

LEARNING CENTER INS AND OUTS and MEMBERSHIP POLICIES

2021-22 School Year

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WELCOME TO OUR FAMILY

Welcome aboard. This is a terrific place for kids! Our students are known for looking forward to coming to Tutoring Club, succeeding in school, and moving multiple grade levels in skills in a short period of time! We believe in great communication between us, our students, and our families. We keep track of your student's progress and are eager to share it with both you and your student. Please ask questions. We thrive on it!

NEED TO KNOW'S

Withdrawals and Enrollment Holds:

Parent Initials _____

To allow for new scheduling, we require a 15-DAY WRITTEN NOTICE VIA EMAIL to SchedulingNVA@TutoringClub.com prior to terminating or holding Tutoring Club enrollment. A fee equal to one half month's tuition will be charged without this notice. No exceptions. *Sessions that are already scheduled within the 15-day notice period must be used as planned or rescheduled (in cases of an excused absence). If there is an excused absence during the 15-day notice period, that session will be held and can be made up at a later date, but it is not subject to being refunded.*

The advanced notification excludes TC Study Club, TC Study Buddies, TC Academic Bootcamp, TC Guided Learning Studio, and TC Study Skills SOAR Online Workshop as these are paid in advance, have a predetermined end date, and are non-refundable.

Staying Subscribed to TCM Emails:

Parent Initials _____

When sending emails to all of our families, we use an email platform that allows you to unsubscribe. We ask that all currently enrolled families stay subscribed to our emails so they don't miss any important information such as center closings, open enrollments, new or changes to service offerings or policies, etc. By unsubscribing, you will miss important announcements. If you have unsubscribed previously, we are unable to re-subscribe you and you will need to do so by visiting our website at TutoringClub.com/McLeanVA or by completing the [form found here](#). Simply scroll to the bottom, enter your email address under "Receive our free Education Newsletter," and click "Sign Up!" We promise that we do not sell our list nor send out massive emails! If you use Gmail, we will often be thrown into your "Promotions" folder so be sure to add us as a trusted sender. Similarly, Gmail and other providers will sometimes also put us in spam folders so adding us a trusted sender will help ensure you receive our emails.

Parent and Student Conferences:

You are encouraged to schedule quarterly conferences with your Assistant Director to discuss your student's progress at Tutoring Club and at school, and you are responsible for scheduling these conferences. To allow for thorough review (and also due to the pandemic), drop-in conferences are prohibited. But still feel free to stop in and simply say hello once the pandemic is over!

Conferences with the Director or Assistant Director are encouraged and are provided at no cost. However, due to the volume of meetings, a 24-hour cancellation notice is required for meetings. Without such notice, a missed appointment fee of \$25 will be assessed.

Your Assistant Director (AD):

Your Assistant Director (AD), Student Success Coach (SSC), or Test Prep Coach (TPC) will be your main point of contact, other than for schedule changes and requests that should be directed to SchedulingNVA@TutoringClub.com, as per the "Schedule Changes" on page 6. The AD/SSC/TPC works closely with families and tutors to oversee students' academic game plans, monitor student progress, meet with them regarding progress and upcoming needs, and coordinate activities necessary for students to achieve academic success. Similarly, the AD/SSC/TPC also helps families plan for college at all stages of a student's academic journey. From ensuring solid foundations and study skills in our young elementary

school students, helping students choose classes and activities to build their academic resume, all the way through guiding high school students on test preparation and developing college lists, we're with you every step of the way. If you're unsure of your AD, SSC or TPC, please send any requests to SchedulingNVA@TutoringClub.com and they will route your email accordingly.

Referrals:

As a token of our sincerest appreciation for your support, Tutoring Club will award **one free, non-refundable tutoring session** to the referring student (and **500 tokens** to the referring student if currently enrolled) for every referral that enrolls in Tutoring Club for at least 16 hours. From time to time, we will also hold special referral contests where students can earn additional tokens and/or prizes.

Tutors:

With the exception of the TC Study Buddies and TC Academic Bootcamp pods, Tutoring Club cannot guarantee that students will be with the same tutor each session. They are likely to encounter a few different tutors which will enhance the overall learning experience. Tests have proven that students learn at a faster pace by using a team approach. We do match students to tutors who are best suited to address individual needs and are mindful that, on occasion, personality traits make particular matches less desirable. Please speak with our scheduler or your Assistant Director if a particular issue arises.

Computers:

Students MUST bring their own laptop AND charger. Exceptions may be made on a case by case basis. If your student needs to use a laptop, please notify us to see if we have one available to lend them during their session.

Mobile Phones:

Please remind your student that mobile phones need to be kept OFF and out of sight to assure their full attention during their session. If mobile phones become a problem, the student will be asked to leave their device in the director's office at the beginning of their session.

Student Behavior:

Students are expected to be respectful and kind while interacting with other students. If a student becomes disruptive, the parent will be notified. If the student continues to be disruptive, the student MAY be asked to leave and no refund will be given.

Monitoring Students' Successes:

Tutoring Club encourages students to enjoy and be successful in their school experiences. We celebrate their successes not only from our sessions here, but also from their achievements at school. As such, students are encouraged to bring in copies of all report cards and interim grades, as well as assignments, quizzes, or tests that show high or improved grades. Bonus tokens will be given for these successes!

Seeing report cards allows us to monitor how a student is doing in school. We also encourage parents to forward class grade books (e.g., from ParentVUE) on a regular basis so we can monitor student progress real-time and discuss work habits with the student. On occasion, we may need to modify our tutoring plan with a student, and the sharing of these reports will allow us to be proactive in doing so.

If needed, we are also happy to speak with teachers or attend parent/teacher conferences, IEP meetings, etc. Just ask! We will communicate with your student's teacher(s) upon receiving written authorization.

THE STUDENT SCHEDULE (for both in-person and TC Online sessions)

Non-illness Absences:

Parent Initials _____

With **48 hours advanced notification** to SchedulingNVA@TutoringClub.com, absences are excused and make-up sessions are given FREE. Without this email notification, the absence cannot be made up and your account will be charged for the missed time.

Student Illnesses (COVID-19 and Non COVID-19):

Parent Initials _____

If your student is exhibiting any signs of illness, please respect our community and keep them home for the safety of others. Please CALL us at 703.237.8886 prior to 10:00 a.m. on the day of your student's scheduled tutoring session so we can adjust the schedule accordingly. **Without advanced notification of your student's illness at least two hours prior to their session, the absence cannot be made up** and your account will be charged for the missed time. For the health of others, if your child shows symptoms of illness, they will be sent home and the hour will be marked excused. Similarly, any student or employee outwardly displaying cough, shortness of breath, or other known symptoms of COVID-19 will not be allowed into TC and will be asked to go home. **Please read "In-Center Adjustments for Tutoring During Pandemic" on page 9 for additional information.**

Symptoms:

If a student is exhibiting any of the below symptoms, please keep them home and consider online tutoring. That way it is not all or nothing.

- Dry Cough
- Shortness of Breath or Difficulty Breathing
- Fever

If a student is exhibiting two (2) or more of the below symptoms, please keep them home and consider online tutoring. That way it is not all or nothing.

- Chills
- Repeated Shaking with Chills
- Muscle Pain
- Headache
- Sore Throat
- New Loss of Taste or Smell
- Congestion/Runny Nose
- Nausea
- Diarrhea

If a Physician has ruled out COVID-19 and your student has an alternate diagnosis (e.g., allergies, migraines), please provide a release from your physician so your student can attend in-person.

In-person Session:

If your student becomes ill during their session, they should notify their tutor right away. At that time, they will be escorted to the testing room and will need to keep their mask on while they wait for pick-up.

1. A TCM (Assistant) Director will contact you for pick up, and you will be required to pick up your student right away; your student should not be in the center if they are experiencing any symptoms out of an abundance of caution.
2. If your student is older and drove to the center, we will still contact you for pick up. You can decide if you would like to pick up your student or allow them to drive home.
3. The session will be marked as excused and can be made up at a later date.

4. Your student will wait in the testing room, "quarantined" until you come to pick them up.
5. When you arrive to the parking lot, you should drive around to the back door (#6228) and call the center when you are there (703.237.8886).
6. A staff member will ask all students and staff in the back classroom to temporarily relocate to the front classroom, and once they have done so, will walk your student outside to you.
7. To return to the center, fill out a new [Health Screening Form](#) at least 24-hours prior to your student's session. This will allow us to be prepared for the next session. We will contact you if there are any additional steps.

Online Session:

If your student becomes ill during their session, they should notify their tutor right away.

1. A TCM (Assistant) Director will contact you to confirm your child has requested to end the session based on illness.
2. Based on the length of time that they were able to work, the session will be marked as excused as a *one time courtesy*. For the second and subsequent instances, it will be marked as unexcused. Remember for illnesses that you should call the center (703.237.8886) by 10:00 a.m., or at least two hours prior to their session so we can notify their tutor accordingly and potentially give the spot to another student on the waitlist.
3. We know that life happens. If there are any concerns, then we will review it on a case-by-case basis, based on the situation and length of time your student was able to work before signing off.

Schedule Changes:

Parent Initials _____

Same Day Changes: If you would like to request a same-day schedule change, please CALL the center at 703.237.8886 during normal business hours and one of our teammates will do their best to accommodate your request. **Due to staffing constraints and the individualized nature of TCM, it is very difficult to make same day changes so please plan in advance. It is not always possible to provide a session on the day that you call due to our tight schedules, especially during the summer sessions and during the pandemic.** As a courtesy to tutors and other families, please also call if you have a same-day cancellation so that we can open up your spot to another student and let your tutor know.

Future Permanent Changes: Due to the volume of requests, **all non-Same Day schedule changes must be made VIA EMAIL to SchedulingNVA@TutoringClub.com (no exceptions).** Verbal schedule changes cannot be accepted nor can tutors accept schedule changes from your child during their tutoring session.

For one-time, future changes, please send us an email as soon as you know of your pending schedule change, but no later than Thursday of the week prior. We will let you know if the change can be accommodated when we work on that week's schedule (generally the Thursday/Friday before). Also note that for scheduling purposes, our week is Monday through Saturday, not Saturday through Friday. **We ask that you commit to a regular and consistent schedule. An irregular and/or inconsistent schedule may disrupt your student's progress.** While we try to be as accommodating as possible regarding scheduling, successful tutoring requires consistency. If changes occur too frequently or suddenly, carrying out your student's plan becomes more challenging and may affect the student's progress.

For permanent changes, we are happy to accommodate sports schedules, creative lessons, vacations, and other activity schedules. It may take up to two weeks to implement a permanent schedule change to allow for scheduling of our tutors so please plan in advance.

Inclement Weather:

Our "open/closed" status will be posted on our outgoing voicemail message, homepage, and Facebook, Instagram, and Twitter pages if we plan to be closed due to inclement weather. If we close for inclement weather and your student is scheduled for a session, you will be notified and a FREE make-up session(s) will be provided within 14 days. We do not always follow school weather related closings, but are more likely to follow the Federal Government weather related closings. If you are unsure if we are open, please visit our Facebook page or website, call our center, or send us an email to confirm.

Make-Up Sessions for Regular Tutoring Sessions:

To ensure consistency and maximum growth for your student, make-ups are essential for all excused absences. Any make-ups should be completed within the four-week block of the original excused absence and cannot be used in lieu of a regularly scheduled session or as a credit towards a future tuition payment.

Tutoring Club does not charge for make-ups (due to excused absences) that are completed during the four-week block of the absence. Please remember that the best tutoring results are dependent on consistent attendance each week, so please try to reschedule make-up sessions for that same week whenever possible. Failure to complete make-up sessions in a timely manner may result in a loss of the time. **There are no make-up sessions given for absences from complimentary hours, such as those given as a thank you for an enrolled referral or as part of a promotion.**

Summer Scheduling and Changes:

Enrollment for summer sessions will open during the spring. **Due to our tight availability during the summer, summer tuition is due in advance to secure sessions, schedules are considered "locked in" once the summer session starts, and changes may be made only if there are other summer openings. Please note that due to our personalized tutoring approach, summer schedule changes cannot be made quickly. It may take up to two weeks to make any requested schedule changes so please plan accordingly.**






Holidays:

We are closed on Memorial Day, Independence Day, Labor Day, and the corresponding Fridays and weekends; Thanksgiving Eve through that Sunday; and the weekend prior to Christmas week through the Friday after New Year's Day for Winter Break. From time to time, we may also choose to participate in community events, such as McLean Day and Clarendon Day. When we are closed for a holiday or event, make-up session(s) are FREE.

We do not follow school closings for teacher workdays, student half days, nor other holidays. These are the only days we plan to close – other than due to inclement weather – so please do not assume that we're closed. It is your responsibility to confirm if you are unsure. We will post our closings on our website and social media channels and will send an email to families. **Please refer to "Staying Subscribed to TCM Emails" on page 3 to ensure that you receive those notifications.**

Center Calendar

August/September 2021							October 2021							November 2021						
Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa
	23	24	25	26	27	S*						1	S*		1	2	3	4	5	S*
29	30	31	1	2	3	4	3	4	5	6	7	8	9	7	8	9	10	11	12	13
5	6	7	8	9	10	A	10	11	12	P	14	15	P	14	15	16	17	18	19	20
12	13	14	15	16	17	18	17	18	19	20	21	22	A	21	22	23	24	25	26	27
19	20	21	22	23	24	25	24	25	(P)	27	28	29	30	28	29	30				
26	27	28	29	30			31													
December 2021							January 2022							February 2022						
Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa
			1	2	3	S*							1			1	2	3	4	5
5	6	7	8	9	10	A	2	3	4	5	6	7	8	6	7	8	9	10	11	A
12	13	14	15	16	17	18	9	10	11	12	13	14	15	13	14	15	16	17	18	19
19	20	21	22	23	24	25	16	17	18	19	20	21	22	20	21	22	23	24	25	26
26	27	28	29	30	31		23	24	25	26	27	28	29	27	28					
							30	31												
March 2021							April 2022							May 2022						
Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5						1	A	1	2	3	4	5	6	S*
6	7	8	9	10	11	S*	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				
June 2022							July 2022							August/September 2022						
Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa
			1	2	3	S*						1	2		1	2	3	4	5	6
5	6	7	8	9	10	A	3	4	5	6	7	8	9	7	8	9	10	11	12	13
12	13	14	15	16	17	18	10	11	12	13	14	15	A	14	15	16	17	18	19	20
19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	S*
26	27	28	29	30			24	25	26	27	28	29	30	28	29	30	31	1	2	3
							31							4	5	6	7	8	9	A*

	TC Summer Hours Begin & End		First & Last Day of School: FCPS starts 8/23/21, ends 6/10/22; FCCPS starts 8/30/21, ends 6/23/22; APS starts 8/30/21, ends 6/15, 6/16, 6/17/22. <i>2022 start dates are estimated.</i>
	Center Closed		AP Testing (anticipated dates; third week makeups)
	Spring Break (TC OPEN) FCPS 4-8; FCCPS/APS 11-15		S=SAT Testing; A=ACT Testing; P=PSAT Testing *Projected Test Date

IN-CENTER ADJUSTMENTS FOR TUTORING DURING PANDEMIC

New Protocols and Safety Measures:

We appreciate your understanding that your Tutoring Club Experience will look different as we navigate through the pandemic. Irrespective, we are confident in and committed to providing the same stellar instruction and friendly faces that your student has grown accustomed to in their time with us.

Please read through this section for some of the health protocols that are in place to ensure a safer visit to Tutoring Club of McLean (TCM). It is our hope that these enhanced protocols will help prevent the further spread of COVID-19 and will contribute to the continued health and wellness of our community. This list may expand and/or change as our communities continue to combat the virus and address safety concerns. **Please refer to “Staying Subscribed to TCM Emails” on page 3 to ensure that you receive all future notifications.**

We thank you in advance for your understanding of our collective concerns...We miss seeing your child(ren)’s smiling faces in person and have been excited to welcome back those who have been ready to join us in-person. Our in-person staff is fully vaccinated and we are proud of our efforts to keep our TC and greater communities safe. We are still navigating the pandemic and monitoring health guidelines, and want to continue doing everything that we can to keep our staff and families healthy. As a friendly reminder, please be kind, gentle in spirit, and flexible as things will look different than the way you may know them from the past. Our amazing tutors cannot wait to support your child(ren) in the center again.

We are learning as we move through this and the schools’ adjustments and continue to re-vision what students need. This takes time, energy, and creativity. Please be patient and understanding and know we have your child’s best interest in mind, but we hold our own families in our heads and hearts too. You play an important role in helping mitigate our nervousness. We ask that you be prepared to honor and respect our rules about face mask and shield wearing; continue educating your students about social distancing, proper hygiene, avoiding touching their eyes, nose, mouth, and mask; and be ready to participate in daily and weekly health screenings.

Use of Personal Protective Equipment (PPE) and Cleaning Protocols:

- Every employee and student will be REQUIRED to wear face masks for the duration of their time within the center. Students without masks will be provided with a ‘throw-away’ mask one time only. After that, you will be charged a fee of \$5 for each disposable mask or your student will be asked to wait outside until you can bring one.
- For regular tutoring sessions, plexiglass sneeze guards will be used between the tutor and each student.
- TCM employees will disinfect tables and chairs once one group of students is excused and before the next is welcomed.
- Disinfecting wipes will be used to regularly clean door handles and other common surfaces.
- We worked with engineers on the best air purification system for our center to help stop the spread of the virus that causes COVID-19 and installed the IQ Air system based on their recommendations.

Occupancy Limits and Adjustments:

- The maximum number of students and staff permitted within the center at any given time will be capped based on current health and government guidelines.
- As much as possible, the use of tutoring desks will be staggered to maintain as much distance as possible between students. Current spacing is at 3 ft. The exception is for those students who attend TC as a neighborhood learning “pod.”

- Students and staff will be asked to follow social distancing best practices while at TCM, including but not limited to common areas, the kitchen, and center spaces.
- Instead of all tutoring sessions starting at the top of the hour, session start times will be staggered to allow time in between sessions to safely transition students and to clean surfaces.
- Students will not be allowed to wait inside between sessions so parents will be asked to pick up and drop off on time.

Protocols for Entering TCM:

- Parents who wish their child(ren) to attend in-person tutoring sessions will be required to sign a waiver of liability form prior to securing their schedule.
- Every family will be required to complete a COVID-19 health screening for each of their students prior to their first in-person session, and then every Saturday by 12:00 p.m. for the following week, as well as when their health or travel situation changes. The form can be found by [clicking here](#). We do not send reminders for this form so please set a calendar reminder so your student is not sent home.
- Every employee will also be required to complete a COVID-19 health screening prior to each shift and the same guidelines as above will be followed.
- During tutoring sessions, only students and staff will be permitted to enter TCM. Parent conferences and assessments will be held via online meetings or in-person, based on availability, and our waiting area will be closed to reduce the number of extra people in the center.
- Students will be required to wait in their or their parents' cars until it is time for their session to start. Five minutes before their tutoring session starts, cars can begin lining up at the curb. For those students driving, they can stand in line outside TCM, keeping six feet between others.
- Students will be greeted at the door by a Tutoring Club staff member when it is time to enter. No-contact temperature readings will be conducted for every employee and student prior to entering TCM. Individuals displaying a temperature in excess of 100.0°F will not be permitted to enter. In those instances, student's sessions will be cancelled and marked excused and can be made up at a later date. (Readings can sometimes be off if it is excessively hot outside or if a student has been waiting in their car. In those instances, the student will be asked to wait right inside for about five minutes and a new temperature reading will be taken.)
- All students and employees will be required to wash their hands or use alcohol-based hand sanitizer upon entering TCM.
- To minimize contact of surfaces, students are encouraged to use the restroom at home prior to arriving to TCM. Our restroom will, of course, be open for those who need to use it.

Vacations and Traveling:

Parent Initials _____

- Because travel increases your chances of getting infected and spreading COVID-19, staying home is the best way to protect yourself and others from getting sick. As a courtesy to our staff and to other students, please choose from one of the options below to return to in-person tutoring after your student or a member of your household traveled out of the DMV area, especially if they traveled on public transportation or to a hotspot. And as a courtesy to our scheduling coordinator, please notify us of your intentions prior to your travels so we have ample time to plan.
 - o Your student has the option to do online tutoring without the penalty of losing an in-person spot if you wish to have your student quarantined at home for 14 days.
 - o To return to the center without a quarantine period, your student or anyone in your household must not be experiencing any COVID-19 symptoms upon return to Tutoring

Club. If your student and all household members are free of any symptoms, your student can return. To do so, they will be required to wear a mask AND a face shield when in the center during the 14-day period from their return date. While in the center, they must strictly adhere to social distancing of our staff and other students and be extremely vigilant of our sanitizing protocols. Students without masks or face shields will be provided with a 'throw-away' mask and/or face shield one time only. After that, you will be charged a fee of \$5 for each disposable mask or face shield or your student will be asked to wait outside until you can bring one/both.

- o Your student has the option to forego tutoring without the penalty of losing an in-person spot if you wish to have your student quarantine at home for 14 days, although we do not recommend this as consistent attendance is crucial to each student's success. If you choose this option, remember to notify us with at least 48-hours' notice so that we can take them off the schedule and prevent the forfeiture of the session.
- If a student is exhibiting any COVID-19 symptoms, such as dry cough, shortness of breath, difficulty breathing, or fever while they are in the center, they will be sent home immediately and will require a negative COVID-19 test before returning.
- If you have any questions about this please fill out the weekly in-person health form and we will review all information before your arrival.

COVID-19 Exposure and Confirmed Illness Protocol:

- Any student or employee who has themselves or has a household member who has tested positive for COVID-19, or if they have been exposed to someone who has, needs to contact the Director at McLeanVA@TutoringClub.com so we can start contact tracing.
- Students (or students of a household member) who test positive for COVID-19 or believe they have been infected will be instructed to follow the advice of a qualified medical professional and self-quarantine. This also applies to TCM employees. When self-quarantining, students and employees should:
 - o Stay away from other people in their home as much as possible, staying in a separate room and using a separate bathroom, if available.
 - o Not allow visitors.
 - o Wear a face mask if they must be around people.
 - o Avoid sharing household items, including drinking cups, eating utensils, towels, and bedding.
 - o Clean high-touch surfaces daily.
 - o Continue monitoring their symptoms, calling their health care provider if their condition worsens.
- Notably, employees or students (or students of a household member) who are symptomatic or who have tested positive should not return to TCM until the conditions outlined in the table below are met:

Return to TCM Considerations	
Student/Employee/Household Member was symptomatic but <u>was not tested</u> for COVID-19.	Student/Employee/Household Member <u>was tested</u> for COVID-19.
<p>They may return to TCM if:</p> <ul style="list-style-type: none"> • They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time. • Coughs and other symptoms have subsided. • Seven days have passed since they first experienced symptoms. 	<p>They may return to TCM if:</p> <ul style="list-style-type: none"> • They no longer have a fever. • Coughs and other symptoms have subsided. • They have received two negative COVID-19 tests in a row.

- When a TCM employee or student tests positive for COVID-19, deep-cleaning procedures will be triggered. Tutoring Club of McLean may elect to close the center for a period up to 72 hours following a confirmed case to allow for natural deactivation of the virus. Furthermore, employees and students who have been in close contact with an individual who has tested positive for COVID-19 will be instructed to self-quarantine.

Changes to Tutoring Format, Including Use of Books and Technology

- **Unless prior arrangements are made, students will continue to work off their laptop/tablet when working with their tutor.** Physical binders have been converted to online binders and we will continue to use those, as well. **We will not be using our physical books or binders as they are not easy to sanitize.** Exceptions may be made for our early readers or writers for whom we will print off new materials each session.
- **Students will be required to bring their own laptops/tablets (and charging cables), pencils, pens, and calculators and fidget toys (if applicable). For those students who need to use ours (if/when available), our staff and students will sanitize those before and after each use.**
- Tokens will be replaced with tally marks to reduce the exchange of tokens between hands. There will be no high-fives or fist bumps, but they are there in spirit!!
- While we are starting to again use manipulatives and other hands-on teaching tools and games, our staff and students will sanitize those before and after each use.
- For the near term, the student store has been supplemented with a virtual catalogue of prizes to limit student congregation and "touchy feelies" of the toys, and to allow online students the ability to review sample offerings. No snacks will be provided in the student store until it becomes safe again to do so.
- **All water fountains in the center will be closed to decrease shared surfaces.** Please encourage your child to bring in a full water bottle if they need it. Water bottles should be clearly marked with each student's name. With the exception of full day pods, **NO OTHER FOOD OR DRINKS WILL BE ALLOWED INSIDE.**

THE MONEY

Parent Initials _____

Monthly Plan Tuition (for regular tutoring services):

- For families choosing our basic monthly plan, tuition is due by the 1st of each month and will be charged to your credit card on file. You will not receive a monthly bill but will receive an email receipt. A valid credit card must remain on file for the duration of the membership.

- Please note: As consistency is important for a student's success, all students are expected to make up any missed sessions due to a holiday closure. As such, tuition for holidays will still be due for monthly tuition and students will be required to makeup those missed sessions. The only exception is when we are closed for three or more regular business days, such as the winter break, as we understand that it may be difficult for students to makeup two weeks of tutoring sessions. However, that option is available for those families who would like to do so.

Packages – Prepayment or 0%-Interest Plans (for regular tutoring services):

- Tuition is also due by the 1st of the month if you have a package that runs out that month. We do not cancel a student's enrollment when the package runs out, rather we review new options. Please contact the Director or Assistant Director to discuss those options.
- Prepayment or 0%-interest plan packages can be shared amongst siblings, and unused hours in prepayment packages do not expire.
- Trial sessions for new middle school and high school students are available; please see the Director or Assistant Director for more details.

Additional Fees:

- There is a one-time \$99 lifetime registration fee per student payable at the time of enrollment. The fee is reduced to \$75 if both parents attend the results/enrollment meeting.
- Assessments for reading, writing, and math foundational skills are available for \$150. The fee is reduced to \$100 if both parents attend the results meeting.
- Baseline full-length practice tests and full score reports for students interested in enrolling in a TC Test Prep course are available for \$50 each (or \$80 if paid at the same time).
- A Returned Check Fee of \$45.00 will be added for checks that are returned to Tutoring Club.
- Families will receive a one-time courtesy for a declined credit card each six months. Families who receive two or more declined card fees in a six-month period, will be charged \$45.00 for each additional instance during that period. It is your responsibility to make sure that Tutoring Club always has an active credit card on file for your student(s). Failure to do so will result in the \$45.00 charge for each additional scheduled transaction that is attempted and declined.
- A Late Fee of \$45.00 will be added for all tuition payments received after the 7th of each month so be sure that you update us if you change your credit card, renew your depleted package of hours before the 7th of the month that it becomes due for renewal, or provide the required 15-day notice to cancel or hold enrollment. No instruction will be given to students without payment of their tuition. **Please refer to “Withdrawals and Enrollment Holds” on page 3 for more information, including the advanced notice period.**

Refunds:

- If you prepaid for a discounted block of hours for traditional tutoring services and have to cancel enrollment within the first three months of payment due to a move out of the area (and TC Online is not an option), a change in financial situation, a decision that tutoring is no longer needed, or the like, all used hours will be charged at the non-discounted rate, and any remaining balance will be refunded by the original payment method. This also applies to hours purchased via a 0%-interest plan. Unused hours can also be sold to other families at the discounted rate to receive the full refund. A \$500 early-cancellation fee will be assessed.

- No refunds will be issued after three months of payment unless there are extenuating circumstances. Please contact the Director to discuss your situation. Unused hours can be sold to other families at the discounted rate to receive the full refund. A \$500 early-cancellation fee will be assessed.
- No refunds are issued for monthly tuition, GSH/ISH tuition, or RAMP/GAMP tuition payments.

Membership Policies for Study Skills Options

Please refer to your student's specific program.

TC GUIDED STUDY HALL	1 Hour
TC INDEPENDENT STUDY HALL	1 Hour
TC ACADEMIC MENTORSHIP PROGRAM	By Appt.

TC GUIDED STUDY HALL (GSH) AND TC INDEPENDENT STUDY HALL (ISH)

Registration and Deposit:

To register you must email Tutoring Club of McLean at SchedulingNVA@TutoringClub.com. We will be filling spots based upon the receipt of these emails and a deposit. There is a \$250 non-refundable enrollment fee, of which \$175 will be applied to your first payment. If you send the email and pay the deposit and we cannot accommodate your enrollment due to reaching capacity, we will refund your \$250 fee.

Days, Durations, and Commitments:

- Each session is one hour and is to be used before a scheduled tutoring session.
- Students may also use GSH or ISH immediately after their tutoring session instead of going home to finish their work if they still have a little more schoolwork to do.
- Membership for **TC Guided Study Hall (GSH) and TC Independent Study Hall (ISH)** is paid quarterly as outlined below and is non-refundable. We recommend booking early as there is limited space.
 - o Quarter 1: Aug. 30 through Oct. 30 = 2 months
 - o Quarter 2: Nov. 1 through Jan. 31, less TCM closure of Nov. 24-28 and Dec. 19 through Jan. 2 = 2.5 months
 - o Quarter 3: Feb. 1 through Mar. 30 = 2 months
 - o Quarter 4: Apr. 1 through Jun. 17 = 2.5 months
 - o Save 5% if you pay for two quarters when you sign up. Save an additional 5% if you pay for all four quarters when you sign up.
 - o If paying quarterly, tuition for the first quarter will be charged to your credit card on file when you reserve your spot. Subsequent quarters will be charged to your credit card on file on Nov. 1, Feb. 1, and Apr. 1.
- A valid credit card must remain on file for the duration of the membership. You will not receive a quarterly bill but will receive an email receipt.

- No refunds are issued for Study Hall payments. Membership can be transferred to another student, subject to a \$99 enrollment fee for new TC students.

Attendance:

- Session changes and cancellations must be made 48 hours before your student's scheduled session VIA EMAIL ONLY to SchedulingNVA@TutoringClub.com. No-Call / No-Shows will result in the loss of the session. We understand students get sick and things happen, so please notify us as soon as possible and we will be glad to work with you.
- Once a **GSH or ISH** membership is purchased, the student has a seat reserved. If the student does not attend a session, it is forfeited. If they can't make it in-person, they can swap the session for a TC Online session. This way, it is not all or nothing. The student may make-up one session per one-month period provided available space and with timely notification (48-hour notice). Students are required to arrive and depart on time.

Cancellation:

- We are requiring quarter commitments so that we can really get to know your student and their workstyle. Students can cancel their enrollment in a Study Hall program within 48 hours of purchase and receive a full refund. After 48 hours, no refunds can be given.
- To end GSH or ISH enrollment, a 30-day written notice to SchedulingNVA@TutoringClub.com is required prior to the end of the quarter so we can open up the spot to another student. Without this notice, the next quarter's tuition will be charged on the first of the month and is non-refundable. No exceptions.

We look forward to working with your family and to seeing your student become a success story!

TC ROBUST/GUIDED ACADEMIC MENTORSHIP PROGRAM (RAMP/GAMP)

Registration and Deposit:

To register you must email Tutoring Club of McLean at SchedulingNVA@TutoringClub.com. We will be filling spots based upon the receipt of these emails and a deposit. There is a \$250 non-refundable enrollment fee, of which \$175 will be applied to your first payment. If you send the email and pay the deposit and we cannot accommodate your enrollment due to reaching capacity, we will refund your \$250 fee.

Attendance:

Meeting changes and cancellations must be made 48 hours before your student's scheduled session VIA EMAIL ONLY to SchedulingNVA@TutoringClub.com. No-Call / No-Shows will result in the loss of time from your hours with the Academic Coach. We understand students get sick and things happen, so please notify us as soon as possible and we will be glad to work with you.

Also, regular meetings with your Academic Coach, as discussed in our initial meeting, are imperative for your student's success. **If your student regularly misses meetings, we may need to reevaluate your student's participation in the AMP program.** Please do not hesitate to contact us if this becomes a concern. At times, parental participation may be requested to provide additional support for your student.

Minimum Tutoring:

- RAMP Membership: If your student falls below 4-6 hours per week of tutoring for more than two consecutive weeks, the student's **AMP meetings will be suspended** until they have the minimum sessions of tutoring for one week.

- GAMP Membership: If your student falls below 2 hours per week of tutoring for more than two consecutive weeks, the student's **AMP meetings will be suspended** until they have the minimum sessions of tutoring for one week.

Progress Updates:

- RAMP Membership: You will receive frequent updates from the Academic Coach. If you would like to meet with a Director, please reach out to set up a meeting.
- GAMP Membership: You will receive updates from the Academic Coach as needed. If you would like to meet with a Director, please reach out to set up a meeting.

Graduating from AMP:

It is our goal to graduate your student out of the AMP program as quickly as they can to see them become a self-directed, independent learner.

Payment and Fees:

- The AMP program is paid for month-to-month and only the first month can be prorated. Any prorated first-month tuitions will be paid in addition to the full next month's fee. The AMP level can be modified, as needed, with 15-days notice.
- Tuition is due by the 1st of each month and will be charged to your credit card on file. You will not receive a monthly bill but will receive an email receipt. A valid credit card must remain on file for the duration of the membership.
- By the 25th of each month, the Academic Coach will recommend the appropriate AMP level for your student for the next month. If we do not receive confirmation for this level by the last day of the month, your student will continue on to the recommended level. .

Cancellation:

- To allow for new scheduling, we require a 30-DAY WRITTEN NOTICE VIA EMAIL to SchedulingNVA@TutoringClub.com prior to terminating AMP enrollment. A fee equal to one month's tuition will be charged without this notice. No exceptions..
- Refunds are offered BEFORE the program has started. Once the program has started, the hours will be banked and can be used during the following 30 days.

We look forward to working with your family and to seeing your student become a success story!

BECOMING SUCCESSFUL STUDENTS

Commitment + Attendance = Success:

Consistent attendance is one of the primary factors in student success. Tutoring Club students are successful because they attend consistently; they arrive on-time and prepared for tutoring; they ask questions; they practice what they have learned from their tutors; and they are committed to their personal growth.

It takes time for each student to reach their goal. Each student should commit to completing their Customized Game Plan, and to spending the time necessary to do so. Results of their plan will not be realized without consistent attendance and completion of the plan.

Tips for Success:

- Students should attend each session for which they are scheduled.
- Students should be punctual. Sessions begin and end promptly at the scheduled time.

- Students receiving help with schoolwork are responsible for bringing their textbook(s) and binders, notes from class, homework assignment(s), agenda/planner, scientific calculators, and whatever else they need to complete their schoolwork and get ready for their test(s).
- They should also bring in their laptops or tablets for assignments and to check Blackboard, Google Classroom, or Canvas. We have free Wi-Fi and will give students the login ID.
- We encourage students to bring in their graded assignments, tests, and quizzes, so we can review any missed concepts and monitor the effectiveness of their tutoring plans.
- To make the tutoring sessions most efficient, students should try to complete their homework prior to their tutoring session. This allows the time with their tutors to be spent reviewing their homework, reviewing new and difficult concepts, as well as preparing for tests and quizzes, rather than the student simply sitting and working on homework that they already know how to do.

Tutoring Club's School Support (Schoolwork Help) General Guidelines:

Our School Support tutoring helps students who need assistance with schoolwork. We help students with most subjects, including calculus, biology, chemistry, physics, history, Spanish, AP/IB classes and more.

For students earning A's or B's, two hours per week per subject is generally all that is needed to maintain grades (or improve for B's), and to cover current material. For students earning C's and below, and especially with failing grades, best results are seen when students are with us every day, so we can review current material, as well as previously missed material. Once grades begin to stabilize, students scale back. For Study Skills students, best results are seen when students are with us every day when they begin, so that we can evaluate and start affecting daily study habits.

Best results are seen when we have access to the student's online grades to monitor progress, strengths and weaknesses, and provide real-time guidance and feedback. **If your student will be receiving schoolwork help, please provide their portal credentials to us** so we can provide this support for your student.

Tutoring Club's Individualized Reading, Writing, and Math Fundamentals:

In addition to study skills, test prep, and schoolwork help, Tutoring Club offers individualized plans in Reading, Writing, and Math fundamentals that improve academic performance (or push students further ahead). These are not a "quick fix" for academic issues, nor are they "band-aid" tutoring. The customized plan is, however, a plan that solves the real, underlying problems. Without fixing the underlying problems, students will continue to struggle in school, with problems getting worse each year.

A student's success is dependent on consistency and continuity within the plan. For students to reach their goal in the estimated length of time, we recommend that students attend at least three hours per week, per subject. Without consistent attendance, we will not achieve consistent results. The goal grade level is determined by the current skill levels the student is working within, based on Tutoring Club's Curriculum. All plan materials, including homework, will remain the property of Tutoring Club.

Tutoring Club is known for helping struggling students become proficient students, proficient students become advanced students, and advanced students become the top of their class. Our goal is to create confident, self-motivated, and independent learners through this process.

Your student's Reading, Writing, and/or Math plan level is the best indicator of progress toward this goal. If your student is below the recommended target level, you can expect inconsistencies in their academic performance, and they will likely not achieve their potential.

TUTORING CLUB OF MCLEAN TARGET LEVELS (number of years above grade level)			
GOAL	Reading	Writing	Math
Proficiency	2-3	1	1
Advanced	3-4	2	2
Top of Class	4-5	3+	3+

THE TC WAY

Sharing Students' Successes and Spreading the Word:

Most of our clients are here because a friend or trusted person recommended our tutoring services. Imagine how different things might be if you didn't learn about Tutoring Club! We often hear wonderful, heartwarming feedback from parents and students regarding their student's progress in Tutoring Club, as well as at school and home. We are always so pleased to hear these successes and encourage you to share yours with us, as well. Not only does it reinforce that we're doing our jobs, but from time to time we may ask to share your quotes or student's successes in our marketing materials so we can get the word out to more families. We invite you to stop by once the pandemic is over to peruse our "Happy" binder that we keep in the waiting area for families to see what others had to share, or you can visit our YouTube page for video testimonials or our website at <https://www.tutoringclub.com/mcleanva/testimonials/> for written testimonials. And your student can earn 100 tokens if you share your Tutoring Club success story!

Our success is also dependent on others helping us get the word out into the community. If you have some experiences to share and just a couple minutes, we invite you to visit some of our local pages on various search sites to share your feedback with others. We would be forever grateful – and will award your student **2 free sessions for each online review you provide!** You can find us on **GOOGLE, NEXTDOR, YELP, and FACEBOOK** by typing in **TUTORING CLUB OF MCLEAN** in each directory for quicker locating.

Staying Connected and Resource Sharing:

You can find Tutoring Club of McLean on Facebook, Instagram, NextDoor, Twitter, Pinterest, and YouTube. Be sure to connect to us at TutoringClubNVA. Our pages are full of useful tips, videos, and information to help parents support their child's educational journey.

Social Responsibility:

Tutoring Club and our team of educators are committed to being an integral part of our communities. We engage in community service, provide pro bono services to associations and those in need, and provide support to our local schools and children's organizations in their fundraising efforts. We are pleased to provide gift certificates to non-profits holding raffles or auctions.

Tutoring Club is also committed to making a positive impact on our environment and takes significant steps to help conserve our natural resources and protect the planet. In addition, through our daily actions and our involvement in the community, we also strive to educate children on how they can make a difference in the world in which they live.

Our Mission:

From early learning to college preparation, Tutoring Club provides the resources and opportunity for every student to become a confident, self-motivated learner for life.

Tutoring Club of McLean (TCM) exists to help students be successful. By taking a unique and innovative approach to teaching that helps students connect with the subject matter they need to master, we bring each student to the desired academic level as quickly as possible. Everyone who walks

through our doors is always treated with importance and warmth. When it comes time for them to decide where to seek educational assistance or to refer others, we strive to be their first choice.

Our tutors are warm, cheerful and courteous, and focused on helping our students succeed. They are offered a workplace where they can prosper and grow in a dignified, enjoyable and rewarding manner. Our vendors are treated with loyalty, and they find their future with us to be fruitful. We are a good neighbor to the businesses and schools in our area, and we will be a contributing and supportive member of our community.

Our success depends on our attention to the needs of our students, tutors, and community, and truly helping everyone achieve - we don't succeed unless they succeed.

Our Values:

Our goal is for everything we do to live up to our core TCM values. They are a part of our DNA, and guide the way we work with our families, with our business partners, within our communities, and with each other.

By distilling these values from our own personal value sets, we've created core values that are a direct reflection of the individual values of the people who make Tutoring Club of McLean. Through **integrity, accountability, inspiration, respectfulness, nurturing, and having fun**, we have created a vibrant culture where ideas can blossom, people can thrive, and success can flourish.

Thank You:

Thank you for being our customer. You have a lot of choices. We're proud to be yours.

Thank you for giving us your feedback. We read and listen to all of it and strive to exceed your expectations.

Thank you for your referrals. We recognize that the highest form of flattery comes from your referrals, showing your confidence in us and reinforcing that we're doing our jobs.

Thank you for trusting in us. We appreciate the trust that you have in us to help your child succeed. We have been involved in educating kids for over 30 years, and this is our passion. Our tutors are top-notch and our game plans are rock solid. We look forward to showing you your child's progress.

We are glad you are here. In fact, you make our day!

Signatures:

I have read and understand the Tutoring Club of McLean policies:

Student Name(s) (print): _____

Guardian (print): _____

Guardian (signed): _____ Date: _____



FOR THE KIDDOS

Food and Beverages:

Student Initials _____

As we'd like to keep the learning environment clean and enjoyable, food, gum, candy, or drinks (with the exception of water) are not permitted in the center. Your water bottle should be clearly labeled with your name. Post-pandemic, a water fountain will be available, if needed. **(Our water fountain will remain turned off until the pandemic is over so please bring water!)** If you have a special need, please discuss with an Assistant Director prior to your session. When our Student Store reopens post-pandemic, any food or candy purchased from it must be opened and consumed outside.

Student Conduct:

Student Initials _____

The student experience is very important to all of us at Tutoring Club. We strive to make every session enjoyable and effective for all students. While we encourage our students to have fun, they are also expected to behave at Tutoring Club as they would in school. This means that good Tutoring Club students:

- **are respectful** to the staff in charge, as well as to other students.
- **do not cause excessive noise or distractions**. Tutoring Club should be a fairly quiet environment so that everyone can remain focused and productive. Talking is allowed at a minimum, as long as work is getting done in the process.
- **do not destroy Tutoring Club property or items in the Student Store (when it is open)**. Parents are responsible to pay for any and all property that is damaged by their student, including the damaging of furniture, custom sneeze guards, and laptops/computer equipment, and the damaging or opening of unpurchased items from the Student Store that render the items unsellable.
- **keep their work areas clean and tidy**, so that the next students don't have to pick up after them.
- **use the restroom facilities and get water in a timely manner**, so they can get the full value of their sessions and not disrupt other students.
- **do not play music or videos aloud**. They may use headphones to watch any videos or listen to any recordings pertaining to their studies.
- **use electronics (e.g., laptops, mobile phones, tablets, etc.) only for school purposes**. If they are caught using them for other reasons such as playing games, texting friends, and/or using social medias, their devices will be confiscated and kept in the Director's office until their tutoring session ends. Parents will be notified when this occurs.
- **do not run out of the center when their sessions are over**. Students wait until they are dismissed by their tutors and go directly to their parents' cars. If a parent is delayed, students stay directly in front of the center, under their tutors' or another staff member's supervision.

Leaving the Premises:

Student Initials _____

As an additional safety measure, you are not permitted to leave the center during your session at Tutoring Club. This includes Starbucks, Safeway, and Walgreens runs. You must consume any snacks before your sessions.

Referrals:

Student Initials _____

As a token of our sincerest appreciation for your support, Tutoring Club will award you **500 tokens** for every referral that enrolls in any Tutoring Club program of at least 16 hours. From time to time, we will also hold special referral contests or programs where you can earn additional tokens and/or prizes.