



Policies & Financial Responsibility Agreement

GENERAL POLICIES

QUALITY OF SERVICE

Austin Learning Center (ALC) is committed to meeting your expectations. We are a team of professionals who are enthusiastic about what we do and are grateful for the opportunity to serve you and your family. Every child comes to us with unique goals for their tutoring experience as well as their own diverse learning needs. Therefore, ALC does not guarantee specific results or test score increases, but we invite you to talk with us at any time about our services or progress towards goals. Please let us know how we can best serve you.

ACADEMIC INTEGRITY & HONOR CODE

ALC recognizes the need to create an environment of mutual trust as part of our educational mission. Responsible participation in an academic community requires respect for and acknowledgement of the thoughts and work of others. Any academic work that students represent as their own must in fact be their own. Our tutors are here to aid students in content mastery through one-on-one instruction, provide guidance in completing assignments, and help prepare for assessments. Our tutors are not able to complete assignments or write essays on a student's behalf or give unauthorized help in completing take-home or online assessments.

Under the ALC Honor Code, we expect that our students do their own work, don't lie, don't cheat, and give credit where credit is due. We care about helping to guide students who take pride in the integrity of their own work.

ALC CALENDAR

ALC's tutoring schedule does not follow the calendar of any specific school or school district. We will expect to see students that have recurring schedules on school holidays, special schedule days, and "no homework" days unless appointments have been cancelled in advance per our Cancellation Policy (see below). ALC's Calendar is summarized in the table below.

2023 - 2024 ALC CALENDAR			
Date		Event	Office Closed (No Tutoring)
August	20	School Year Tutoring BEGINS	
November	18-25	Thanksgiving Break 1 Wk	✓
December	21-31	Winter Break ~ 2 Wks	✓
January	1-6		
March	9-16	Spring Break 1 Wk	✓
	31	Easter 1 Day	✓
May	24	School Year Tutoring ENDS	
	27	Summer Tutoring BEGINS	
July	4	Fourth of July 1 Day	✓
August	9	Summer Tutoring ENDS	

ILLNESS POLICY

The health of our clients and tutors is very important to us at ALC. To best support our wellness goals we ask the following:

- Anyone experiencing an illness should stay home and tutor virtually or cancel their appointment.
- If a tutor or student is experiencing an illness but can still meet, we will switch the session to a virtual appointment rather than cancelling the session.
- Any student who has not attended school due to illness should plan to tutor virtually or cancel versus attending a session in person.
- ALC may adjust these policies based on public health guidance.

PRIVACY POLICY

ALC respects the privacy of every student. Our staff and/or representatives will never share information regarding a student, including their contact information or academic status, with another party without written or verbal approval from the parent/guardian or student. ALC staff may log onto grade and assignment websites when a password has been provided by the parents or student and may communicate with other members of the ALC team to coordinate services. Though parents will not be present in tutoring sessions, students should be aware that parents will be kept abreast of their student's progress by tutors.

SOLICITATION OF TUTORS

ALC has invested considerable time and expense in finding and managing its roster of tutors, and in developing the systems and operations necessary to provide its clients with a quality educational service. For that reason:

- ALC tutors have agreed not to contract independently with any ALC client, past or present, as a condition of their service.
- Clients, for their part, in accepting our services, agree that they will not independently contract with any of our tutors.
- Attempting to contract independently with ALC tutors not only puts the tutor in a difficult position, but it jeopardizes their continued employment by ALC because any such arrangement would violate their contract with ALC.

SCHEDULING POLICIES

Convenient and well-organized scheduling is a key component of a successful tutoring experience. When scheduling appointments with our office, please note the following:

SCHEDULING POLICY HIGHLIGHTS		
Scheduling Process	Appointment Type	Appointment Participants
Contact The Office Team* - Text: 512-641-9670 - Phone: 512-330-9007 - Email: westlakeoffice@austinlearningcenter.com * ONLY The Office Team may schedule, reschedule, or cancel an appointment	One-time Sessions - Scheduled as needed Recurring Sessions - Weekly sessions (1x+/wk) - Scheduled through ALC's School Year End date - Most recommend service to ensure quality and continuity of the learning experience	One-On-One Sessions - 1 student & 1 tutor - ALC's standard appointment Group Sessions - 3 students max - Must be arranged in advance - Space permitting

SCHEDULING PROCESS

Both parents/guardians and students on their account may schedule appointments. All scheduling is managed by The Office Team and cannot be done through the tutor or other ALC staff member. Therefore, appointments will not be considered Confirmed unless they are done through The Office Team.

APPOINTMENT FORMAT

ALC offers both In-Person and Virtual tutoring appointments.

Key Things to Note About Appointment Formats			
Format Type	In-Person		Virtual
	@ALC Office	In-Home/Off-Site	
Billing	Regular Hourly Rate	Hourly <u>Travel</u> Rate	Regular Hourly Rate
Minimum Length	1hr *	1hr (no exceptions)	1hr *
Location	3355 Bee Caves Rd Bldg 2, Ste 203	Quiet, non-private space (Adult 18yrs+ presence req'd)	Zoom

* Shorter appointments may be considered upon request

** Switching format types after appointment confirmation requires advance notice

In-Person Appointments:

- **At the ALC Office**
All In-Person tutoring will be held at the ALC Office (3355 Bee Caves Rd., Suite 203, Austin, TX 78746) unless otherwise arranged.
- **In-Home / Off-Site Appointments:** ALC recognizes that it may be in the best interest of the client for the tutor to meet the student at their home, school, or another location such as a library or coffee shop. The Office Team will work to accommodate these requests with the following guidelines:
 - **Billing:** All tutoring that does not occur at the ALC Office will be billed at a higher rate as quoted at the time of booking.
 - **Minimum Time:** All In-Home / Off-Site Sessions will be scheduled for a minimum of one hour per session; services are scheduled and billed in 15 minute increments thereafter.
 - **Location:**
 - For the best results, tutoring sessions should take place in a distraction-free area of a home or school site.
 - Tutoring may NEVER take place behind closed doors within the home or in a bedroom or other private area.
 - Sessions held in a private residence require the presence of an adult 18 years or older. This is the responsibility of the parent / guardian. It is a tutor's responsibility to terminate the session immediately upon learning that an adult is not present. This termination will result in a No-Show fee (see Cancellation Policy).
 - The tutor may be asked to use the first or final 5-10 minutes of the session for a progress check in with parents. If more time is needed, please schedule in advance.

Virtual Appointments:

- All Virtual tutoring will be held via an online platform and instructions for logging in virtually will be provided to the client in advance.
- Students should download, install, and test video-conferencing software before their session is set to begin.

APPOINTMENT TYPE

Appointments may be made on a One-Time or Recurring basis.

One-Time Appointments:

- May be scheduled the same day as the request (tutor availability permitting) or up to two-weeks in advance.

Recurring Appointments:

- Are typically scheduled on a weekly basis for a minimum of one hour per session.
- May begin as soon as the same day as the request (tutor availability permitting).
- Are scheduled through ALC's School Year Tutoring End date (see ALC Calendar above) unless otherwise specified.
- May always be changed, cancelled, or discontinued, subject to our Cancellation Policy (see below).

APPOINTMENT PARTICIPANTS

We offer both one-on-one and group sessions. All appointments are private, one-on-one tutorial sessions unless otherwise arranged. Clients may arrange small group sessions, however, the sessions must be arranged in advance. Each student attending (max of 3 students per group) will be charged the same ALC Group Tutoring Rate. If all students cancel except one, the remaining student will be charged the tutor's One-on-One Tutoring Rate.

PARENT ATTENDANCE AT TUTORING SESSIONS

While we invite parents to interact with tutors during the first or last few minutes of the tutoring session, we ask that parents otherwise remain in the lobby or come back to pick up their children at the conclusion of the tutoring session. This allows for the student and tutor to find the best tutoring rhythm within their sessions, and ultimately for the student to take ownership of their learning. Please let us know if you would like to ask for an exception to this policy and we can determine if we may be able to accommodate such a request

APPOINTMENT HOLDS

While in the process of setting up appointments, ALC may Hold tentative session times for parents who need more time deciding on particular options. These holds will generally be released after 48 hours of the hold being made or 24 hours before the appointment time, whichever is sooner.

CANCELLATION POLICY

ALC never requires a contract or pre-payment for our services; however, we do have a firm Cancellation Policy that is applicable to all clients. Any appointment (Recurring or One-Time) may be cancelled per the guidelines in this policy:

CANCELLATION POLICY HIGHLIGHTS							
Format & Location	ALL	In-Person				Virtual	
		@ALC Office		In-Home/Off-Site			
Cancel Type	Advance	Late	No-Show	Late	No-Show	Late	No-Show
Definition	Made <u>24 or more hours</u> prior to appointment	Made <u>less than 24 hours</u> prior to appointment	Fail to attend*	Made <u>less than 24 hours</u> prior to appointment	Fail to attend* -OR- No Adult 18+ yrs present	Made <u>less than 24 hours</u> prior to appointment	Fail to attend*
Fee	No Fee	<u>1/2 the fee</u> of the missed session		<u>FULL fee</u> of the missed session		<u>1/2 the fee</u> of the missed session	

* Tutor will wait 20 minutes before session will be classified as a No-Show

CANCELLATION PROCESS

Who Can Cancel: BOTH parents/guardians and students on their account may cancel or reschedule appointments.

Ways to Contact: Appointments can be canceled or rescheduled by contacting The Office Team via:

- Text: 512-641-9670
- Phone: 512-330-9007
- Email: westlakeoffice@austinlearningcenter.com

How to Cancel:

- Cancellations will not be considered confirmed unless they are done through The Office Team. All cancellations and rescheduling needs are managed by The Office Team and therefore cannot be done through the tutor.
- All cancellation messages left with The Office Team are date and time stamped and will be honored per our Advance Cancellation Policy (see definition below) even if the office is closed at the time of the communication.
- Attempting to cancel or reschedule through a tutor will not be honored as this can lead to miscommunication, double bookings, and charges for appointments that The Office Team did not know were canceled in advance.
- ALC reserves the right to cancel recurring appointments after multiple consecutive No-Shows or Cancellations.

ADVANCE CANCELLATIONS

All cancellations made 24 hours or more in advance of a scheduled session will be considered an Advance Cancellation and will be confirmed free of charge.

LATE CANCELLATIONS & NO-SHOWS

Late Cancellations: All cancellations made with less than 24 hours' notice to a scheduled session are considered a Late Cancellation and will incur a fee.

No-Shows: All confirmed sessions where the student fails to attend are considered a No-Show and will incur a fee.

- **ALC's Office & Virtual Sessions:** For In-Person appointments at ALC's Office and Virtual sessions, the tutor will wait for 20 minutes before the session will be classified as a No-Show unless The Office Team has been notified that the student is running late and should still be expected to attend.
- **In-Home / Off-Site Sessions:**
 - If the tutor arrives to a session at any off-site location (student's home, school campus, etc.) and the client is not present, the tutor will wait for 20 minutes before classifying the appointment as a No-Show and leaving.
 - If the client arrives within the 20 minute time period, the session will resume for the remainder of the scheduled time. Any additional time outside of the originally scheduled session will be billed in 15 minute increments.
 - Attempts will be made to contact the student/parent at the time of the incident, but this is not always possible.
 - Please note that No-Shows for In-Home / Off-Site appointments include:
 - Students who are not home
 - Students who are home but an adult is not present (and therefore the tutor cannot stay)
 - Students who are seen on-campus and are absent from school or unable to attend the session due to an altered school schedule (school event, early dismissal, prep rally, etc.) or any other reason in which a regularly scheduled appointment cannot occur.

Late Cancellation & No-Show Fee Calculation:

- **ALC's Office & Virtual Sessions:** All Late Cancellations and No-Shows for In-Person ALC Office and Virtual sessions, regardless of cause, will result in the financially responsible party being charged ½ the fee of the missed session.
- **In-Home / Off-Site Sessions:** All Late Cancellations and No-Shows for In-Home / Off-Site sessions, regardless of cause, will result in the financially responsible party being charged the full fee of the missed session.

- **Discretionary Fee Waiver:** Because emergencies and illnesses happen, clients with Recurring Appointments may be permitted to ONE Late Cancellation or No-Show at no charge during the School Year. Fee waivers are not offered in the summer session.

CANCELLATIONS DUE TO UNIQUE SCHOOL & PERSONAL CALENDARS

- ALC is open during all school holidays, except as noted in the ALC Calendar (see above).
- Most schools have their own unique calendars with varying holidays and early release/late start days.
- It is always the client's responsibility to notify The Office Team of ALL cancellations including those due to holidays, school vacations, any school schedule changes, and/or personal conflicts that would affect tutoring time. Otherwise, ALC will anticipate attendance as scheduled.

CANCELLATIONS DUE TO ALC OFFICE CLOSURES

- The Office Team will notify clients in advance of office closings due to the ALC Calendar or other circumstances.
- In the event of inclement weather or other local emergencies, ALC may transition In-Person appointments to Virtual tutoring and will alert all clients as soon as possible if that decision is made.
- If a client feels it is unsafe to travel to their session due to such circumstances, ALC will waive the cancellation fee.
- In the event that the office experiences prolonged closures due to a national emergency such as Pandemic, all tutoring sessions will become Virtual.

CANCELLATIONS DUE TO CHANGES IN TUTOR AVAILABILITY

- If an appointment must be canceled by ALC due to a tutor emergency or other reason, the client will be notified as soon as possible and that session will be rescheduled with the same tutor or another tutor as quickly as possible.
- If a tutor arrives late, the tutor will stay for the entire session length if the tutor's and client's schedule permit. If this is not possible, the tutor will make up the missed time at a later date that is mutually agreed upon by both the client and tutor, or the session will be pro-rated, whichever remedy the client prefers and tutor availability permits.

BILLING & PAYMENT POLICY

Our payment policy is convenient and hassle-free for our clients. Please note the following:

FINANCIAL RESPONSIBILITY

Credit Card Requirement

- One valid credit card must be saved to the client's account prior to any scheduled appointments.
- If a credit card is not received prior to the first session, all scheduled tutoring will be put on hold and may be canceled.
- If credit card information changes, the responsible financial party must provide the updated payment information to ALC.

One Financially Responsible Party Per Account

- ALC will not split payments. There may only be one financially responsible party per account. It is the client's responsibility to collect payment from other parties after settling invoices with ALC.
- As an option, any party may pre-pay towards an account if multiple parents / guardians wish to contribute to fees.

BILLING QUESTIONS

- We ask clients to review their invoice upon its receipt and prior to the credit card on file being automatically charged on, or near, the 15th of the month. The client may contact The Office Team with any questions.

- While invoices are not delineated by date of service, The Office Team can provide an appointment report for a given period of time by request.

PAYMENT PROCESS

- Clients may choose to pay for rendered services at the time of service or to be invoiced and pay monthly in arrears.
- Monthly invoices are sent via email to the primary email address on file on, or near, the 1st day of the month and will reflect all unpaid services provided the previous month.
- Monthly invoices may be paid in the following ways:
 - **Automatic Payment**
 - If payment has not already been received, ALC will automatically charge any balance on the account on, or near, the 15th day of the month for invoiced services using the credit card provided on file.
 - For example, an invoice for all unpaid services rendered in September will be sent via email on or near October 1st. ALC will then automatically charge the credit card on file for all open balances on October 15th, unless alternate payment was received prior to that date.
 - **Client Direct Payment**
 - Online Payment Portal: The Online Payment Portal can be accessed to pay with a credit card other than the one on file or to pay early instead of waiting for the card on file to be automatically charged. The link to the Online Payment Portal is included in the Invoice Email.
 - The Office Team: Payments may be made by check or with a credit card by contacting The Office Team.
 - Client Direct Payments must be received by the 10th of the month in order to prevent overpayment.
- At no time should a tutor receive payment from a client or be asked to discuss fees, payments, or account issues. If clients have questions regarding payment, tutors will refer them to The Office Team.

BILLED TIME

All tutoring will be billed on an hourly basis at the tutor's hourly rate for the designated service. Sessions are typically scheduled for a minimum of one hour with additional time scheduled and billed on a pro-rated, hourly basis in 15 minute increments thereafter.

Leaving Early or Starting Late:

- It is ALC Policy not to adjust the time of a confirmed session same-day and, in-turn, adjust billing.
- Students should be prepared with enough material to take up the full length of the appointment.
- If students choose to leave before the end of their scheduled appointment time, they may do so at their discretion and the full time will still be billed. It is not the tutor's responsibility to negotiate with the student to stay the full time.
- Students who are late are billed for the full booked time and their session will still end at the originally scheduled time.

PAST DUE ACCOUNTS

- Accounts over 45 days past due will be put on hold.
- No tutoring sessions may take place while an account is on hold and any scheduled appointments (Recurring or One-Time) may be canceled and at risk of being lost to another student.
- To resume services, all past due amounts on your account must be paid in full.
- Continual past-due status may result in a pre-payment requirement to receive services or a refusal of future services.
- For accounts not paid within 90 days, ALC reserves the right to take legal action.

COMMUNICATION POLICY

We appreciate the opportunity to collaborate with parents, teachers, counselors, and other professionals and to take a team approach in meeting student needs. It is important to us that parents are informed and a part of the tutoring process. Our team is here for you at every juncture. Please do let us know your feedback, thoughts, concerns and celebrations. There are four ways in which parent communication with tutors commonly occurs:

VIA THE OFFICE TEAM

- The Office Team is happy to communicate via text, email, phone, and conference upon request.
- Infrequent questions directed to a tutor can be facilitated through The Office Team. This includes requests for the tutor to answer questions, provide feedback, or address a variety of other issues or concerns.
- The Office Team will act as intermediary for the communication and should be copied on all follow-up communication so that they are in the loop and can best coordinate services.
- There is no fee for this communication unless it involves meetings at off-site locations that require travel or significant time.

JOINING A STUDENT'S SCHEDULED SESSION

- Parents are welcome to join the first or last 5-10 minutes of a student's scheduled session to communicate directly with tutors. This may take place during In-Person or Virtual sessions.
- This type of communication should be used for general feedback and questions.
- Note that tutors often plan out each session and have all minutes accounted for, so if you do wish to stop by at the beginning or end of a session, it is best to let The Office Team know so that the tutor can be notified in advance.
- There is no fee for this communication but it does reduce tutoring time as it occurs during the student's scheduled session.

MEETINGS SCHEDULED IN ADVANCE

- If the information being shared is sensitive or requires more than 5-10 minutes and direct communication with the tutor is preferred, parents may schedule a time outside of their student's scheduled session to meet with a tutor.
- Parents may schedule a communication meeting with tutors as needed. These are scheduled by the office team.
- Such meetings with tutors are billed at the tutoring rate in 15-minute increments.

COMMUNICATION INCLUDED IN ALC SERVICE OFFERINGS

- Select ALC Service Offerings may include built-in parent feedback elements. Examples of the types of communication that may be bundled in these services include, a weekly email from a student's tutor, a parent accessible Google Sheet with session-based feedback from a tutor, etc.
- Please reference ALC's current service offering for detailed descriptions and pricing or contact The Office Team for additional information.

POLICY ACCEPTANCE

By scheduling services with our office, client is accepting the aforementioned policies and assuming full financial responsibility for all services rendered at Austin Learning Center for themselves and any minors on their account.

Any policy changes affecting clients will be distributed via email to the address on file with our office. This policy acceptance remains in effect as long as services are provided.