

YOUNG EDUCATION SERVICES, GREENWICH

187 Greenwich High Road, Greenwich London, SE10 8JA. TEL: 0208 858 9180. (Answer-phone)

Email:- info@youngeducationservices.co.uk Website: www.youngeducationservices.co.uk

RULES AND REGULATIONS

1. Children attending Young Education Services for tuition are **expected** to keep to **our term dates** once booked. Please note that these dates may differ slightly from your child's school dates. All booked dates will be given to you, **no** reminders will be sent. If you wish your child to attend during the half term, you **must** put your request in writing.
2. Payment for tuition must be made at the **beginning** of each lesson or 1 month in **advance** (If you arrive early with your child, you may make a payment then. However, if you are running late, please immediately take your child to the relevant class and then return to the reception to register your child and make payment). A **10% surcharge** will be made on all outstanding payments if not pre-arranged with the Principal or Deputy Principal. If a cheque is returned to us un-cleared, the charges incurred by Y.E.S. must be met by the client. At the present time this is £4.00. **Please note that if a cheque has been returned by the bank, all further payments must be cash. You can pay by cash, cheque or BACS. Please see secretary for details and let the secretary know when you have made a payment and the amount paid.**
3. Tuition fees include the use of all books, materials and the setting and marking of homework. All books must be returned after use. Any books or games which have been lost or damaged must be paid for in full. **Refreshments of a carton of juice / bottle of water (no glass bottles please) and a wrapped biscuit can brought in with the child. No crisps or sandwiches please.**
4. Please ensure that your child has his/her own **named pencil** case equipped with ruler, pencils, rubber, sharpener and geometry equipment (if needed). Please note there will be no provision for writing equipment at YES.
5. We appreciate that sometimes your child will be unable to attend tuition due to **illness or school activities**. If we receive **24 hours' notice or more**, then your child will be offered a replacement lesson. This replacement lesson must be taken **within three weeks of absence**. In any event, this lesson must be paid for the next time the child attends. The parent or guardian

- may choose to have a correspondence lesson if this is more suitable. It is up to the parent or guardian to arrange the replacement lesson with the receptionist. (If this is not taken, we will automatically send out the lesson as a correspondence lesson) If appropriate, we would appreciate a copy of a doctor's certificate if your child is sick. If you are requiring an replacement lesson due to a school activity, a copy of the letter regarding the school activity is required. PLEASE NOTE we are unable to organise more than one replacement lesson per term. In the event of further absence due to illness or school activity, a correspondence lesson will be provided. In exceptional circumstances, please contact the receptionist, who will inform senior staff and they will make a decision on your behalf.
6. However, **if less than 24 hours' notice is given**, we shall provide a **correspondence lesson**. This means that your child's lesson will be sent to your home to be completed. Payment for this lesson must be made when your child next attends the Centre or by return of post.
 7. If a lesson is **forgotten** then the Centre will not be able to provide a correspondence lesson or a replacement lesson and the full fee must be paid.
 8. If your child is unable to attend tuition due to a **social arrangement or holiday**, we can provide a correspondence lesson. Again notice in writing is required. Payment for this lesson can either be made in advance or when your child next attends the Centre.
 9. Please note that in all cases of absence, the **receptionist** is the person who needs to be informed, **not** the child's teacher or Mrs. Potter. We have an answer phone if you wish to call us after hours, the number is **020 8858 9180**. Alternatively we have an email address info@youngeducationservices.co.uk to which you can send appropriate information.
 10. With reference to illnesses, there are certain illnesses that occur in children where they are not allowed to attend tuition until they are fully recovered. The most common of these illnesses are: chicken pox (recommended time to keep a child from attending is 5 days from the onset of rash), German measles (Recommended time off is 5 days from on set of rash), impetigo (recommended time off is until lesions are crusted and healed), diarrhoea/vomiting (recommended time off is until diarrhoea/vomiting have settled and for 24 hours after). There are other illnesses and for further advice, please see the poster entitled 'Guidance on

- infection control in schools and other childcare settings', which can be found on the Health Protection Agency website, or seek advice from your GP.
11. Please note that any wounds must be dressed and covered. We cannot apply sticking plasters at the centre in case of allergy.
 12. If you wish to cancel tuition on a permanent basis, **4 full lessons' notice in writing is required**. If you are handing in notice on the day of a lesson, this must be given **in writing before** the lesson commences, otherwise notice will be taken from the following week. You can send your notice letter also by email.
 13. We reserve the right to discontinue tuition, either with 4 lessons notice, or in exceptional circumstances, with immediate effect.
 14. It is extremely important that students arrive punctually for their lessons. They may arrive up to **15 minutes before** their lessons begin. However, **parents of KS1 and KS2 students must sit with their children in the hall until the commencement of their lesson. If you are staying with your child/children on site, you must sign our adult attendance register**. If you are running late, please register your child and then take your child straight to the classroom. If you have a payment to make, you can do so on your way out. Students must be collected promptly, as late arrival of parents often causes distress. Please note that we do not have facilities to look after children when they are not in class. **We also do not have the facility to look after other siblings who are not attending. Please ensure that you look after all of your children that are on site**. If your child is not collected promptly after their lesson ending, there will be a **charge of £2.00 for each 15 minutes thereafter**. KS3 and KS4 students obviously are often allowed to travel on their own and as such this may not apply.
 15. It is also imperative that you **register** your child with the receptionist on arrival and **sign out** once they have attended their lesson (this is in accordance with Health and Safety Regulations). Please also note that we are not authorised to book with taxi cabs to collect children. If you wish to book a taxi for your child we must be informed by yourself **prior** to the collection. We must also know the name of the taxi company and driver and the driver must show some form of identification. If these steps are **not** taken we will **not** be able to let your child leave the premises.
 16. It is important that **homework** is completed by each child on a regular basis. You will note that with each lesson pack, a comments sheet is enclosed. This

- is for parents to use weekly and return duly signed. Your comments are very helpful to the child's tutor, as much information about his or her strengths and weaknesses can be gained from them. Please look at your child's marked returned work. We do try wherever possible to go through corrections or include them in the next week's questions. It is not always possible in the short time to go through every possible correction. If this is the case, we would ask parents to be supportive in their child's completion of corrections.
17. We are available to discuss your child's progress regularly. **It is usual for parents to book an appointment with us** once a term. However, if you wish to see us more frequently, then this is not a problem. Please make arrangements with the Secretary to suit your convenience.
 18. Y.E.S. must be **notified of a change in personal details** e.g. address, telephone number, school etc.
 19. We cannot accept any child onto the premises of Y.E.S. unless we have received your **completed registration form and agreement contract in advance**.
 20. When your child is attending Young Education Services, we must be able to contact you directly in the event of an emergency. It is therefore essential that your mobile is kept on at all times. If you are on a different number on a day that your child is attending Young Education Services, you must inform the receptionist, who will log your number down on the register for the day.
 21. If you would like someone to collect your child who is **not a person named on the collection form**, you **must** call the centre personally and inform the receptionist.
 22. Please do not bring bicycles, buggies, scooters etc. into the building. They cause an obstruction and contravene our health and safety rules. We are also unable to have dogs on the premises unless they are guide dogs for the blind or hearing dogs.
 23. Parents must be responsible for the safety, care and wellbeing of younger children accompanying them onto the premises when they bring and collect students from Young Education Services tutorials.
 24. Young Education Services accepts no responsibility or liability for possessions brought onto the premises. We discourage students from bringing MP3 players and expensive mobile phones to lessons, although we appreciate that mobile phones may be necessary.
 25. Should you wish to pay by BACS transfer, our details are as follows:

HSBC Bank

Sort code: 40-02-25

Account number: 71155601

Lin Potter B. Ed Dip Maths

Principal, Young Education Services

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