic potential.

TMST main obligations and responsibilities are:

- Plan, prepare and deliver instructional activities that facilitate active learning experiences.
- Develop schemes of work and lesson plans.
- Establish and communicate clear objectives for all learning activities.
- Prepare online classroom for class activities.
- Provide a variety of learning materials and resources use in educational activities.
- Identify and select different instructional resources and methods to meet student's varying needs.
- Instruct and monitor students in the use of learning materials and equipment.
- Use relevant technology support instruction.
- Assign and grade class work, homework, tests and assignments.
- Provide appropriate feedback on work.
- Encourage and monitor the progress of individual students.
- Communicate necessary information regularly to students, colleagues and parents regarding student progress and student needs.
- Keep updates with developments in subject area, teaching resources and methods and make relevant changes to instructional plans and activities.

Obligations of the Student

- Undertakes to assist the Tutor in identifying problem areas in which the Student needs specific tutoring.
- Agrees to be prepared for every session by having all materials, utensils, homework, etc. ready and available in the designated tutoring location prior to the Tutor arriving.
- Agrees that assignments, exercises or homework form an integral part of tutoring and undertakes to complete such work timely.

Obligations of the Parent/Guardian

- Undertakes to be responsible for the student's conduct and character during the tutoring sessions including promptness, respectful behavior, and staying on task.
- Is responsible for initiating any communication with the tutor.
- Is responsible for getting the student to the session on time and for picking up the student promptly as soon as the session has ended.
- Agrees to ensure that the student has completed all work assigned by the tutor within the timeframe given.

NOTE 1 (Student Safety)

To ensure student safety, all tutors should be screened prior to working with any students. Therefore, we do the precise forms of background checks required by law to make sure our tutors are trustworthy in the sense that they meet a high standard of conduct. However, we include the Curriculum Vita of all of our staffs here so that parents and students become more familiar with our staff's backgrounds.

NOTE 2 (No Cheating)

The tutor's services are instructive and constitute learning, not cheating. More specifically, TMST's tutors are not to complete assignments, write papers, take quizzes or otherwise do work on the student's behalf. Further, the services that TMST's tutors offer must not violate the academic honesty policy or other conduct policies of the student's school, university, academic institution or workplace

NOTE 3 (No Warranties)

While we endeavor to provide the best educational services possible, the Tutor & AST makes no promises or warranties with regards to a Student's performance as a result of any tutoring provided. In no event shall our obligations, expressed or implied, to any customer or site user, exceed those obligations specifically noted herein.

Cancellation of Lessons by Client/Student

The Client/Student may cancel tuition/lessons by giving at least 24 hours prior notice to the Tutor, in which case no tuition fees will be incurred. Lessons not attended by the student without giving 24 hours prior notice to the Tutor shall be charged at the full rate. All sessions are to be completed within a determined time-frame in accordance with the 1st day sessions began. If sessions are cancelled on the part of the client/student (within the 24-hour policy), a makeup session must be arranged within 7 days or those missed hours will be lost. Fees are based upon the Student's undertaking to attend all lessons as stipulated in the schedule and no discount or refunds shall be given in respect of lessons not attended by the Student.

Cancellation of Lessons by Tutor

The Tutor may cancel lessons by giving 24 hours prior notice to the Client/Student in which case no fees shall be incurred. Where a lesson was pre-paid, the Tutor shall reschedule the appointment at a time agreeable to both parties, failing which the Client/Student shall be refunded with such a missed lesson fee. All sessions are to be completed within a determined time-frame in accordance with the 1st day sessions began. If sessions are cancelled on the part of the tutor, a makeup session must be arranged within 7 days or those missed hours will be lost.

Late Arrival

Fees are calculated according to the times stipulated in the schedule and no adjustment shall be made for time lost because of late arrival by the Student. Students who arrive late will only be tutored for the remainder of the scheduled session. There will be no prolonged sessions. Any lost time because of the late arrival of the Tutor shall be compensated for by extending a lesson by mutual agreement and by such amount of time that was lost.

No - Show Policy

Students who are not present at the pre-determined location when Tutor arrives or who are more than 15 minutes late are considered no-shows. If the Student is a no-show, he or she is still responsible for payment for the tutoring session. No discount or refunds shall be given in respect of lessons not attended by the Student. Pay-per-session clients must present payment for the session which he or she was a no-show and the following session in order for tutoring to continue.

Misses Sessions

Because the nature of the tutoring sessions is to improve academic performance it is pertinent that the Student attends regularly and on time. If there are 3 or more cancellations, no-shows, or tardies in any 2 month time frame, the client will be charged a \$35 Convenience Fee for each 2 month occurrence.

Pet Policy

If there are pets located in the designated tutoring location, please make sure that they are placed in an area so as not to disturb the tutoring sessions.

Inclement Weather

In the event of inclement weather (snow, sleet, hail, flooding, tornado, hurricane, severe thunderstorm) we will leave it up to the discretion of the Client/Student and the Tutor as to whether or not a lesson will be held. All clients have the option to use online tutoring as an option in lieu of cancellation due to inclement weather. Please communicate with your tutor on lesson days when there is inclement weather. The Tutor shall reschedule the appointment at a time agreeable to both parties, should lessons be cancelled due to inclement weather.

Sharing Contact Information

Once a family or a client has found a good fit of tutor, they and the tutor should exchange contact information (like phone number and email). The tutor will be the primary point of contact for any schedule changes (adding extra sessions, rescheduling sessions, cancelling sessions, etc.). Tutors may text and email directly with their students and, if necessary, a parent or guardian should be included on the text message or email thread.

Termination

Tutoring agreements may be terminated/changed by either party at any time by giving the other party a reasonable number of (10) prior written notice. If TMST terminates the agreement, a refund may be given based on a pro-rated balance owed (if a balance is owed). If Student changes the Learning Package, the original length of the agreement begins again.

Refund Policy

Please be aware that we have a No Refund Policy for all services. Refund requests, including, but not limited to, those made by Students who cannot attend or use services, regardless of the student's reason(s), and regardless of whether the Student provides us with advance notice, will not be honored. Should you choose to cancel a prepaid Learning Package after attending your first session, you will be billed for the remaining amount of the Tutoring Package price. Exceptions may be made only in cases in which a Student cannot attend due to serious illness or the death of an immediate member of the Student's family. In these cases, official documentation may be required.

Relaxation of Terms

No relaxation, indulgence, waiver or release by any party of any of the rights in terms of this agreement on one occasion shall prevent the subsequent enforcement of such rights and shall not be deemed to be a waiver of any subsequent breach of any of the terms.

Payment

Payment shall be made before the start of a tutoring session or payment shall be made weekly/monthly in advance. In the description of each TMST Service, there is a link that will direct you to a relevant application form or a payment button. If you are directed to an application form, it can not be submitted unless you pay the fee associated to that application form. If you are directed to a payment button, by pressing that button you will be directed to plans & pricing page, where you can pay the associated fee for that service.

Agreement

Failure to abide by these policies and procedures may result in termination of correspondence with TMST. Toronto Math & Stat Tutoring will not be held responsible for a breach of these policies and procedures.

This agreement constitutes the entire understanding between the student, the parent/guardian and TMST, with respect to the subject matter of this agreement. Any alteration to this agreement must be made in writing and signed by both parties.