



**Westcountry SEN**

Lessons for life

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### Terms of Business 2019-20

Dear Parent/Guardian/Student

Please find below the terms of business for the coming academic year (commencing September 2019) for Westcountry SEN Ltd. Please read the details carefully and feel free to come back to me if you have any questions or concerns.

#### Online account:

You will be sent a welcome email to your own private Westcountry SEN Ltd online account. Once you sign in you will be able to:

- View your child's scheduled lesson on your calendar
- See the session reports for every lesson
- Add a debit/credit card for easy payment
- Keep a track of your balance.

Please note that sometimes the welcome email can be sent straight to your junk folder, so please check there if you have not received one.

#### Prices:

Each session is charged at £27.50 for 40 minutes or £38.50 for 60 minutes. There is also a mileage charge of 40 pence per mile if traveling to your home, which will be discussed within your initial assessment.

**All short notice cancellations and forgotten sessions will be charged for.** unless another session can be rearranged in the same week. However, please note that rearranging of sessions depends on another student giving advanced notice of a session cancellation, so it is not always possible but we will do our best. Short notice is defined by any cancellation that is less than 24 hours from your child's appointment time.

#### How to pay:

Payments are asked to be made through our secure online system which was designed by Tutor Cruncher.

You will be invoiced via email after each session. You will be able to pay through our 'pay now' link within the email which will take you straight to our secure online portal, which is linked to the secure payment service stripe.

Or you can add a credit/debit card to your account and session payments will be charged to your card automatically 2 days after your session.

Some parents prefer to pay by direct debit or by paying for a month to a term ahead. This can be easily arranged. Please let me know if this suits you more.

#### Entry and start of sessions:

If you are having Tutoring at one of our practice rooms, **can I please ask you not to ring the door entry system before your allocated time**. Whilst this may seem inconvenient as there are visible waiting areas inside the building, the entry system is fed directly into the practice room and will disturb any work that is taking place. Please could you wait until your child's start time and then use the door entry system.

If for any reason someone has let you into the building without using the door entry system. please sit and wait on the seats either at the top of the stairs, or at the bottom. Your tutor will come out to get your child at the time of your session.

If a grandparent, relative or friend is bringing your child. Please could you ensure that they are made aware of how to enter the building.

#### End of sessions:

We fully understand that when your child is struggling at school, it can be a very worrying and unsettling time for parents and in some cases the whole family. It is Westcountry SEN Ltd' s policy to always include parents in their child's progress by answering questions and discussing concerns. This is in addition to your session reports. It is important for the child as much for the parent to have open communication. However, for two very important reasons we are unable to discuss any child's progress at any depth once their session has ended:

- 1) Westcountry SEN is a very busy practice. Any communication about your child directly after their session takes away preparation/travel time for the next child. Therefore, preparation would have to be made in advance to allow time for discussion during your child's session, which would inevitably cut into your child's tutoring time.
- 2) All conversations concerning your child's progress need to be adult and open. This is not advisable whilst the child is present. It can in some cases be detrimental to the educational sessions.

At the end of the session all a tutor will offer is a brief account of what has been covered, highlighting any successes or anything that went particularly well for your child. You will additionally be able to log in and view a brief report within 24 hours .

We also offer an open-door policy for parents and invite you to phone at any time or email. If there are any concerns about your child's progress we will contact you outside of session times. The Practice is very busy between 3pm and 8pm. So it is always better to either contact outside of these times or to leave a message and someone will get back to you.

**How we protect your privacy in regards to your data:**

Here at Westcountry SEN Ltd we take your privacy and the privacy of the information we process very seriously. We never share any stored data with any third party. We would only share information with fellow professionals at your request or with your permission.

We communicate, store and transfer data internally in the following ways:

- TutorCruncher and Westcountry SEN Ltd secure online system
- Password protected emails (wix.com server)
- Cloud-based software (wix.com and Xero)
- Encrypted communication app
- If you choose to text, these messages are stored in password protected mobile phones

We store your data for up to two years after your child has left. You have a right at any time to ask for your data to be removed and deleted.

Please do feel free to contact me with any questions or concerns at any time.

**Please sign and date a copy of the terms of business and bring it with you on the first day of your child's session.**

I (please print name) \_\_\_\_\_ have read and agree to the terms of business. I understand about how my data is stored and that I can ask for it to be deleted at any time. I also understand about the 24-hour cancelation charge.

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

Kind regards

**Pippa Bealing, Director**  
**BSc Psych (Hons), MSc, MSc, MBPsS, BACP, AFT**

Westcountry SEN Ltd is a registered company in England and Wales. Registered number: 10761051.  
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