

MISSION STATEMENT & STUDENT POLICIES

MISSION STATEMENT

- To provide top quality, flexible learning support and service to students and parents.
- To enhance students' skills and cultivate their learning confidence through individualized support, recognizing each student's unique abilities.
- To improve quality of life, in individuals and communities, through education.

TUTORIAL POLICIES

Attendance

- If you need to miss a tutorial, please contact your tutor to give 24 hours notice. With 24 hours notice, your tutorial can be rescheduled at the convenience of both tutor and student.
- If you do not give 24 hours notice of an absence, you will be charged for 1 hour of tutoring for each unreported absence.

Guardian in the Home

- It is expected that a parent or other person will be present in the home during tutorials. If a tutorial takes place in a private room, the door of the room must remain ajar.

Telephone & email Support

- Depending on your tutor's schedule, telephone or email support may be available if you need help between tutorials. For calls or emails longer than 15 minutes per week, your contracted tutorial rate will apply.

Payment

- Tutorials are pre-paid. Payments may be made by cheque, credit card or cash. Payment must be received by STR before the 15th of each month. Otherwise, tutorials will be suspended until payment is received.

Travel Fees

- A travel fee will be added to the total of each session to off-set the costs of travel for tutors. This fee floats with gas prices between \$1-\$2.

Changing Tutors

- It is very important to us that you feel supported and challenged to be your best. If you feel that you are not doing your best work with your current tutor, you may request a new tutor.

Tutor Contracts

- For your information, Smart Tutor Referrals' tutors have signed a contract agreeing that they will not make private contracts with current or recently registered Smart Tutor Referrals students. Please do not ask them to tutor you privately.

Cancellation & Refunds

- A minimum of 5 days notice of cancellation must be given. A cancellation fee of \$20 will be charged for students studying fewer than 20 hours. Any refunds, due to overpayment are available upon request up to 6 months after the final tutorial. After that, they will be put toward scholarships for students without financial means for tutorials.

PRIVACY POLICY

What Personal Information Do We Collect?

- When you register or purchase any product from us including but not limited to tutorial services, textbooks, educational products or material, or online newsletters or courses, or when you purchase other products or services through us, or if you participate in one of our surveys, or promotions, or contact our staff, we may collect some or all of the following information: your name, address and telephone number, e-mail address, school name, and information about your skills (such as your ability with the topic you request tutoring in).

The Security of Your Personal Information Is Important to Us.

- Your personal information is used by us only for the purposes identified below and access to your personal information is limited to those employees and subcontractors (specifically your tutors) of Smart Tutor Referrals who need to have access to it.

How Do We Use Your Personal Information?

- Your personal information may be used by us to provide products and services to you such as stated in the section above: "What Personal Information Do We Collect" as well as to provide you with account statements and monthly newsletters, and to provide you with updates and information regarding other resources or services which we think will be of interest to you.

Sometimes We Have to Share Your Personal Information with Others.

- We do not sell your personal information to third parties. We may combine information about your purchase patterns with similar information obtained from other clients to help enhance our services. This information does not personally identify you and may occasionally be shared with our advertisers and business partners. We may also disclose your personal information where we are required or permitted by law to do so.

How Long Do We Keep Your Personal Information?

- We retain your personal information as long as we believe that you are our customer and for 2 years after you are no longer our customer. If the information relates to the development, service or repair of any product we have developed, serviced or repaired for you we retain your personal information for as long as is reasonably necessary to address any issues arising from development, service or repair as may be required by law. If there are legal requirements relating to the period of time which we must retain your personal information, we comply with those requirements.