

WISESPROUT

Student Policy

(updated 01/2025)

www.wisesprout.co.uk

I. Obligations

1. Obligations for Students

1.1 Adherence to Platform Guidelines

- 1.1.1 Students and parents must use the platform for all communications, scheduling, and payments related to tutoring services.
- 1.1.2 Students must comply with all policies and guidelines provided by the Company.

1.2 Timely Attendance

- 1.2.1 Students are expected to attend scheduled sessions on time.
- 1.2.2 Any delays or issues preventing attendance must be communicated promptly through the platform. For details, please refer to *Section III 3. Late and No-Show Policy*.

1.3 Preparedness

- 1.3.1 Students should come prepared with the necessary materials, questions, and topics they wish to address during the session.
- 1.3.2 Parents are encouraged to assist younger students in organising their materials.
- 1.3.3 Students shall test their devices before the start of the session. Any technical issues should be raised promptly in case of any interruption to the courses.

1.4 Respectful Behaviour

- 1.4.1 Students and parents must maintain respectful and professional behaviour during sessions and in all interactions with tutors and the Company.
- 1.4.2 Discrimination, harassment, or inappropriate conduct will not be tolerated.

1.5 Confidentiality

- 1.5.1 Students and parents must respect the confidentiality of tutors' personal information and intellectual property.
- 1.5.2 Students should not give out the study materials in accordance with the company and the tutors.

2. Obligations of the Company

2.1 Platform Support

- 2.1.1 The Company provides a user-friendly platform to facilitate the matching, scheduling, and management of tutoring sessions.
- 2.1.2 Regular updates and maintenance ensure the platform operates efficiently.

2.2 Tutor Verification

- 2.2.1 The Company shall verify the credentials and qualifications of all tutors to maintain high-quality service.

2.3 Dispute Resolution

- 2.3.1 The Company shall mediate disputes between students (or parents) and tutors in a fair and transparent manner.
- 2.3.2 A dedicated support team shall address concerns and provide assistance.
- 2.4 Data Protection
 - 2.4.1 The Company shall protect the personal information of students and parents in compliance with relevant data protection laws.
- 2.5 Session Feedback
 - 2.5.1 Students and parents have the opportunity to provide feedback on tutoring sessions to help maintain quality standards.
 - 2.5.2 Regular feedback from the tutor shall be provided regularly to ensure the student's study progress.

II. Operating Process

- 1. Providing Learning Preferences
 - 1.1 Students begin by sharing their learning preferences to help the Company match them with the most suitable tutor. The preferences include:
 - 1.1.1 Timeline: Indicate whether the course is short-term (within a specific time frame) or long-term.
 - 1.1.2 Frequency and Schedule: Specify the number of sessions per week, preferred time slots, and preferred language of instruction (if applicable).
 - 1.1.3 Subject(s): Clearly state the subjects they wish to learn.
 - 1.1.4 Tutor Qualifications: Indicate the desired qualifications or level of expertise for the tutor (e.g., undergraduate, postgraduate, PhD).
- 2. Matching with a Tutor
 - 2.1 Based on the provided preferences, the Company will match the student with a tutor from its network.
 - 2.2 The Company will confirm the tutor's availability and negotiate the frequency and scheduling of sessions.
 - 2.3 The student will receive detailed information about the tutor's qualifications and professional background before proceeding further.
- 3. Confirmation and Quotation
 - 3.1 Once the student agrees to the proposed tutor and schedule, the Company will generate a quote for the course. The hourly rate is dependent on the course taking and the qualifications of the tutor.
 - 3.2 Students can choose from the following payment options:
 - 3.2.1 Pay-as-You-Learn: Payment made on a session-by-session basis, comes with original hourly rate.

- 3.2.2 Multi-Buy Packages: Purchase a bundle of sessions upfront at a discounted rate.
 - i. The 5-course package comes with a 2% discount.
 - ii. The 10-course package comes with a 5% discount.
 - iii. The 50-course package comes with a 10% discount.
- 3.3 The first payment needs to be cleared before the start of the course. For details about payments, please refer to Section IV 2. *Payment Frequency and Amount*.
- 4. Taking Courses
 - 4.1 Setting Up the Platform
 - 4.1.1 The Company will ensure the platform is fully set up and accessible prior to the start of the course.
 - 4.1.2 Support will be available to address any technical issues and ensure a seamless experience for both tutors and students.
 - 4.2 Trial Service:
 - 4.2.1 Students are entitled to a 15-minute trial during their first session with the tutor.
 - 4.2.2 During the trial period, they may evaluate the tutor's teaching style and compatibility. If the student decides not to continue with the tutor, they may switch to another tutor at no additional cost.
 - 4.2.3 Each student is entitled for one trial only. If they are not satisfied with the tutors and wish to terminate their contract, please refer to *Session V. Termination of Contract*.
 - 4.3 Taking Courses
 - 4.3.1 Students are expected to treat their tutors with respect, maintaining a positive and professional learning environment.
 - 4.3.2 Students must follow the platform's rules and guidelines during all sessions.
 - 4.3.3 Students should actively engage in the sessions by paying attention, completing assigned tasks, and maintaining focus throughout the lesson.
 - 4.3.4 Students are not permitted to invite or allow others to join their sessions without prior approval from the Company, including their parents, to avoid breach of privacy or interruption to courses.
 - 4.3.5 Any form of disruptive, disrespectful, or inappropriate behaviour will not be tolerated. Persistent violations may result in suspension or termination of services.
 - 4.3.6 Students should ensure their devices are set up appropriately (e.g., functioning camera and microphone) and used responsibly during sessions.
 - 4.4 Switching Tutors

- 4.4.1 After the trial period, students may request to switch tutors by providing a reasonable justification.
- 4.4.2 If a tutor breaches any policies, the Company will take full responsibility for addressing the issue and facilitating a resolution.
- 4.5 Feedback Collection
 - 4.5.1 Feedback is regularly collected from both tutors and students to ensure the course stays on track and meets the student's goals.
 - 4.5.2 The Company will use feedback to make continuous improvements to the service.
- 4.6 Course Recording
 - 4.6.1 All sessions are recorded to protect both tutors and students.
 - 4.6.2 Recordings can also serve as valuable revision material for the students.
 - 4.6.3 The recordings will be stored securely ensuring student privacy and data protection.
- 4.7 Student Protection Measures
 - 4.7.1 The Company is committed to creating a safe and supportive learning environment.
 - 4.7.2 Any complaints or concerns raised by the student will be promptly investigated and resolved.
 - 4.7.3 Policies are in place to safeguard against inappropriate behaviour or misconduct by tutors.

III. Reschedule and Cancellation Policy

- 1. Student-Initiated Rescheduling and Cancellation
 - 1.1 Students must provide at least 24 hours' notice to reschedule or cancel a session.
 - 1.2 Requests should be submitted through the platform to ensure proper communication with the tutor.
 - 1.3 Requests made within less than 24 hours of the session start time may be rejected by the tutor. Cancellations made within 2 hours of the session start time for reasons deemed invalid by the tutor or Company may result in charges up to 50% of the session fee.
 - 1.4 If no agreement is reached, this would be regarded as a no-show situation. For details, please refer to *Section III-3. Late and No-Show Policy*.
 - 1.5 Frequent rescheduling without valid reasons may result in warnings or other penalties as determined by the Company.
- 2. Company-Initiated Rescheduling or Cancellation
 - 2.1 The Company reserves the right to reschedule or cancel sessions due to unavoidable circumstances, such as tutor unavailability or technical issues.

2.2 Students will be notified promptly in such cases, and the session will be rescheduled at a mutually convenient time or refunded in full if rescheduling is not possible.

2.3 For recurring issues with a specific tutor, the Company will assist the student in finding a replacement.

3. Late and No-Show Policy

3.1 Student Late and No-Show Policy

3.1.1 If a student fails to attend a session on time without prior notification, a 15-minute waiting period will be allowed for unforeseen delays.

3.1.2 If no response is received during the waiting period, this would be considered as a no-show situation:

- i. For the first no-show, a warning will be issued.
- ii. For subsequent no-shows, the tutor is entitled to receive the full session fee, and the session will not be rescheduled.

3.1.3 Time lost in session due to delays caused by students will not be eligible for compensation.

3.2 Tutor No-Show Policy

3.2.1 If a tutor fails to attend a scheduled session on time without prior notification, a 15-minute waiting period will also apply.

3.2.2 If no response is received during the waiting period:

- i. For the first time, the company will issue a warning to the tutor.
- ii. For subsequent no-shows, the student is entitled to a full refund for the session or free rescheduling.
- iii. Repeated no-shows may result in disciplinary action. Students are entitled to request tutor switching under this scenario.

3.2.3 Time lost in session due to delays caused by tutors shall be compensated.

4. Emergency Rescheduling and Cancellation

4.1 In cases of emergencies (e.g., illness, accidents), students must notify the Company as soon as possible. The Company will work to reschedule sessions without penalties.

4.2 Students on long-term courses are entitled to penalty-free emergency rescheduling or cancellation no more than three times within six months.

4.3 Students on short-term courses are entitled to one penalty-free emergency rescheduling or cancellation. Subsequent occurrences may incur charges as outlined in *Section III. 3.1*.

4.4 The Company reserves the right to evaluate the validity of emergency claims on a case-by-case basis.

IV. Payment

1. Accepted Payment Methods

- 1.1 The Company accepts the following payment methods for tuition fees:
 - Bank transfer
 - Online payment platforms (e.g., credit/debit card, PayPal)
 - Alipay and WeChat Pay (available for Chinese customers)
- 1.2 Payments made through third-party platforms may incur additional administrative fees. These fees are the responsibility of the student and will not be covered by the Company, except for payments made via bank transfer.
2. Payment Frequency and Amount
 - 2.1 Upon finalizing an agreement with a tutor, the student will receive a detailed quote for the course fees.
 - 2.2 Short-Term Courses: For courses lasting one month or less, a one-off payment is required prior to the start of the course.
 - 2.3 Long-Term Courses: For courses longer than one month:
 - 2.3.1 The first payment, covering the first month's quote, must be made prior to the start of the course.
 - 2.3.2 Subsequent payments will be taken on a monthly basis.
 - 2.4 Multi-Buy Packages:
 - 2.4.1 Students purchasing multi-session packages must make a one-off payment before the start of the course.
 - 2.4.2 Any applicable refunds or deductions would be processed on the bill day (see *Section IV. 2.5 Bill Day*)
 - 2.5 Bill Day
 - 2.5.1 The Company's bill day is the 15th of each month. Your payment details will be sent on this day, covering courses taken from the 16th of previous month to the 15th of this month. The student would also receive the quote for next month.
 - 2.5.2 The students' next payment should be made within 5 days of receiving the quote.
 - 2.5.3 On this date, any applicable refunds will be processed, or additional payments may be requested based on previous sessions, as outlined in relevant policies.
3. Payment Process
 - 3.1 Payment for sessions must be made in advance unless otherwise agreed upon in a formal arrangement with the Company.
 - 3.2 Your quote would come with a unique number. When you make the payment, please ensure the quote number is put down correctly.
 - 3.3 Once a payment is confirmed, the student will receive a receipt via email or through their user account on the platform.
4. Failed or Delayed Payments

4.1 Students are responsible for ensuring sufficient funds and accurate payment details when making payments.

4.2 Any failed or delayed payments must be resolved within seven (7) calendar days to avoid suspension of services or additional fees.

5. Refunds

5.1 Refunds may be issued in accordance with the *Reschedule and Cancellation Policy* or for exceptional circumstances as determined by the Company.

5.2 Refunds will be processed through the original payment method, and any applicable administrative fees will be deducted.

V. Termination of Contract

1. Voluntary Termination by the Student

1.1 Students may terminate their contract with the Company by providing written notice at least 7 days before the desired termination date.

1.2 Refunds for unused lessons will be processed in accordance with the Company's refund policy (see *IV 5. Refunds*).

1.3 Students on long-term courses must settle any outstanding balances before termination.

1.4 For multi-buy students

1.4.1 Students who have purchased multi-buy packages are entitled to a refund for unused sessions, provided the termination request is made within the package's validity period.

1.4.2 Discounts applied to the package will be recalculated based on the number of sessions completed, and the adjusted amount will be deducted from the refund.

2. Termination by the Company

2.1 The Company reserves the right to terminate the student's contract under the following circumstances:

2.1.1 Breach of Policy: Violations of the Company's policies, including but not limited to payment defaults, misuse of the platform, or disrespectful behaviour toward tutors or staff.

2.1.2 Repeated Cancellations or No-Shows: Excessive cancellations or failure to attend scheduled sessions without valid reasons.

2.1.3 Providing false information or engaging in any fraudulent behaviour.

2.2 The Company will provide a written notice 7 days prior to termination, except in cases of severe breaches where immediate termination may apply.

2.3 Refund and Deductions

- 2.3.1 Refunds for unused sessions will be issued in line with the refund policy.
 - 2.3.2 Any penalties or fees owed by the student will be deducted before the refund is processed.
- 3. Post-Termination Obligations
 - 3.1 Course Material and Recordings:
 - 3.1.1 Students will retain access to recordings of completed sessions for a limited period after termination, as per the Company's policy.
 - 3.1.2 Students might retain their studying materials in accordance with tutor's instructions.
- 4. Feedback and Resolution
 - 4.1 Students may provide feedback on their experience to help improve the platform and services.
 - 4.2 Any unresolved disputes will be handled in accordance with the Company's dispute resolution process.

The Company reserves the right of final interpretation of this policy.