
SK LEARNING CENTER, LLC

Tutoring Policy and Procedure Manual

Applies to the Following Programs:

Tutoring, Test Prep, Homework Help, Handwriting Class, International Learning,
and English Language for New Learners

**SK LEARNING CENTER
TUTORING
POLICY AND PROCEDURE MANUAL**

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INTRODUCTION

We are so happy that you decided to send your child to the SK Learning Center. It is important that you, as a parent/guardian, become involved in the educational process to ensure a successful learning experience for your child. To help you become involved, we invite you to read and discuss this handbook with your child. It is very important that you and your child understand the policies of the Learning Center.

To help us serve your child well in tutoring, we need your help and input. To be successful, we want to establish a collaborative relationship between the tutoring center and your children. We have found that receiving support at school and at home is important to the educational, mental, and physical growth of our students. We look forward to a very exciting year and to getting to know you.

Our staff is committed to the growth and development of every student. We encourage you to support them and to let us know if you have any concerns or questions.

Please read and review with your child. Please return all signature pages to any SK Learning Center staff person.

A. Program Overview

SK Learning Center offers tutoring services for children of pre-elementary, elementary, middle school, and high school age.

Our program typically serves students ages 3 and up. Students attend the program as needed for their educational growth. The program's primary objectives are to assist students with their homework, help them understand concepts that they learn about in school, and help students catch up or get ahead in school.

B. Program Philosophy

All children are unique and have different experiential backgrounds, needs, skills, talents, abilities, interests, learning styles, and rates. Our purpose is to provide a safe, caring, creative and challenging learning environment that will support and encourage each student to develop to their full potential.

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C. Important Phone Numbers

Please feel free to contact us at any time. We look forward to getting to know you and making the In-Office program a wonderful experience for you and your children. If we are unable to answer the phone, please leave a message with a telephone number where you can be reached.

Tel: (646) - 416 - 0060

Email: SKAcademyNYC@gmail.com

Website: www.skacademynyc@gmail.com

II. PROGRAM PROCEDURES

A. Initial Consultation.

Each student is evaluated individually by the tutor to determine his or her specific academic needs. Following the initial evaluation, a verbal consultation will be available for parents to review test scores and get recommendations for tutoring focus and frequency.

B. Tutoring Plan

The tutor will be responsible for implementing an individualized plan for the student based on the evaluation as well as any other concerns addressed by the parents or classroom teachers of the student. The frequency of meetings and areas of study are decided on an individual basis for each child by the tutor and parents.

C. Scheduling

Scheduling of sessions will be done on an individual basis. Sessions last 60 minutes per subject area with an additional 5 minutes reserved for communicating with parents. During this time, the parent will be informed of the methods and activities being used during the tutoring sessions so that these may be reinforced at home. Homework will also be discussed at this time. Parents may always contact the center or their child's tutor directly for any questions or concerns they may have. Tutors are not guaranteed for the duration of the school year.

D. Materials

Most materials and activities are provided by SK Learning Center. However, materials for home practice, such as workbooks may be provided for an additional charge.

E. Homework and Attendance

To ensure optimal progress, homework may be assigned by the tutor.

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F. Cost

Lessons must be paid for in advance, by cash, check, or Zelle, at some time before the start of the lesson. A late fee of \$25 will be charged for failing to pay for lessons in advance. Payments can be made per lesson or monthly. Monthly payments are preferred and will be less costly than paying for individual lessons. If electing to pay monthly, parents must make each payment on the first of each month. The registration fee is \$50.00 and the Deposit is \$50.00. Parents who stop lessons or programs and return after the 3 months mark will be asked to pay the registration fee again.

G. Tutor Responsibilities

Tutors will take on the following responsibilities:

- Establish deadlines and due dates for projects, assignments, and tests
- Fully explain the instructions and expectations for each homework assignment, project, or test preparation.
- Suggest and practice techniques to help increase efficiency, such as how to allocate time wisely, meet deadlines, and develop good study habits for each subject area.
- Assign purposeful homework and/or projects and ensure that assignments and projects conform to the grade level guidelines from the student's school.

H. Parent Responsibilities

The parent or guardian is responsible for the student's conduct and character during the tutoring sessions, including promptness, behavior, and ability to stay on task. The parent or guardian is responsible for initiating any communication with the tutor, getting the student to the lesson on time and picking them up promptly, and ensuring that all work is completed by the student within the timeframe given. To facilitate the student's success, we encourage parents to provide a quiet study area, appropriate materials, supplies, and time for the student to complete homework, projects, and study for tests. Parents should also encourage students to directly communicate with their tutors if the student is struggling with homework, test preparation, or assignments.

Parents must not disrupt lessons by entering the room during the lesson, walking around the center, speaking loudly during the lessons, or doing anything that may distract students. If parents choose to remain in the center during their child's lesson, they must remain in the waiting area.

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I. Student Responsibilities

The student should assist the tutor in identifying problem areas in which the student needs specific tutoring, be prepared for every session by having all materials and homework ready and available, and complete all work in a timely manner and to the best of their abilities.

Students will be expected to:

- Keep track of homework assignments, projects, and upcoming tests.
- Give maximum effort in completing assignments, studying for tests, and turning in assignments on time.
- Communicate with their tutors about difficulties they may have in school, upcoming assignments, projects, and tests, and any other educational issues they may have.

At SK Learning Center, we ask all students who enter the premises to follow several rules:

- Students must show respect to and for their tutor, fellow classmates, and our facility.
- Students must be attentive and polite during the instruction.
- Students should be honest about their assignments and the work they complete.
- Students should not harass or bully other students. Bullying occurs when one or more individuals inflict physical, verbal, emotional, psychological, and/or sexual abuse on another or others, including cyber or electronic bullying.
- Students should not use cell phones or other electronic devices unless necessary for the instruction, as indicated by the tutor.

Parents will be notified if their child does not abide by the rules of SK Learning Center. If disruptive behavior continues, the student may be asked to find tutoring instruction elsewhere.

J. Cheating and Plagiarism Policy

Students will be considered to be cheating if involved in the following in class:

- Copying the homework, essays, tests, exams or any written assignment of other students, from our center or any other school or tutoring center, and presenting this information as their own work.
- Allowing other students to copy their work.
- Citing incorrect materials, or failing to cite materials used, when producing assignments or projects. Even if a few words or phrases are changed, students must accurately cite the materials they used to complete their work.

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K. Health Policy

All students receiving tutoring instruction at SK Tutoring Academy should NOT attend classes when sick. Students should stay home and receive medical care, and should not return until at least 24 hours have passed without any symptoms. If there is an outbreak of any sort, parents will be notified.

III. CANCELLATIONS

A. Attendance

Regular attendance is expected and necessary for tutoring to benefit any child. Students with excessive absences can lose their designated time if the tutor deems it necessary. SK Learning Center is open for all major holidays and school off days. Services are offered all year long.

Students who are not present when the tutor arrives or are more than 15 minutes late to a lesson are considered no-shows. No-shows will not be refunded but can make up the lesson. Makeup lessons expire on the last day of the payment period in the month in which the lesson was missed. Makeups are only permitted within the month the payment was made.

B. Cancellation of Lessons by Client/ Student

The client or student may cancel a lesson by giving at least 24 hours' notice to the tutor or SK Learning Center prior to the lesson. If you plan on missing several lessons, we require two weeks' advance notice. Cancellations should be made by calling (646) -416 -0060, or by contacting the individual teacher, as early as possible. No-shows will not have the lesson refunded but can schedule a make-up lesson at a time agreeable to both parties within the month of the payment.

C. Cancellation of Lessons by Tutor

The tutor may cancel lessons by giving 24 hours' prior notice to the client or student. The tutor shall reschedule the appointment at a time agreeable to both parties, or will provide a substitute for the lesson.

D. Late Arrival

Fees are calculated according to the times stipulated in the schedule and no adjustment shall be made for time lost because of late arrival by the Student. Students who arrive late will only be tutored for the remainder of the scheduled session. There will be no prolonged sessions.

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Any lost time because of the late arrival of the Tutor shall be compensated for by extending a lesson by mutual agreement and by such amount of time that was lost.

E. Inclement Weather

In the event of inclement weather (snow, sleet, hail, flooding, tornado, hurricane, severe thunderstorm) it is up to the discretion of the client/student and the tutor as to whether or not a lesson will be held. All clients have the option to use online tutoring as an option in lieu of cancellation due to inclement weather. Please communicate with your tutor on lesson days when there is inclement weather. The Tutor shall reschedule the appointment at a time agreeable to both parties, should lessons be canceled due to inclement weather.

F. Termination

The tutoring agreement may be terminated or changed by either party at any time by giving the other party two (2) weeks' written prior notice.

IV. MISCELLANEOUS

A. No Warranties

While we endeavor to provide the best educational services possible, the tutor and SK Learning Center make no promises or warranties with regard to a Student's performance as a result of any tutoring provided. In no event shall our obligations, expressed or implied, to any customer or site user, exceed those obligations specifically noted herein.

B. Valuables

We strongly encourage all students to leave all valuables at home. Valuables include, but are not limited to: large amounts of money, iPods, or any other type of electronic game or any other types of toys. We encourage this policy because it is not only distracting to your child, but also to the students around him/her and because we will not be able to reimburse you if the item is lost or stolen.

C. Students and Parents shall follow SK Learning Center Policies and Guidelines.

SK Learning Center will set all tutoring policies, and parents and students must agree to follow all policies and procedures. In addition, all persons employed by SK Learning Center must abide by all policies set forth and must complete their duties to their best ability.

D. Non-Discrimination Policy

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SK Learning Center provides equal educational opportunities without regard to actual or perceived race, color, religion, creed, ethnicity, national origin, alienage, citizenship status, disability, sexual orientation, gender (sex), or weight and to maintain an environment free of harassment on the basis of any of these grounds, including sexual harassment or retaliation, pursuant to New York Human Rights Law.

SK Learning Center does not discriminate on the basis of age, race, national origin, religion, disability, or gender in its educational programs and activities, and it is prohibited from discriminating on the basis of gender by Title IX (20 U.S.C. § 1681) and on the basis of disability by Section 504 (42 U.S.C. 794).

Print Child's Name _____

Child's Signature _____

Print Parent's Name _____

Parent's Signature _____