**Online Tutoring Company Policy**

We pride ourselves on providing high-quality, affordable services to our clients. In order to be as transparent as possible, we have outlined our policy and procedures in this document, all for your convenience!

The policy outlined in this document is applicable to the following services: online tutoring; essay help; test prep. For our Editing Services Company Policy, please see the appropriate document, located on our website.

Hours of Operation and Communication Policy:

Knowledge Bump’s hours of operation are from Monday-Friday, 9am-5pm. Our Communication Policy states that we will respond to emails and voicemails within one business day. We ask that clients try to respond to voicemails or emails sent to them within two business days.

We are also available by text message! Please note that text communications are subjected to the same hours of operation and communication policy as our email and phone policy.

**How it works:**

* We offer free consultations for all new clients. After you send us an email inquiring about our services, we will set up a video conference with you and your child to discuss subject needs, learning style, and non-academic areas for growth.
* We will then talk about what type of services may work best for your needs, as well as scheduling. You will then be sent a service agreement and the company policy, to be read, signed, and sent back to us for processing.
* Once a schedule is in place, online tutoring can commence! You will be sent an initial email with a welcome package that includes this document, copies of the service agreement, and instructions for using our online tutoring platform, BitPaper. You will also be sent email calendar invites that include a link to your personal BitPaper session. You should consider creating an account using that link before the start of your first session.
* During this session, we also determine what kind of feedback/progress update you’d prefer to receive. For more information, see our “Feedback/Progress Update” policy on page 3 of this document.

**Signing Up:**

At Knowledge Bump, we want to give our clients the ability to see if our services are the right fit for them without having to spend a lot of money up-front. In fact, we are so confident in our quality of service, that we **don’t lock clients into lengthy contracts**. Instead, we simply **require clients to commit to at least the first two weeks of scheduled programming for our online tutoring services**. If you find that after the first two weeks you’re not satisfied, you can absolutely cancel our services and will only need to pay the first invoice.

**Billing:**

We want to make billing as easy and stress-free as possible. To achieve this, we have set-up the following payment schedule:

* Clients are billed bi-weekly, after the previous two weeks’ sessions have commenced.
* Clients then have 7 days to pay the invoice.
* Clients can pay online by credit card or by e-transfer. All e-transfers should be sent to [payments@knowledgebump.ca](mailto:payments@knowledgebump.ca) and all credit card payments can be made online by clicking the link on your electronic invoice.
* If you are having trouble with an invoice, contact [payments@knowledgebump.ca](mailto:payments@knowledgebump.ca) for assistance.

**Cancellations**:

***Missed Sessions:***

If you miss a session without having cancelled ahead of time, you will be charged a “no-show” fee equivalent to the full cost of the scheduled session. For example, if a session was booked for one hour, and the student doesn’t show up, the invoice will reflect a $35 “no-show” fee.

A session is also counted as a missed session if the student is more than 15 minutes late to the session. At that point, the tutor will log out of the online portal, assuming the student isn’t showing up, and a “no-show” charge will appear on the invoice.

***Client Cancelling Sessions:***

Clients can absolutely cancel a session, as long as they give us at least 24 hours notice, preferably by email or text message (so that we have it on record). Sessions cancelled with this amount of notice will not be charged on the invoice.

Sessions cancelled with less than 24 hours notice are subjected to a “late cancellation” fee, equivalent to the full cost of the scheduled session. For instance, if a session was booked for one hour, and a client cancel’s with less than 24 hours notice, the invoice will include a $35 “late cancellation” fee.

We understand that things happen – emergencies come up. If it is an emergency, please let us know! Personal emergencies are not subjected to late fees. With that said, it is up to the discretion of the office to waive the late fee, so please talk to us!

***Tutor Cancelling Sessions:***

If the tutor needs to cancel a session, they will give you at least 24 hours notice, unless there is an emergency. In either event, the tutor will work with you to reschedule the session. If the tutor is unable to reschedule that session, you simply won’t be billed for the cancelled session.

***Cancelling Sessions due to Technological Issues:***

In the event that there is a technology-related issue – either from the tutor’s end or the client’s end – the session will be cancelled, and the client will not be billed for the session. With that said, it is the client’s and the tutor’s responsibility to communicate this issue with each other, as well as the office.

***Client Cancelled Programming*:**

At Knowledge Bump, we believe in giving our clients the freedom to choose how they meet their tutoring needs. This means that we **don’t** lock clients into lengthy contracts that are difficult to get out of. Instead, we only require one week’s notice to cancel programming entirely: just enough time to wrap up any lessons that the tutor and student were currently working on. Please note that you will still be responsible for any outstanding invoices for sessions not yet billed or paid for.

Though it’s not required, we do ask that you send us feedback! We value what our customers have to say and want to know how we can improve our services. If you would like to provide us with feedback upon cancelling our services, please fill out the feedback form, which will be attached to the “confirmation of cancellation” email.

***Other Terminations****:*

Please note that, in the rare event Knowledge Bump needs to cancel programming with a student, we will provide the student/parent with 14 days notice of cancellation. The client will therefore be responsible for any outstanding invoices.

**Refunds**

Because Knowledge Bump does not use a pre-paid billing schedule and therefore does not bill for sessions ahead of time, we have a strict No Refund policy. Refund requests for any reason will not be honoured.

**Feedback/Progress Updates:**

Knowledge Bump ensures that parents and students are given valuable feedback in a timely manner, depending on each student’s and/or parent’s needs. We offer the following types of feedback/progress updates:

* Informal, verbal feedback – this can be completed however the tutor and parent/student see best. Examples include a short conversation at the end of each session, a quick phone call every month, etc. These are meant to be check-ins for the parent and/or student with the tutor, so these would be sorted out with the tutor during the first session.
* Formal, written feedback – these are formal reports (almost like report cards) that state the student’s progress. These can be emailed to the parent and/or student, highlighting their progress thus far. This type of feedback will have a set schedule for when the tutor needs to send it to the parent/student, such as monthly, bi-monthly, quarterly, or semi-annually.
* Scheduled phone calls - this type of feedback is best used when parents want to book time to have a chat with the tutor and/or with the office to receive information on something specific (i.e. progress with a specific skill or assignment, adjusting the program, etc.)

**Using BitPaper:**

We use a third-party platform, BitPaper, to host our online tutoring sessions. All that is required of the client is to sign up for an account! It’s free for clients to use (therefore, if it’s asking you to pay, please contact the office immediately!). It’s completely safe and secure, as only those who have access to the link – which would be the tutor and the student/family – can access the sessions.

If you experience issues using BitPaper, please contact the tutor and/or the office as soon as possible so we can resolve the issue.

Additionally, please do not login to BitPaper outside of the scheduled times. This is because the program is designed to allow students and tutors to pick up where they left off. If a student were to login without their tutor present, it may cause a discontinuation of the previous session, therefore causing an unwarranted amount of time needed to be spent to restore the work that may have been lost. While this would only occur in an extremely rare scenario, it is something that we believe parents and students should be aware of in order to prevent any unfortunate mistakes.

***How to use BitPaper*:**

BitPaper is an incredibly streamlined platform that is easy to use. Once you have created an account, you can use the link that will be sent to you to login to the online platform. This link will bring you to your private session with your tutor. For a full set of instructions, consult the BitPaper Instructions document, available on the website or located in your welcome package.

**Obligations of the Tutor:**

Below outlines the obligations and expectations that each tutor must adhere to:

* To assist the student in the previously agreed upon and defined areas that need attention to the best of their ability, both academically and non-academically
* To communicate with the student and/or parent/guardian in a timely manner
* To provide feedback/progress updates when necessary
* To prepare session activities, lessons, homework, etc. ahead of time
* To treat the student and parent/guardian with the utmost respect

**Obligations of the Student:**

Below outlines the obligations each student that uses our services must abide by:

* The student will help the tutor identify problem areas in which the student needs specific tutoring by being open and honest with the tutor.
* The student agrees to be prepared for every session by having any and all materials, utensils, homework, etc. ready and available.
  + Additionally, any homework assigned by the school that is to be completed with the tutor’s assistance must be sent to the tutor electronically at least one day in advance.
* The student agrees that assignments, activities, exercises, or homework form an integral part of tutoring and will complete such work in a timely manner.
* The student will try their best in each session, using active listening, and showing respect for the tutor.

**Obligations of the Parent/Guardian:**

Below outlines the obligations any parent/guardian that uses our services must abide by:

* The parent/guardian will ensure that they are home and available while sessions are running.
* The parent/guardian is responsible for the student’s conduct and character during the sessions, including promptness, respectful behaviour, and staying on task.
* The parent/guardian is responsible for initiating any communication with the tutor.
* The parent/guardian is responsible for setting up the student’s BitPaper account and ensuring that the student has a way of logging in and accessing BitPaper for each session
* The parent/guardian agrees to ensure that the student has completed all work assigned by the tutor within the timeframe given.

**Warranties/Guarantees:**

While we strive to provide the best service possible, the tutor & Knowledge Bump make no promises, guarantees, or warranties with regards to a student’s performance as a result of any tutoring provided. In no event shall our obligations, expressed or implied, to any student or client, exceed those obligations specifically noted in the section above.