

## Frequently Asked Questions

### How do I know that the tutor is qualified?

All our tutors have their qualifications checked, references taken and have a current Enhanced DBS Certificate in place. We also fully comply with the Department for Education's "Safeguarding Children and Safer Recruitment in Education"

### How do I know that the tutor is any good?

Before tutors are placed, we obtain full references from previous (or current) employment. We also regularly check how effective our tutors are being with our other clients to ensure that they are providing excellent tutoring.

### What if things don't work out?

Because we meet with you and your child and know our tutors well, it's unusual for things not to work out well. However, if the tutor isn't working as well with your child as hoped, we can quickly arrange for a more suitable tutor, or if not feasible, provide a refund for any unused sessions.

### What if I have to cancel any of the sessions?

You may cancel a session with more than 24 hours notice without any charge. Sessions cancelled with less than 24 hours notice are charged at 100% of the session fee. A month's notice is required to cancel the remainder of your booked sessions.

### Do I pay any arrangement fees?

No. There are no arrangement or set-up fees to pay.

### Is there a minimum period that I have to sign up for?

No. Tutoring is usually arranged in blocks of 12 weeks to allow time to see a benefit to the student. We do offer longer or shorter blocks of tuition where required. Further blocks of tuition can be arranged as needed.

### How do I pay?

Your tuition fees are payable to Tutor My Kids directly. We pay the tutor directly, saving you any inconvenience or any awkwardness. Payment is either required in full before tuition begins or you may spread the cost and pay over three months in equal instalments for blocks of 12 or more sessions. You can pay in full by bank transfer, cheque or in instalments by Direct Debit.

### How do I cancel the arrangement?

If the tutoring is for a fixed period i.e. 12 sessions, the arrangement automatically ends at the end of this period. Where the tuition has no fixed end date, or if you need to cancel the arrangement, sessions can cease with a month's notice in writing.

### What else should I be aware of?

We ask that you don't recruit the tutor directly for your child or anyone else's.

If you have any other questions, please just ask.

