

General Information and Terms and Conditions under which students are accepted for tuition at Sheffield Dyslexia Centre (SDC)

These terms and conditions are designed to explain the tuition procedure and to minimise the potential for any misunderstanding. Please contact us if further clarification is required.

- SDC is committed to providing teaching, support and assessment from highly qualified and experienced staff.
- Specialist tuition in literacy and/or mathematics and other support will usually be provided in a 1:1 situation and in weekly lessons of either 1 or 1 ½ hours in duration at the teacher's discretion, depending on need and on consultation with the parents/carers/student.
- Short courses are usually provided in a small group setting of 2 hours' duration per week and delivered over one half-term.
- A range of assessments is available, including diagnostic assessments for children and adults (suitable for University Student DSA purposes), testing for exam access arrangements (in collaboration with school/college) and learning profiles (to identify strengths and weaknesses). All assessment reports include recommendations for support.
- An in-depth assessment is not necessary before tuition can commence. However, an initial planning assessment, at least, will normally be required in order to obtain base-line testing results and allow for individualised target setting.
- At the commencement of tuition, a teaching agreement containing targets will be provided to parents/carers/adult students, where appropriate.
- Regular lessons are term time only. (Sheffield Schools' dates are available on our website.) However, assessment and some tuition is often available during the longer school holidays.
- Please do not attend if unwell. In the best interests of the teacher, other clients and the student themselves, if your teacher judges the student too unwell to attend, you will be asked to leave and the full lesson price will be charged.
- The parents/carers/student should inform the teacher in writing of any serious health issues prior to the start of lessons. Any significant change in health during the course of tuition must be also communicated in writing.
- Progress will be monitored carefully and where appropriate, a report containing results from standardised testing, assessment of achievement of teaching targets and setting of future targets will be provided- in most cases at the end of the school year or on cessation of tuition. Any concerns can be raised with the teacher in person or by email and the teacher will give regular, verbal feedback on the progress of the student.

- All reports and other written communication, including invoices and receipts will be sent by standard email unless specific instructions are received to the contrary. Please ensure we have an appropriate, up-to-date contact email address.
- All data held by SDC will be stored securely and used only for the purposes as stated in our Privacy Policy. (A copy is available in our waiting room and on the website.)
- Parents/carers are not normally required to be present during the duration of the lesson but, particularly at the start of tuition, they will be invited in towards the end of the session to observe routines/methods taught, so support can be provided at home with the small amount of homework that is set.
However, tuition on Saturday, or at times when no other adults are in the building, is on the condition that an adult remains on the premises for the duration of the lesson.
- Parents/carers are very welcome to use our waiting room. Hot and cold drinks and a selection of books and toys are provided.
- Please note that SDC cannot be responsible for unattended children before or after lessons. Many other organisations share our building- it is important that your child is handed over to their teacher within our centre and that they are collected promptly. If you are on the premises, please ensure that you accompany your child on visits to the toilet.
- Fees for regular tuition are payable half-termly, in advance. Fees for courses, one-off sessions and assessments are payable as invoiced.
- Invoices for tuition, containing details of lesson times and dates, will be issued approximately two weeks before the start of each new half-term. Please note that (unless stated otherwise) payment is due on the first day of the new teaching period- not on the occasion of your first teaching session.
- Direct bank transfer is our preferred method of payment and bank details are provided on the invoices.
Please note : To cover the additional costs incurred, an additional £2.00 will be added to the following invoice for any payment received in cash or by cheque.
- If invoices are not honoured your teaching agreement will be terminated and the lesson time offered to others who are waiting to access our tuition. We will take legal action to collect any monies owing to us.
- 1:1 tuition, unless agreed otherwise, is offered in full half-term blocks coinciding with Sheffield Schools' term dates (to be found on our website) with the exception of the first week of the new school year which is normally avoided to allow students to settle into their new classes.
- If your lesson has to be cancelled by the teacher due to illness, bad weather or any other reason, you will be contacted by your preferred method, as soon as possible. Please ensure that we have up-to-date contact details.

- If any lesson is cancelled by your teacher and cannot be made up at a mutually suitable time, a full refund will be given.
- Lesson refunds:
SDC offer one x half lesson refund per term, per child for missed lessons. This includes absences for school activities (excluding Year 6 SATs) and trips, family holidays, illness and inclement weather. Please give as much notice as possible. Any additional missed sessions will be charged at full rate.
Snow Closure: If the decision is made to close the centre, an alternate date for tuition will be offered.
- Once an invoice is issued, the full amount, as detailed, is due by the date stated. Any refunds owing will be applied to the following invoice.
Prompt payment is very much appreciated.
- Cessation of tuition:
In most cases, the teacher will advise the parents/carers/adult student on the appropriate time for tuition to cease and the leaving date will be mutually agreed -usually at the end of a half term period.
If the decision to terminate lessons is made unilaterally by the parents/carers/adult student, notification is required in writing by letter or email. Any remaining lessons in the half term period will not be refunded. Furthermore, if such notice is given at the end of an invoice period, an additional 2 weeks to cover a reasonable notice period will be charged, even if the student does not attend.
- SDC reserves the right to terminate the lessons of students who are not, in the opinion of the teacher and for whatever reason, a suitable recipient of this tuition. This will only occur after consultation with parents/carers and the student.
- Liaison between the child's school and the teacher is encouraged. However, a charge will be made for any reports (other than routine SDC review reports), letters and lengthy emails/telephone calls to schools and/or other relevant individuals and organisations. All these services will be charged pro rata at £36 per hour -added to your next invoice. In the unusual event of a teacher attending meetings out of the centre, a minimum of 2 hours plus travel costs will be charged.
- If a parent wishes to discuss a relevant matter with the teacher, this must occur during their lesson time. If additional time is required, and is possible within timetabling constraints, this will be charged additionally.
- In the interests of all our students and staff, tuition cannot commence until this document and the Emergency Contact Details form have been signed and returned. However, this may be on the occasion of the first lesson/assessment session and printed copies are available in the office.
- SDC reserves the right to update these terms and conditions as necessary.

2018-2019

I have read, understood and agree to, the terms under which students are accepted for tuition at SDC:

Name of Student: _____ Date: _____

Full name of parent/carer /adult student _____

Signature of parent/carer/adult student _____

E-mail Address: _____