

Quick Reference Guide

This quick reference guide contains everything you need to know about how we operate, how we keep your child safe and the legal terms of our service. We aim to address common FAQs and remove ambiguity. This ensures professionalism and consistency and ensures strong working relationships with our tuition families.

1. Welcome to Clever Clogs Academy!

We are delighted that you have chosen us to support your child's educational journey. We have created a professional, welcoming environment specifically designed for small-group and one-to-one (1:1) tuition, with all the resources and technology needed for effective learning.

- Our Goal:** To provide exceptional individual attention, whether through the benefits of group learning dynamics or through bespoke 1:1 support.
- Ratios:** For group sessions, there will typically be a ratio of no more than 6 pupils to 2 teachers (a 3:1 ratio).

2. Fees and Payments

We believe in transparent, all-inclusive pricing with no hidden costs. Everything your child needs for success is included in our weekly fee.

2025/26 Fee Structure

Programme	Session Details	Session Fee
11+ Transfer Test (Years 4-5)	90 Minutes	£50
Maths & English (Years 4-6)	90 Minutes	£40
Maths & English (Years 1-3)	60 Minutes	£30

(Please speak to us directly for current 1:1 tuition rates)

What is included?

The fee covers the teaching session, weekly homework assignments, comprehensive online support and resources, video lessons for revision, weekly parent notes, half-termly progress reports, and termly parents' evenings. For 11+ students, the fee also covers the cost of mock tests.

Payment Schedule

- Invoicing:** Sent by 15th of each month for the following month.
 - Due Date:** Payment must be received by the 1st of the month in advance.
- Deposit:** 1 month tuition required upon booking (used as advance payment).
 - Methods:** Bank transfer or cash.

- Late Fees & Policies:**
- Overdue Invoices:** If unpaid by the 1st, a reminder is sent. A £50 admin charge applies after 5 days.
 - Late Collection:** £20 per 15 minutes over the agreed collection time.
 - Suspension:** Tuition may be suspended if fees remain unpaid for more than 10 days past due date.

3. Attendance, Cancellation & Notice

Where & When

Location: 41 Turnham Close, Winslow, MK18 3GQ.
Term Dates: We follow the Buckinghamshire school term calendar (typically 46 weeks/year). Session dates shared prior to term.

Regular Absences

- Consistency:** Vital for progress and group dynamics.
- Waiting List:** Holding unused space prevents others accessing support.
- Review Policy:** If attendance falls below 80% (even if paid), we may withdraw the place.

Attendance & Non-Arrival

Punctuality: Please arrive at the start time. Early arrivals may wait.
Non-Arrival: If a child does not arrive within 10 mins and we cannot contact you, we contact the police as per safeguarding.

Cancellation (48 Hours)

48-hour cancellation policy applies to individual sessions. The full rate is charged for cancellations made less than 48 hours in advance. This allows us to offer places to the waiting list.

Permanent Withdrawal

Should you decide to withdraw your child permanently, a **four-week written notice is required**. Similarly, the Academy reserves the right to terminate the contract with four weeks' written notice.

Conduct

- We expect students to be respectful and ready to learn.
- Zero Tolerance:** Abuse towards staff/students results in immediate termination without refund.
 - Property Damage:** Intentional damage is unacceptable and may result in immediate termination without refund.
 - Disruption:** Persistent disruption, unkindness, or cyberbullying will result in sanctions per Behaviour Policy.

4. Safeguarding & Contacts

Our Commitment

Safeguarding is any action taken to protect children and adults at risk from harm. We will always safeguard the people we have contact with.

- Vetting:** Our team have criminal background checks (Enhanced DBS checks).
- Reporting:** If we have genuine concerns for safety, we may seek advice from official services. We cannot promise confidentiality if safety is at risk.

- Key Contacts & Hours:**
- Designated Safeguarding Lead (DSL):** Mathew McArthur
- Email:** contact@cleverclogsacademy.com
- Hours:** We aim to reply promptly during operational weeks.

5. Health, Safety & Privacy

Health & Safety

- Medical Info:** Provide accurate info on conditions/allergies.
- Home/Online:** Responsible adult must be present.
- First Aid:** We administer basic aid in emergencies and call 999 if needed.

Online Tuition Rules

- Environment:** Communal room (not bedroom), neutral background.
- Recording:** No recording without consent. Tutors may record for safeguarding.

Privacy (GDPR)

We act as the data controller. We collect contact details and educational data to tailor tuition and monitor progress. We do not sell data. Progress data may be shared with schools with consent.

Photos: We occasionally celebrate success with photos of work. We will never publish photos of your child's face on social media/website without explicit prior consent from the Tutor-Client Contract.

6. Complaints

- We hope most issues can be resolved quickly and informally.
- Informal:** Raise issues directly with us in person or via email.
 - Formal:** If unresolved, submit a formal complaint to **contact@cleverclogsacademy.com**. We acknowledge within 2 working days and respond fully within 10 working days.
 - External:** As members of The Tutors' Association, we abide by their Code of Practice. If unresolved, we agree to consider Alternative Dispute Resolution (ADR).

7. Tutor-Parent Partnership

We believe in a strong partnership between tutors and parents to support each child's learning journey. By working together, sharing insights and maintaining open communication, we can ensure the best educational outcomes for your child.

- Communication:** Discuss your child's progress, goals and concerns with us regularly.
 - Feedback:** Your feedback helps us tailor our teaching to better suit your child's needs.
 - Home Support:** We will provide guidance on how you can support your child's learning at home, reinforcing the skills covered in sessions.