

WESTERN TUTORIAL COLLEGE LIMITED

Tuition for 1 and/or 2 year A-level and GCSE courses

Terms and Conditions

Terms of engagement

Western Tutorial College Limited is a company registered at Companies House (company number 07635083), whose registered office is at Albion House, 12A Broad Street, Bristol, BS1 2HL. Details of the directors and all company returns are available for viewing at Companies House, or on their website. Tutors that work with us are all experienced professionals in their subject areas. The educational services offered and the fees charged may be varied at any time, subject to the provisions below.

Lesson times and attendance during tuition

The academic timetable for all subjects is set at the beginning of the academic year (September) or earlier when possible. Students are expected to attend all timetabled lessons in each of their subjects studied, and to arrive before the scheduled start time. Tutors are not expected to wait for students who are late, and it is expected that students will make every effort to catch up with any work missed. If a student is going to be late, or has to miss a lesson due to illness or a previously arranged appointment, they are expected to inform the college before the lesson, giving as much notice as possible. Absence from lessons is never a reason to reduce the fee for that course (see below). Students are expected to remain in class for the duration of all lessons, unless there are exceptional circumstances and only when negotiated between themselves, their tutor and (if necessary) the Principal. It is important that students understand the necessity of attending all classes regularly and punctually, and that they come prepared to learn.

Method of tuition

All tuition will take place on the college premises (see address above). The college can then ensure the safety of the students as it has public and employee liability insurance, and regularly tested fire detection systems in place. Students are asked to provide as much detail relevant to the aims of their tuition as possible, so that a tuition plan can be formulated which will be of maximum benefit to each individual student.

Code of conduct

Students may end their ongoing tuition with Western Tutorial College Limited at any time (subject only to the cancellation policy below). Our tutors will conduct themselves courteously at all times, and it follows, therefore, that we expect the same from students and their parents/guardians. In the event that a situation was to develop which would render the continuation of tuition by the college impossible, we reserve the right to discontinue such service forthwith, and remove the student from our list. The same right to discontinue tuition services received rests with the student. In any event, in case of problems, we would do everything possible to remedy these at the earliest opportunity.

Payment terms

Payment can be made by bank card or cash, and must either be made at the commencement of each month, half-term or term period, or by a single payment for the entire duration. Under no conditions will tuition be given without payment. Payment by cheque must be made at least 7 days before the course start date.

Access arrangements

There is level access to the ground floor from the pavement outside the building, and to the toilets on the ground floor. However, access to the upper floors is by stairs. We will make every effort to accommodate students with restricted mobility by trying to schedule their classes on the ground floor, but students must make the college aware of any disability that might affect their learning at the time of enrolment.

Variation of fees and services

Fees may be changed and the services offered added to or withdrawn at any time. However, fees will not be varied during an academic year. We reserve the right to increase fees to coincide with the new academic year.

Limit of liability

Western Tutorial College Limited will not be liable for any consequential loss or damage suffered to its students property, whilst on or outside its premises (Albion House, 12A Broad Street, Bristol, BS1 2HL) however caused, and which may result in tuition not being provided for any reason whatsoever.

Liability is restricted to that shown in the cancellations policy. Students' statutory rights are not affected by any clause shown in these Terms of Engagement.

Students can expect high quality tuition. However Western Tutorial College Limited is not able to guarantee examination results.

Cancellation policy

Payment of the course fee forms a binding agreement between the relevant parties involved (student, parents/guardians, tutor, Western Tutorial College Limited). Refunds can only be made if the tuition has to be cancelled as a result of the tutor becoming unavailable, and a suitable alternative tutor cannot be found in a reasonable time period, or alternative arrangements cannot be put in place in a reasonable time so that students are unable to complete their course. Students who decide not to continue their course before the normal end date (through no fault of the college) must give at least one term notice, and will only be eligible for a refund or part refund of fees for the time remaining beyond the period of the one term notice. Students must still pay tuition fees for 1 term after the date of notice being given (or for the remainder of the course, whichever is shorter).

1 to 1 and group Tuition provided by tutors / teachers

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Lesson times and attendance during tuition

Tutors are expected to attend all agreed sessions, and to arrive before the scheduled start time. Tutors are not expected to wait for students who are late (beyond a reasonable time, normally half an hour). If a tutor is going to be late, or has to miss a lesson due to illness or a previously arranged appointment, they are expected to inform the college and give at least 24 hours of notice before the lesson start time. It is important that tutors understand the necessity of arriving for each lesson properly prepared to teach.

Code of Conduct

Tutors may end their tuition with Western Tutorial College Limited, and Western Tutorial College may end a tutor's tuition, at any time (subject only to the termination policy below). Our tutors will conduct themselves courteously at all times, and it follows, therefore, that we expect the same from students and their parents/guardians. In the event that a situation was to develop which would render the continuation of tuition by a particular tutor impossible, we reserve the right to discontinue such service forthwith. In any event, in case of problems, we would try to remedy these and try to reach an amicable agreement with all parties..

Access arrangements

There is level access to the ground floor from the pavement outside the building, and to the toilets on the ground floor. However, access to the upper floors is by stairs. We will make every effort to accommodate students with restricted mobility by trying to schedule their classes on the ground floor, but tutors must make the college aware of any disability that might affect their working at the time of engagement.

Payment terms

Payment is made by BACS at the end of every calendar month during which teaching has taken place by the tutor. Such teaching must be on the college premises (see the first paragraph) and must be agreed in advance by the Principal. Under no conditions will payments be made without such prior agreement – this is to ensure that tutors are correctly paid. Pay is entirely based on the number of hours worked according to the academic timetable in current operation, and is agreed before the commencement of teaching. Payments are on a monthly basis during normal term times (excluding holiday periods), and are subject to the cancellation policy given below.

Variation of payments and services

Payments may only be changed with the prior agreement of the Principal. Normally hourly payment rates that have been agreed at the beginning of the academic year will remain until a new agreement is reached, or the tuition services offered are withdrawn (see the Cancellation Policy below).

Limit of liability

Western Tutorial College Limited will not be liable for any consequential loss or damage suffered by its tutors, whilst on or outside its premises (Albion House, 12A Broad Street, Bristol, BS1 2HL) however caused, and which may result in tuition not being provided for any reason whatsoever.

Liability is restricted to that shown in the cancellations policy. Tutors' statutory rights are not affected by any clause shown in these Terms of Engagement.

Please remember that students expect high quality tuition, in a friendly, non-confrontational setting.

Cancellation of Services policy

Students who decide not to continue their tuition part way through the academic year (September to June inclusive) will no longer require a tutor. If such tuition is on a 1 to 1 basis, a notice period of 1 (one) month (31 days) will be expected to be given by the student, and The College will give the tutor 1 (one) month (31 days) notice as well. Payments for tuition will cease at the end of the notice period. Students normally pay monthly. If a student suddenly decides to cease their tuition we will still give the tutor the notice period mentioned above, and pay the tutor for this month. The College does not enter into fixed term contracts, outside of this monthly agreement.

If a group lesson is cancelled and the tutor is given at least 5 working days' notice of this cancellation, there is no obligation on the part of The College to pay the tutor for the cancelled lesson. If a 1 to 1 lesson is cancelled and the tutor is given 48 hours' notice of this cancellation, there is no obligation on the part of The College to pay the tutor for the cancelled lesson.

Last revised July 2016 – these Terms and Conditions are valid until further notice