



# **STUDENT & PARENT HANDBOOK**

**2019-2020**

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# Introduction

The Student & Parent Handbook sets out for parents, guardians, and students the values, programs, and policies of our tuition service.

The handbook is part of our ongoing efforts to foster a healthy partnership with parents, based upon our mutual interest in the educational and personal development of students while they are enrolled with us.

This handbook describes our partnership in terms of what parents can expect of our services and what we as an educational institution expects of parents and students.

## Term Dates

### Term 1

28 September - 21 December 2019

No Lesson 28 December & 4 January

### Term 2

11 January 2020 - 4 April 2020

No Lesson 11 April & 18 April

### Term 3

18 April - 11 July 2020

Sat 13 June Last year 11 lesson

At Moore Education we work hard to keep the number of closure days to a minimum, to maximise learning opportunities and as such we are only closed for two weeks over the Christmas and Easter holidays. Please note that we do not take breaks during half terms.

You have enrolled your child on to a 34-week course (Year 11).

Your child will be expected to attend all classes to guarantee the best chance of academic success.

You will receive monthly reports updating you about your child's academic progress.

Your child will also receive 1-2-1 mentoring sessions, focusing on revision strategies, time management and further education choices.

Your child will also receive a free 1-2-1 academic mentoring session each term. This will help them to manage their revision as well as aided in the preparations to their summer exams. Students will be allocated specific times slots throughout the 34-week course.

## Fees & Cancellation policy

A £15 registration fee payable to secure you child's place as limited spaces are available. In signing up your child you are committing you child to a 34-week revision course.

The fee of £110 will be payable on the 30<sup>th</sup> of each month. Please use your child's name as the reference for all payments bank transfers (we only accept bank transfers).

If payment is more than 2 weeks late, and you have not paid in full, or contacted us to make arrangements, your child's place will be offered to another student on our waiting list.

### Payment Schedule

30 <sup>th</sup> September	£110 + £15 registration fee
30 <sup>th</sup> October	£110
30 <sup>th</sup> November	£110
30 <sup>th</sup> December	£110
30 <sup>th</sup> January	£110
28 <sup>th</sup> February	£110
30 <sup>th</sup> March	£110
30 <sup>th</sup> April	£110
30 <sup>th</sup> May	£110
30 <sup>th</sup> June	£110

### Cancellation Policy

If you would like to withdraw your child from classes, please give us one months' notice.

Any outstanding fees will be returned within 14 working day of your child's last class. If your child is withdrawn without a months' notice, we reserve the right to retain all fees paid for that month.

# Code of Conduct/Expectations

Parents and guardians need to familiarise themselves with the students' code so as to be able to support them to conform. Whilst it is not possible to lay down an exhaustive set of standards, detailed below are general standards which, if broken, could result in disciplinary action being taken against students.

## CONDUCT AT THE CENTRE

Students are expected to:

1. Behave in a sensible manner at all times at the centre
2. Treat fellow students and centre staff with respect at all times and be considerate of their rights and interests
3. Desist from harassing, victimising or discriminating against another student or staff member on any grounds, including age, disability, ethnic origin, gender, sexual orientation, marital status, religion or belief
4. Desist from spitting or dropping chewing gum inappropriately at the Centre
5. Only behave in ways which do not adversely affect the reputation of the Centre.
6. Behave in a manner that respects the rights of others, including the right to learn
7. Cooperate with staff and others in authority at the Centre
8. Be appropriately dressed at all times
9. Refrain from taking part in any illegal activity
10. Desist from using rude, foul or abusive language at the Centre.

## ACADEMIC CONDUCT

Students are expected to:

1. Be regular and punctual to all lessons
2. Ensure that homework is submitted at the next lesson.
3. Submit to any test or examination at the Centre with or without notice
4. Work hard and complete all assignments within specified deadlines
5. Seek help from their lesson tutors when required
6. Take personal responsibility for their own learning and make active use of Centre Resources

## CONDUCT IN THE CLASSROOM

The following should be observed by students.

1. Mobile phones can only be used with permission from the teacher
2. Food and drinks are allowed in the classroom
3. Students are required to throw their waste in bins provided in the classrooms
4. Littering or chewing gums is not allowed during lessons
5. Eating is permitted in class
6. Students may drink in class with permission from the teacher
7. Students should not behave in disruptive, aggressive, intimidating or unruly ways
8. Students should not disrupt or interfere with the learning of fellow students
9. Students should not misuse centre property, resources or equipment
10. Students are required to treat teachers with the utmost respect at all times.

## GROSS MISCONDUCT

In applying consequences for unacceptable student behaviour, the individual circumstances and actions of the student and the needs and rights of Moore Education will be considered at all times. The range of consequences include:

- a) Suspensions
- b) Cancellations of enrolment
- c) Exclusions

# Safeguarding Policy

Moore Education believes that it is always unacceptable for a child or young person to experience abuse of any kind and recognise its responsibility in the safeguarding and welfare of all children and young people by a commitment to practice.

This policy applies to all teacher, volunteers whose duties bring them into contact with children.

Moore Education recognises that:

The welfare of the child/young person is paramount.

All children, regardless of age, disability, gender, racial heritage, religious belief or identity, have the right to equal protection from all types of harm and abuse.

## Aims of this Policy

This policy aims to create and maintain the safest possible environment for the children with whom we deal.

- To provide protection for the children and young people who receive Moore Education services.
- To provide guidance on procedures for staff in the event that they suspect a child or young person may be experiencing or be at risk of harm. This policy also applies to all staff or anyone working on behalf of Moore Education.

## Children Protection Policy

We will seek to safeguard children and young people by:

- Adopting Child Protection guidelines through procedures and a code of conduct for staff.
- Ensuring all staff are DBS checked.
- Valuing them, listening to and respecting them.
- Sharing information about child protection and good practice with children, parents and staff. Moore Education believes that a child or young person should never experience abuse of any kind.

We have a responsibility to promote the welfare of all children and young people and to keep them safe. Moore Education is committed to practice in a way that protects them.

## Legal Framework

This policy has been drawn up on the basis of law and guidance that seeks to protect children.

- Children Act 1989
- Children Act 2004

- Data Protection Act 1998
- Sexual offences Act 2003
- Health and Safety at Work etc Act 1974
- The United Nations Convention on the Rights of the Child 1991

### **Breach of this policy**

Failure to follow the guidelines in this policy is considered a serious offence and will be investigated thoroughly and dealt with through our disciplinary procedure. Serious breaches may lead to dismissal and termination of any agreement.

We are committed to reviewing our Safeguarding, Child Protection and e-safety policies and associate good practice annually.

If you have any safeguarding concerns please contact our designated safeguarding officer, Michael Daley if you have any concerns please email [Safeguarding@mooreeducation.co.uk](mailto:Safeguarding@mooreeducation.co.uk)



# Dress Code

Students should present themselves in a clean state and be free of body odour.

- Make up and perfume, if used, should be worn discreetly.
- Students must not be seen smoking whilst in class hours and must make every effort not to be seen carrying smoking implements and materials whilst in the care of Moore Education.

The following dress policy will apply.

- Students should wear clothing of a modest nature suitable for a learning and work environment and should therefore not be revealing or too short.
- Appropriate footwear must be worn at all times
- The standard of dress is to be tidy, casual clothing.

Examples of inappropriate clothing

- Flip-flops, sliders and very high heels
- Miniskirts or very short non-tailored shorts
- Tops or clothes that show a bare midriff or reveal underwear
- Tops that do not cover the bra front and back
- Any see-through clothing that reveals underwear
- No bandanas

# **Punctuality & Attendance**

Regular attendance is essential for systematic academic progress and helps develop responsible attitudes toward learning.

Therefore, parents should see that their children do not miss classes unless it is unavoidable.

Parents should plan appointments and family trips around the Tuition hours and calendar.

## **Absences**

Parents are required to notify the school for any student absence either via phone or Text at the earliest possible convenience.

If a student is excessively absent, his/her student record is reviewed by the school's Director, and he/she may be asked to leave.

Moore Education accepts the following as extenuating circumstances that allow for excused absences as long as the office is notified:

1. Personal illness, family illness/death, dangerous weather/road conditions or any other unusual cause acceptable to the Director
2. Medical or dental appointments – though, should try all means to schedule outside of tuition hours
3. Family emergencies

## **Punctuality**

Students are expected to be punctual to class every week. If students are late, they are required to knock gently on the door and wait until the teacher lets them into the classroom.

If a student is later than 20 minutes, parents will be notified via text or phone call before the end of the first session.

If a student is persistently late to class their place may be withdrawn (after consultation with parents).