Our Attendance Terms & Conditions.

We do not operate terms and are open fifty weeks of the year (We are closed for two weeks at Christmas for everyone - dates TBA)
Outside of the above, we are only ever closed if we advise you directly, I.E some bank holidays or due to adverse weather conditions for example.

Advance notification of absences:
If a student is going to be absent and we are given a minimum of 24 hours' notice by a parent, in person, in the office or by email, there is no charge.
Importantly, because attendance matters for on track progress to be achieved, when students are absent from their regular lesson, they should try to attend a replacement lesson that same curriculum week (Monday-Sunday). If this happens parents can contact us on 01634 714449 or via email reception@tuitionacademymedway.co.uk to enquire about alternative availability that week.
If the student is able to attend a replacement this is the ideal scenario. They will not therefore, fall behind within our progressive learning programme.

Absent From Lesson service:
When students are away, on holiday for example, have given advance absence notification and cannot attend a replacement lesson, we do have an 'Absent From Lesson' service.
For a 50% reduction of usual tuition fees rates, we will provide work packs to be collected or we will send to you all classwork and set homework from students missed weekly lessons.

This can then be completed independently and returned to us for marking next attended lesson, with a teacher run through on any problem areas if required.
By doing this, the student can stay in touch with their learning when absent so that topic knowledge gaps do not start to appear.

All same day absences:
For all same day absences and no shows (including illness, family emergencies and all other unforeseen circumstances) tuition fees are still applicable.
If a same day absence happens, whilst that is unfortunate, students can then still try to attend a replacement lesson in the same curriculum week (Monday -Sunday) by contacting us to enquire about availability. This will ensure they do not miss their learning and fall behind their class.
If the student is unable to attend one of the replacements, we will simply email you the work from the students missed lesson that week.
This can then be attempted with parent/carer support at home and handed in for marking at the next attended lesson.
This will help students stay in touch within our progressive learning programme and not fall behind.

Thank you.

Kind Regards

Tuition Academy Medway

Tuition Academy Rochester Ltd