



Terms and Conditions – September 2024

Tuition sessions

- Tuition sessions will be 45 minutes in length, unless advertised otherwise by EMJ Global Tuition.
- Face to face sessions will take place at the home address of EMJ Global Tuition (14 Richmond Close, Hollywood, Birmingham, B47 5QD).
- Online sessions will take place using Zoom – links for these sessions will be forwarded to you by email usually at least 24 hours ahead of the next scheduled online session for your child.
- Tuition sessions will be scheduled to take place on a weekly basis at the same time.
- EMJ Global Tuition will endeavour to be as flexible as possible if a request for a different tuition time is made for a 1-2-1 session, but reserve the right to decline if this compromises other tuition sessions or external commitments.
- Each tuition session is planned in advance, with all materials provided based on the needs of each student and the support requested or required.
- In registering your child for tuition sessions, the Student Information Form must be completed – the link to access this document will be sent to you by email to complete.

Fees

- Group sessions (4 or more students) will be charged at £17.50 (Key Stage 2); £18 (Key Stage 3); and £20 (Key Stage 4) per student, per 45 minute session.
- Where a group session has less than 4 students, an increase in costs per session will be communicated with you. If this group then reaches a capacity of at least 4 students, you will be reimbursed with any additional money paid for remaining sessions, or this can be taken off any future session payments made for your child.
- Additional costs if smaller group size: Groups of 2 – £25 per student per session; Groups of 3 - £20 per student per session.
- 1-2-1 sessions will be charged at £37.50 per 45 minute session.
- Tuition costs for sessions not lasting 45 minutes will be discussed with you as the parent.
- Payments for tuition sessions will be required by bank transfer.
- Bank account details for EMJ Global Tuition are available through the EMJ Global Tuition website or will be emailed to parents ahead of a requested payment, to facilitate UK or international bank transfers.
- Payment for tuition must be made ahead of each half term session in full, or pro-rata based on when your child begins their tuition with EMJ Global Tuition.
- If a different payment schedule is required to support your child undertaking tuition, please contact EMJ Global Tuition to discuss further.
- If additional tuition sessions are requested on top of what has been agreed between you and EMJ Global Tuition, payment will be required prior to the additional session.
- Holiday periods such as a half term or end of term break will not be included in the number of tuition sessions paid or booked for. If you request for your child to receive additional tuition during a holiday period, this must be communicated with EMJ Global Tuition at the earliest opportunity to see if this can be accommodated.
- EMJ Global Tuition will also communicate with you in advance of any holiday period, to confirm whether any additional group/1-2-1 tuition sessions will be available.
- Towards the end of a half term block, EMJ Global Tuition will communicate with you to confirm whether you intend for group/1-2-1 tuition to be continued for your child.

- If the arrangements for tuition sessions are changed and agreed, such as changing from 1-2-1 to group sessions, EMJ Global Tuition will refund any extra money already paid to you.
- Likewise, if the tuition arrangement has been requested to change from group session to 1-2-1, you will be required to make an additional payment to cover the change in tuition.

Cancellations

- If your child is unable to attend an online group tuition session, the session will be recorded and made available to you upon request ahead of the next scheduled session.
- If your child cannot attend an online or face-to-face session, the PowerPoint from the session should be used by your child to work through ahead of the next scheduled session.
- In both of the above instances, the full cost for the missed session will still be applied.
- If for any reason EMJ Global Tuition need to cancel a session, we will do our best to rearrange the session.
- If this is not possible, we will refund the cost of the session or it can be used as credit towards future sessions.

Late attendance and pick up

- Your child should arrive for all online or face-to-face sessions at least 5 minutes before the designated start time.
- Tuition sessions will finish at the allotted time unless the start of a session is delayed due to the fault of EMJ Global Tuition.
- If there are any technical issues resulting in the delay to a session, the session will continue until the full allocated time has been completed.
- Where your child receives face-to-face tuition session, please ensure you arrive to pick up your child at the designated finish time for the session. If you are delayed, your child will be able to remain safely at 14 Richmond Close until you arrive, although may not be supervised closely if another online or face-to-face tuition session has started.

Equipment (face-to-face sessions)

- EMJ Global Tuition will provide resources such as writing paper, pens, pencils, rulers and educational resources to support face-to-face tuition sessions. If your child prefers to, they can bring their own writing equipment and paper.
- We ask that where required in tuition sessions, your child brings their own scientific calculator and geometry set.
- Spare equipment will be available for your child to use if required during a face-to-face tuition session.

Equipment (online sessions)

- Your child should have access to a scientific calculator; geometry set; writing equipment and paper for each online session.
- It is recommended and encouraged (but not compulsory) that your child uses the interactive whiteboards during online sessions – a link for the website Classkick will be shared with your child at the start of any tuition session.
- If your child has access to an additional device such as a Wacom, iPad or Chromebook (as examples) or can toggle between the zoom session and the interactive whiteboard on a single screen, this will enable your child to complete work live during the online session and the opportunity for live support and feedback to be provided.
- If your child prefers to work from worksheets during the online session, EMJ Global Tuition will forward these to you by email as a pdf document to print ahead of the scheduled session.

Video Recordings (group online sessions - Secondary)

- To support your child in any future work they do in subjects covered in group tuition sessions, all online sessions are recorded.
- A Google Drive link will be shared with you, for you/your child to access the video recordings of each session.
- EMJ Global Tuition request that the Google Drive link for video recordings is not shared with or made available to anyone else, except you or your child.

Video Recordings (group online sessions – Primary)

- As above, all online group sessions are recorded.
- Recordings are saved onto Zoom Cloud, and available to parents and students on request.
- EMJ Global Tuition request that the link for video recordings is not shared with or made available to anyone else, except you or your child.

Data Protection

- In line with the current GDPR, EMJ Global Tuition would like to assure you that we do not share your personal details or any information regarding the tuition with anyone, unless given permission to do so (i.e. a report to school or other professional).

Stopping tuition

- If at any time you wish to stop the tuition sessions for your child, communication must be made with EMJ Global Tuition at the earliest opportunity.
- If your child is withdrawn from online or 1-2-1 sessions before the end of a half term, payments already made will not be refunded.
- For future half term blocks, if communication is not forthcoming from you about continuing tuition for your child, their place or timetabled slot will be made available for other students waiting or wishing to join online or 1-2-1 sessions.
- If EMJ Global Tuition has concerns about the behaviour or conduct of your child during their face-to-face or online tuition which cannot be resolved, we reserve the right to stop tuition sessions. In this instance, payment for sessions already paid for will not be refunded.
- In the event of your child not continuing their tuition sessions with EMJ Global Tuition, you may still receive emails advising you of future EMJ Global Tuition sessions. If you do not wish to receive future correspondence after tuition sessions have ceased, please communicate this with EMJ Global Tuition at the earliest opportunity, so your contact details can be removed.

Limitation of Liability

- While EMJ Global Tuition will endeavour to ensure all students makes at least satisfactory progress, this cannot be guaranteed, and we cannot be held accountable for the academic success or otherwise of your child.
- To the maximum extent permitted by law, EMJ Global Tuition accepts no liability for any direct or indirect loss or damage, foreseeable or otherwise, including any indirect, consequential, special or exemplary damages arising from the use of our services or any errors or omissions in the content of the learning materials provided by EMJ Global Tuition.

Commencing / continuing with tuition will be taken as an acknowledgement that you accept the above Terms and Conditions.

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