




**REVISED PAYMENT TERMS FOR PAY-AS-YOU-GO TUTORIALS
AND BESPOKE 6-WEEK LEARNING PROGRAMME
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1. INTRODUCTION

1.1. The contract between beneficiaries and Exam Star Learner covers all tutoring activities and is provided to help both parties work together. Exam Star Learner is responsible for its own actions only and takes no responsibility for the actions of the client or the tutor.

1.2. All Tutorial sessions with Exam Tutors will be booked through Exam Star Learner. Parents/guardians and students agree they will in no way try to undercut, transact independently or otherwise disintermediate Exam Star Learner. The above will result in Exam Star Learner barring the student.

1.3. Students must be at least 18 years old to book a Tutor for themselves. Students under the age of 18 must be represented by a parent or legal guardian who gives consent for them to receive tuition from a Tutor via Exam Star Learner. Exam Star Learner is not responsible for any dispute between a person under the age of 18 and a parent or guardian.

1.4 Users agree to abide by the Terms of booking provided through making a booking.

2. CLIENTS/BENEFICIARIES' RESPONSIBILITIES

2.1. The client/beneficiary is responsible for complying with the parental consent and responsibility and acceptable use policies <https://www.examstar.org.uk/policies/> which they agreed on registration and must:

2.1.1. Be of legal age and be in the capacity to agree to these Terms.

2.1.2. Provide accurate, current and complete information about themselves.

- 2.1.3. If a tutorial does not happen the beneficiary is responsible for rescheduling or informing Exam Star Learner and raising an issue if it has not been possible to reschedule the tutorial.
- 2.2. The client/beneficiary should not pay the tutor directly.
- 2.3. The client/beneficiary accepts that Exam Star Learner is responsible for recruiting tutors and providing communication & payment services for this contract, but Exam Star Learner is not responsible for the tutor's conduct.
- 2.4. The client/beneficiary should respect that the tutor is engaged to educate and not to complete work on behalf of the tutee.

3. TUTOR RESPONSIBILITIES

- 3.1. The tutor accepts that they are responsible for their personal and professional behaviour on and off Exam Star Learner.
- 3.2. The tutor will ensure they are able to meet their bookings and arrive on time and prepared for the tutorials.
- 3.3. The tutor agrees to behave in accordance with generally applicable standards of professional behaviour and to comply with the Exam Star Learner staff and volunteer acceptable use policies agreement <https://www.examstar.org.uk/policies/>
- 3.4. The tutor is responsible for raising an issue with Exam Star Learner if the client/beneficiary is not in attendance at the tutorial time, if the arrangements for the tutorial are not suitable, or where there is any other behaviour that is inappropriate. Issues should be raised as soon as practicable, and not later than 24 hours after the lesson time.

4. EXAM STAR LEARNER'S RESPONSIBILITIES

- 4.1. Provide the service which allows parents and students to find quality and affordable extra tuition.
- 4.2. Verify the identity of the tutors.
- 4.3. Verify identity, DBS checks and certificates of highest qualifications for all our Verified tutors.

5. CHILD PROTECTION

- 5.1. Exam Star Learner aims to create and maintain the safest possible environment for children and takes very seriously its responsibilities to safeguard and protect the interests of all young people who come into contact.
- 5.2. Unless otherwise agreed tutors are not to be left in sole care of a child.
- 5.3. Tutors agree to comply with the Exam Star Learner Child Protection Policy and all relevant legislation and government guidance. Good practice is summarised in Government guidance on Safeguarding Children.
- 5.4. In the event of any concerns about potentially abusive behaviour towards a child the client or tutor should record the details and report it to Exam Star Learner by emailing <https://www.examstar.org.uk/contact-us/> or calling 4407375892268. Our Safeguarding Lead at Exam Star Learner (currently Gnade Lydie Gahoua) will investigate it and take appropriate action in line with the Exam Star Learner policy. In (Gnade) Lydie's absence email <https://www.examstar.org.uk/contact-us/>

6. BOOKING TERMS FOR PAY-AS-YOU-GO TUITION

On booking with Exam Star Learner, the client/beneficiary creates an agreement with Exam Star Learner to provide tutorials at the specified times and dates.

6.1. Tutorial bookings can be completed on the Exam Star Learner website: <https://examstar.as.me/schedule.php>

6.2. No refunds. All sales are final, and Exam Star Learner does not offer any money-back guarantees. By booking with the organisation, clients/beneficiaries recognise and agree that they shall not be entitled to a refund for any purchase under any circumstances.

6.3. First come, first serve. The booking system operates on a first come first serve basis. Parents/guardians are advised to book tutorial sessions months in advance if they wish to continue current tutoring arrangement(s) with their child/ren tutor(s).

6.4. Exam Star Learner Tutors can share their individual booking links with their current tutees' parents and remind them to book tutorials well in advance to avoid disappointments.

6.5. Parents/guardians can book tutorials with any tutor of their choice (i.e., either their current tutor or new ones) depending on tutors' availability.

7. RESCHEDULING AND CANCELLATION

7.1. No refunds. All sales are final, and Exam Star Learner does not offer any money-back guarantees. By booking with the organisation, clients/beneficiaries recognise and agree that they shall not be entitled to a refund for any purchase under any circumstances.

7.2. In the event of a missed or cancelled tutorial session, the client/beneficiary and tutor must liaise with each other to reschedule the tutorial at a mutually convenient time. This is to ensure continuity in the tutee's learning.

7.3. Tutorials cannot be cancelled after they have started.

8. SUBSIDISED PAY-AS-YOU-GO TUITION

To ensure that we prioritise those who are most in need, we have introduced a two-tier pricing policy: Subsidised and Unsubsidised Tuition.

Eligibility for subsidised rates (English, Maths, Science at £5/hour; French at £10/hour) is now based on residency in Southwark, academic need, and a household income below £21,000.

Parents can prove their eligibility for subsidised tuition by providing the following documentation:

Proof of Residency: A utility bill or council tax statement showing the family's address within the borough of Southwark.

Academic Performance: The student's most recent school report indicating that the student is not achieving their target grades in the subject requiring assistance.

Financial Evidence: Bank statements for the last three calendar months or tax returns clearly showing the family's annual earnings. To meet the criteria for low household income, total earnings should be below £21,000 for London.

Subsidised Pay-As-You-Go Tuition Price List

- English: £5 per hour
- Maths: £5 per hour
- Science: £5 per hour
- French: £10 per hour

For further information please visit: <https://www.examstar.org.uk/book-subsidised-pay-as-you-go-tuition/>

9. UNSUBSIDISED PAY-AS-YOU-GO TUITION

If you don't meet the above criteria, our unsubsidised rates are still competitively priced. Please feel free to visit the 'Book Affordable Unsubsidised Tuition' section on our website to make a reservation.

Unsubsidised Pay-As-You-Go Tuition Price List

- English: £14 per hour
- Maths: £14 per hour
- Science: £14 per hour
- French: £17 per hour

For further information please visit: <https://examstar.as.me/schedule.php>

10. PAYMENT TERMS FOR THE BESPOKE 6-WEEK LEARNING PROGRAMME

10.1 All Bespoke 6-Week Programmes, whether subsidised or unsubsidised, must be paid for one calendar month in advance. Exam Star Learner will issue an invoice to the beneficiary/client, and the programme will commence only after full payment of the invoice has been received.

10.2 NON-REFUND POLICY

We operate a strict non-refund policy. Payments for the Bespoke 6-Week Programme are non-refundable under any circumstances.

10.3 RESCHEDULING OF MISSED TUTORIAL SESSIONS

Any missed tutorial sessions must be rescheduled at a date and time that is mutually convenient for the tutor, the tutee, and the tutee's family.

10.4 PRICE LIST

SUBSIDISED BESPOKE 6-WEEK PROGRAMME PRICE LIST

English: £8 per hour x 6 weeks (£48 payable one calendar month in advance)

Maths: £8 per hour x 6 weeks (£48 payable one calendar month in advance)

Science: £8 per hour x 6 weeks (£48 payable one calendar month in advance)
French: £13 per hour x 6 weeks (£78 payable one calendar month in advance)

UNSUBSIDISED BESPOKE 6-WEEK PROGRAMME PRICE LIST

English: £17 per hour x 6 weeks (£102 payable one calendar month in advance)
Maths: £17 per hour x 6 weeks (£102 payable one calendar month in advance)
Science: £17 per hour x 6 weeks (£102 payable one calendar month in advance)
French: £20 per hour x 6 weeks (£120 payable one calendar month in advance)

10.5 RATIONALE

The pricing of the 6-Week Learning Programme takes into account its bespoke nature and the intensive support provided over a concentrated period.

1. Subsidised Tuition:

The increase from the standard tuition price reflects individualised planning, assessment, and a one-on-one bespoke experience. This pricing is deeply discounted for families in need.

2. Unsubsidised Tuition: For families that can afford it, the price is at a competitive rate considering the bespoke, comprehensive service.

11. ELIGIBILITY CRITERIA FOR SUBSIDISED TUITION

Eligibility for subsidised rates is now based on residency in Southwark, academic need, and a household income below £21,000.

12. INCOME VERIFICATION

Parents can prove their eligibility for subsidised tuition by providing the following documentation:

- 1. Proof of Residency:** A utility bill or council tax statement showing the family's address within the borough of Southwark.
- 2. Academic Performance:** The student's most recent school report indicating that the student is not achieving their target grades in the subject requiring assistance.
- 3. Financial Evidence:** Bank statements for the last three calendar months or tax returns clearly showing the family's annual earnings. To meet the criteria for low household income, total earnings should be below £21,000 for London.

For further information, please contact us: <https://www.examstar.org.uk/contact-us/>