

## Square One Learning Policies and Procedures

Thank you for giving us the opportunity to serve you and/or your student. We are committed to making sure that each student is successful and confident in their academic pursuits! Should you have any questions or concerns, don't hesitate to contact us at 713-955-8991. Please read the important information below that will help make your experience with us a positive one.

### Square One Learning Tutor Responsibilities:

- Arriving promptly to all sessions and display professional conduct at all times
- The tutor undertakes doing all preparation prior to lessons and to structure lessons in such a way as to optimize time to the benefit of the student
- Instructing students in designated subject area, assigning homework, re-teaching and answering all questions to ensure that students grasp necessary concepts
- Communicate with parents & students regularly regarding progress and/or concerns (A progress report is recommended a minimum of once every 3-4 weeks)
- Scheduling sessions and communicating changes to parents in a timely manner and making arrangements to reschedule sessions as soon as possible (Long-term changes in availability should be communicated to a Square One Learning director, so that we may accommodate your schedule, if possible)
- Keeping confidential all information of the student and shall contact other parties involved in the education of the student only if given permission by the parent or adult student to do so

### Parent/Student Responsibilities:

- Arrive promptly to all sessions and be attentive and willing to work at all times
- Assist the tutor in identifying problem areas in which the student needs specific tutoring
- Give an assignment sufficient effort without the assistance of the tutor when suggested by the tutor
- Make sure all assignments and assigned homework is completed in a timely manner
- Communicate with tutor on a regular basis regarding any concerns
- Make payments via one of the approved payment methods prior to tutorial sessions
- Communicate any scheduling changes to tutors in a timely manner and make arrangements to reschedule sessions as soon as possible

**Supplies and Materials:** Square One Learning will provide materials and assignments to students, including pencils, paper and worksheets. However, in some instances, tutors may recommend supplemental materials that students or parents may need to purchase in addition to what is provided. Additional materials are for the benefit of the student and purchasing the supplemental materials is optional.

**Scheduling:** Tutoring schedules will be made on a regular monthly basis (Ex. Every Wednesday from 2:00-4:00 p.m.) starting with the first session. Test preparation schedules will be made at the start of service and will remain until the end of service, unless the parent/guardian requests a schedule change. Schedule changes should be requested at least one week before changes are to take place, if possible. However, tutors will do their best to accommodate last minute schedule changes.

**Fee Agreement:** Square One Learning collects an enrollment fee of \$ 50 and a diagnostic test fee of \$49 (optional) for a total of \$99 to begin services. The rate for tutoring/test preparation services is \$\_\_\_\_\_ per \_\_\_\_\_. The parent/guardian named above hereby agrees to pay all fees in advance. Fees may be paid by cash or check in-person at Three Sugar Creek Center Blvd. Ste. 100, or by credit card or PayPal via [www.squareonetutors.com](http://www.squareonetutors.com) prior to lessons. Lessons may be paid individually, monthly or by purchasing a package. Square One Learning will send

you a receipt via email for all payments made. **NO PAYMENTS ARE TO BE GIVEN DIRECTLY TO TUTORS.** Please use the following steps to make secure payments online:

1. Go to [www.squareonetutors.com](http://www.squareonetutors.com)
2. At the top of the home page, click on “register” if this is your first time paying online.
3. In the box on the right that says “register”, type in all required information.
4. You will be sent a confirmation email to confirm your identity (check spam folder if it is not in your inbox).
5. Click on the link in the email and you will be redirected back to the website to log in.
6. After you log in using the user name and password you created, select pricing from the menu at the top of the screen and click on the appropriate category (tutoring, test prep, etc.).
7. You will see a list of packages. You may choose to pay for a single hour session or a package of hours.
8. After you choose an item, click the “enroll in course” button.
9. When you are finished adding items, choose “cart” from the top menu.
10. Here you will see all of the items that you wish to purchase. If you have a promo code, you can also enter it here.
11. Click the “proceed to checkout” button.
12. Fill in your details and select a payment method. If you choose to pay using Pay Pal, you will click “Proceed to Pay Pal”. If you choose to pay by credit card, enter your information and then click “Place Order”.

\*Note: You will only need to follow steps 1-12 the first time you register. Thereafter, you will choose “login” from the top of the homepage and then complete steps 6-12.

**Cancellation:** If you need to cancel a session, **you may cancel up to 2 hours prior without any penalty.** We recognize that emergencies do arise, and will, therefore, waive the fee for the first cancellation. However, after the first cancellation, if you cancel less than 2 hours prior to your session, a penalty of 50% of your session fee for that day will be charged. “No shows” are treated as a cancellation of less than 2 hours and the appropriate penalties will apply. Two “no shows” with no communication with parent or adult student will be treated as a termination of services by the client. Should one of your sessions need to be rescheduled by our tutors, they will make every effort to cancel 2 or more hours prior to your session and will reschedule at the client’s convenience.

**Late Arrivals:** Square One Learning cannot guarantee that your session will take place if you are more than 20 minutes late for a session. Late arrivals (more than 20 minutes) may have to be rescheduled and the cancellation penalty will apply. Also, as a result of late arrival, the student may not receive their full session time. Please make an attempt to contact your tutor, if you foresee that you will be late and they will try to accommodate you.

**Termination of Services:** Services may be terminated at any time by either party (client or Square One Learning) in writing, (e-mail: [info@squareonelearning.com](mailto:info@squareonelearning.com)) at any time. Any payments already made to Square One Learning prior to terminating service are non-refundable. Contracts, if applicable, may be cancelled at any time after the end of the 3-month contract agreement.

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Student’s Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

Parent or Guardian’s Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

