

## **OC Learning Edge Policies and Procedures:**

Welcome to OC Learning Edge!. We are dedicated to providing high-quality tutoring services and maintaining a positive learning environment. To ensure clarity and understanding, we have outlined the following policies and procedures for students, and their parents or guardians:

### **Payment, Billing & Scheduling Policy:**

- Private and semi-private lessons can be scheduled by contacting us via phone or text. Group classes can be conveniently scheduled online through our website.
- For these ongoing private and semi-private classes, payment is typically due in advance on a monthly basis. It is recommended to purchase a package of 5 or 10 classes at a discounted price.
- Payment for a group, 8-week session class is required in advance, before the sessions commence. If a student joins the session at a later date, the cost will be adjusted accordingly through proration
- Payments will be made securely online through our website, or in person during our operating hours.
- Late payment may result in a late fee or suspension of tutoring services.
- Upon payment, receipts will be issued as proof of payment for record-keeping purposes; electronic copies of receipts can be provided upon request.

### **Cancellation, Rescheduling & Refund Policy:**

- To cancel or reschedule a tutoring session, please notify us by a phone call or text message at least **48 hours** before the scheduled session start time. This allows the tutor to adjust their schedule accordingly.
- Failure to provide sufficient notice may result in the session being counted as a missed and completed session.
- In the event of an unforeseen circumstance or emergency, please notify the tutor as soon as possible, and a refund or reschedule which will be evaluated on a case-by-case basis.
- Students are expected to arrive on time for their scheduled sessions. Late arrival may result in a shortened session, as the tutor may not be able to extend the session beyond the scheduled end time.

## **Communication Procedures:**

- It is the responsibility of the parent/guardian to inform the tutor in advance of any anticipated schedule conflicts, vacations, or other events that may affect the regular session schedule.
- We do not share personal or confidential information without proper consent. Student information and academic progress are treated with the utmost confidentiality.
- Any sharing of student information will only be done with explicit consent from parents/guardians.

## **Email Communication:**

- Email is a preferred method of communication for non-urgent inquiries, scheduling requests, and general updates.
- Tutors, students, and parents/guardians are encouraged to use the designated email addresses provided by OC Learning Edge.
- We strive to respond to emails within 24-48 hours during our regular operating hours.

## **Communication via Phone and/or Text Messaging :**

- Phone calls or text messaging are suitable for more urgent matters, immediate scheduling changes, or any concerns that require immediate attention.
- Tutors, students, and parents/guardians can contact the designated phone number provided by OC Learning Edge..
- We aim to respond to text messaging as soon as possible, and phone calls within 1-2 business days whenever possible.

## **Response Time Expectations:**

- For non-urgent inquiries or general communication, we aim to respond within 24-48 hours.
- Urgent matters or time-sensitive requests will be prioritized, and we strive to provide a response as soon as possible, usually within 1-2 business days.
- Please note that response times may vary depending on the nature of the inquiry and the availability of tutors and administrative staff.

## **Code of Conduct for Students & Grievances Policy:**

- Students are expected to attend all scheduled tutoring sessions on time and encouraged to be ready and prepared for their sessions to maximize the allocated time.
- Students are expected to exhibit respectful behavior towards tutors, staff, and fellow students.
- Students are expected to be active in the learning process, ask questions, and seek clarification when needed.
- Students are expected to cooperate with the tutor and follow their instructions and guidance.
- Students are expected to engage positively in group activities and discussions, promoting a supportive and inclusive environment.
- Any violation of the code of conduct may result in disciplinary action, including termination of tutoring services.

### **Grievances:**

- If there are concerns or grievances regarding tutoring services, we encourage open communication between parents/guardians, students, and the administrative team.
- Please address any concerns or conflicts promptly and constructively, following the designated communication channels.
- Any concerns or issues raised by students, parents/guardians, or tutors will be addressed promptly and professionally.
- We will investigate and take appropriate actions to resolve concerns, including implementing corrective measures or providing additional support as needed.

### **Consequences of Violating the Code of Conduct:**

- First Offense: A verbal reminder and discussion regarding the violation.
- Second Offense: A written warning emphasizing the importance of adhering to the code of conduct.
- Third Offense: Suspension of tutoring services for a designated period, with a review of reinstatement eligibility.
- Severe or repeated violations may result in termination of tutoring services.

## **Student Data Privacy and Confidentiality Policy:**

### **Collection and Use of Student Information:**

- We collect and retain student information only for legitimate educational purposes and to provide effective tutoring services.
- The information collected may include student names, contact details, academic records, progress reports, and any other relevant data necessary for personalized instruction.
- We use student information solely for educational purposes, including monitoring progress, customizing instruction, and communicating with students and their parents/guardians.

### **Data Storage and Protection:**

- Student data is stored securely in electronic and/or physical formats.
- We employ industry-standard security measures to protect student data from unauthorized access, loss, or misuse.
- Access to student data is restricted to authorized personnel who require it for educational purposes.

### **Data Sharing and Disclosure:**

- We do not share or disclose student information to third parties without the explicit consent of parents/guardians, unless required by law or to comply with legal obligations.
- In some cases, we may share student information with tutors or instructors involved in delivering the tutoring services, ensuring they are bound by confidentiality agreements.

### **Data Retention:**

- We retain student information for the duration necessary to fulfill educational purposes, as required by law or for legitimate business needs.
- Upon the completion of tutoring services or upon request, we securely dispose of student information in accordance with applicable laws and regulations.

### **Parent/Guardian Access and Rights:**

- Parents/guardians have the right to access, review, and request modifications or updates to their child's information, as permitted by law.

- Parents/guardians can contact our administrative team to exercise their rights or seek clarification regarding student data privacy..

## **Safety Protocols:**

### **Supervision:**

- All tutoring sessions will be conducted under the supervision of qualified tutors or instructors.
- Tutors will maintain visual and auditory supervision to ensure the safety and engagement of students.
- In group settings, adequate tutor-to-student ratios will be maintained to provide effective supervision and support.

### **Appropriate Behavior:**

- Students are expected to conduct themselves in a respectful and appropriate manner towards tutors, staff, and fellow students.
- Disruptive, disrespectful, or harmful behavior will not be tolerated.
- Tutors will establish clear behavior expectations and reinforce positive conduct during sessions.

### **Emergency Procedures:**

- In the event of an emergency, tutors are trained to follow established procedures and prioritize the safety and well-being of students.
- Emergency contact information for students will be readily available, and tutors will be familiar with any relevant medical conditions or allergies.

### **Safe Environment:**

- Our tutoring center will provide a clean and well-maintained environment conducive to learning.
- Adequate lighting, comfortable seating, and appropriate learning materials will be available to ensure a safe and productive space.

### **Health and Hygiene:**

- We maintain high standards of cleanliness and hygiene to promote a healthy learning environment.

- Tutors and students are encouraged to practice good hygiene, including hand washing before and after sessions.

### **Confidentiality and Privacy:**

- We prioritize the confidentiality and privacy of students' personal information and learning progress.
- Tutors are required to adhere to strict confidentiality guidelines and not disclose any student information without proper consent.

### **Feedback Collection and Evaluation Procedures:**

#### **Feedback Channels:**

- We provide multiple channels for students, parents/guardians, and tutors to share their feedback, including in-person meetings, email, online surveys, or feedback forms.
- Students and parents/guardians are encouraged to communicate their feedback directly to the assigned tutor or through the administrator.

#### **Regular Check-Ins:**

- Tutors will conduct periodic check-ins with students and parents/guardians to discuss progress, address concerns, and gather feedback.
- These check-ins provide an opportunity for open dialogue, allowing us to assess the effectiveness of our tutoring services and identify areas for improvement.

#### **Anonymous Surveys:**

- Periodically, we may distribute anonymous surveys to gather feedback from students, parents/guardians, and tutors.
- These surveys focus on various aspects, including satisfaction with tutoring services, communication, tutor-student interactions, and overall experience.

#### **Quality Assurance Reviews:**

- Our administrative team conducts regular quality assurance reviews by observing tutoring sessions, reviewing student progress reports, and seeking feedback from tutors.

- These reviews help us assess the effectiveness of tutoring methods, ensure adherence to curriculum standards, and identify areas where additional support or professional development may be needed for tutors.

### **Continuous Improvement:**

- Feedback collected from all stakeholders is carefully analyzed and used to drive continuous improvement in our tutoring services.
- We actively seek opportunities to enhance the learning experience, adjust instructional approaches, and address any identified areas for improvement.

### **Termination of Services Policy:**

#### **Termination by the Student or Parent/Guardian:**

- If a student or parent/guardian wishes to terminate tutoring services, we kindly request notice of two weeks in advance.
- This notice allows us to address any concerns, ensure a smooth transition, and provide any necessary documentation or progress reports.

#### **Termination by the Tutor:**

- In rare cases, a tutor may need to terminate tutoring services due to unforeseen circumstances or other valid reasons.
- We strive to provide advanced notice to students and parents/guardians whenever possible.
- In such instances, we will work together to find a suitable replacement tutor or discuss alternative solutions.

#### **Resolution of Issues:**

- If there are any issues or concerns that arise during tutoring sessions, we strongly encourage open communication between the tutor, student, and parents/guardians.
- Our administrative team is available to mediate and address concerns in an effort to find a resolution that ensures a positive tutoring experience.
- If satisfactory resolution cannot be reached, termination of services may be considered as a last resort.

#### **Refund Policy:**

- In the event of termination of tutoring services, refunds for any remaining sessions may be considered on a case-by-case basis.
- Refund amounts, if applicable, will be determined based on the remaining sessions and any administrative fees or expenses incurred.

These policies and procedures are in place to ensure a productive and respectful learning environment. By adhering to these guidelines, we can maintain a positive and effective tutoring experience for all involved. We continuously review and update our policies and procedures to align with industry best practices. Any updates or changes will be communicated promptly