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## 1 Learning Cloud Credit

### 1.1 Account set-up

- Once you have agreed the minimum Learning Cloud Credit amount, you will be invoiced, and the account set up
- Upon payment of the invoice the agreed credit will be allocated to your account
- Tute will contact you to set up your online school
- A Tute account can be created for each of your students

### 1.2 Applying credit

- Each month, Tute will review your activity and spend for the period
- Approximately each half term, Tute will deliver to you an activity report and invite you to a meeting to discuss getting the best out of Tute
- Should your credit be consumed at a greater rate than above, we will review sooner
- Once reconciled and agreed, you will top your account back up to the agreed Learning Cloud Credit amount, or a higher amount if preferred
- A member of the Tute team will send you a quote for this amount
- Once you agree to the quote and to these terms and conditions, Tute will send an invoice
- Payment is strictly 14 days from date of invoice and must be paid prior to the commencement of lesson delivery if there is insufficient available credit in the meantime

### 1.3 Consuming credit

- Whilst your account is in credit Tute agrees to:
  - Allow you access to Tute's shared and private programmes and lessons as detailed in the products document, so long as the value of these programmes does not exceed the level of available Learning Cloud Credit
  - Provide access, as applicable, to:
    - Lesson playbacks
    - Social Spaces
    - Progress trackers
  - Deliver ongoing IT and admin support to users
  - Maintain and host your online school
  - Create accounts for any new students
- **Please refer to the product overview and terms of use** for details on products, what is included and any specific terms of use

### 1.4 Credit expiry

- Learning Cloud Credit will expire 12 months from last usage
- At this point, the online school will be disabled, and the account deactivated
- No refund of Learning Cloud credit will be available, unless otherwise agreed with Tute

## 2 Administration

### 2.1 Booking

- **Please see specific products' terms of use in addition to the below. These will have been explained by your Tute contact and if you need an additional copy, please contact us**
- In line with the product terms, the notice for bookings is as follows:
  - Shared lessons: 48 hours
  - Private lessons: up to 14 days
- Tute will endeavour to meet the above timescales as much as possible, but sometimes may need longer depending on circumstances
- Note that the above is the time given from receipt of completed booking form
- Tute teaching hours are 08:30-16:00
- **The above are in addition to specific products' terms of use**

### 2.2 Accessing information

- Much of Tute's information is stored securely online in Microsoft OneDrive e.g. progress trackers, reports, guidance documents
- You must have access to OneDrive to obtain this information
- Tute's IT team can help with set-up
- If you are unable to access following support from Tute's IT team, we can make alternative arrangements e.g. secure email

### 2.3 Students

- Each student will have their own Tute account, the login details for which can be created by Tute and shared securely using Egress, or the login details can be decided and given by the customer to mirror a known login
- Should a student forget their password or be locked out of the Learning Cloud, IT and admin are on hand to update and unlock. See contact details below
- Safeguarding is a priority at Tute and any concerns will be reported to you immediately. Please read Tute's policy [here](#)
- Behaviour for learning is important to ensure progress and teachers are committed to creating a positive learning environment. Tute reserves the right to remove a student from a lesson if they pose a safeguarding risk or if their behaviour is detrimental to others' learning. Tute will notify you of this and will work with you to find an alternative solution if the situation persists
- Tute limits its student numbers to 10 in a course lesson and 12 in other product lessons

### 2.4 Cancellation and refunds

- If the product terms allow cancellation, Tute requires 48 hours' notice of cancellation and will not debit the account with the lesson/seat amount, subject to no cost being incurred by Tute
- In the rare event that Tute will need to cancel or postpone a lesson, as much notice as possible will be given and the lesson amount will be credited with every effort made to rearrange at a convenient time

### 2.5 Technical issues

- Tute will provide ongoing technical support whilst an account is in credit

- Should a Tute technical issue mean a detriment to learning, the lesson or seat amount will not be debited
- Should learning be affected by an issue that is outside of Tute's control, the lesson or seat amount will be debited

## **2.6 Courses entries**

- Tute cannot enter students for examinations; this must be done by a registered centre and is the responsibility of the commissioning body of Tute's services
- Tute cannot administer non-exam assessments e.g. speaking components of courses, science practicals; this must be done by a registered centre and is the responsibility of the commissioning body of Tute's services

### 3 Using products

Apart from courses, the amount of which is debited from a customer's account at the beginning of the course, a customer's balance can be used on any of Tute's products, with any students, in any mix, and at any time. The below details some terms of use that apply specifically to individual products:

#### 3.1 Shared provision

(Pay per student, per lesson. Tute chooses time and content. Students join from different organisations)

Virtual School	Courses	Tute Go	Tute Extra
KS1 – KS4	KS4-KS5	KS1-KS5	KS1-KS4
A timetable of lessons in core subjects with a choice of differentiated programmes, mapped to the National Curriculum.	A choice of subjects at GCSE and A level with Tute teaching the whole specification in one year.	Targeted programmes of lessons built as interventions to support enrichment, extension, catch-up and revision from KS1-KS5.	Lessons covering a wide range of subject areas to enrich curriculum, to develop skills and knowledge beyond core subjects, and to foster in students a love and respect for learning for its own sake.
<b>£11</b>	<b>£2400</b> in advance / <b>£20</b> per lesson	<b>£15</b>	<b>£11</b>
<ul style="list-style-type: none"> <li>• Live lessons</li> <li>• Choice of 2-12 lessons per week</li> <li>• Core subjects</li> <li>• Qualified teachers</li> <li>• Playback</li> <li>• Scheme of Learning</li> <li>• Individual progress tracker</li> <li>• Attendance data</li> <li>• Safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>• Live lessons</li> <li>• 2/4 lessons per week (<i>45 min GCSE, 60 min A level</i>)</li> <li>• Core subjects</li> <li>• Qualified teachers</li> <li>• Playback</li> <li>• Scheme of learning</li> <li>• Shared progress tracker</li> <li>• Attendance data</li> <li>• Safeguarding</li> <li>• Spaces</li> <li>• Independent learning (<i>approx. 3 hours, more if needed</i>)</li> <li>• Homework</li> <li>• Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Live lessons</li> <li>• 1-2 lessons per week per programme</li> <li>• Core and exam subjects</li> <li>• Qualified teachers</li> <li>• Playback</li> <li>• Scheme of Learning</li> <li>• Shared progress tracker</li> <li>• Attendance data</li> <li>• Safeguarding</li> <li>• Independent learning when appropriate</li> <li>• Homework when appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Live lessons</li> <li>• 1-2 lessons per week per programme</li> <li>• Various topics and subjects</li> <li>• Qualified teachers</li> <li>• Playback</li> <li>• Scheme of Learning</li> <li>• Shared progress tracker</li> <li>• Attendance data</li> <li>• Safeguarding</li> <li>• Independent learning when appropriate</li> </ul>

	<ul style="list-style-type: none"> <li>• Marked assignments</li> <li>• Progress reports</li> </ul>		
<ul style="list-style-type: none"> <li>• Annual fixed timetable structured on a half-termly basis</li> <li>• Join at any point during a half term</li> <li>• Enrol student/s to one or more programmes, in any combination* providing they do not clash</li> <li>• Programmes are delivered as a fixed unit and cannot be split</li> <li>• The price represents one place for one student in one lesson</li> <li>• Enrolment is made to the programme/s for the remainder of the half term</li> <li>• Students can be swapped in and out with agreement</li> <li>• Progress trackers will be sent via email on a weekly basis</li> <li>• Access to SoLs can be provided by Tute two weeks before the half term that it is running</li> <li>• The cost of all places to the end of the half term in all programme/s enrolled will be deducted from credit regardless of student attendance</li> </ul> <p><i>*enrolling into Progress and Progress + in the same subject is not recommended</i></p>	<ul style="list-style-type: none"> <li>• Annual fixed timetable structured on a half-termly basis</li> <li>• Join at any point during a half term</li> <li>• Enrolments can be made for the whole academic year to secure a place, in which case:             <ul style="list-style-type: none"> <li>○ A discount of 5% will be applied</li> <li>○ Deduction from credit will be made in September for the total amount</li> </ul> </li> <li>• Enrol student/s to one or more courses providing they do not clash</li> <li>• The price represents one place for one student in one lesson</li> <li>• Enrolment is made to the course/s for the remainder of the half term</li> <li>• A progress report will be written at the end of the first full half term following enrolment</li> <li>• Students are required to complete the independent learning activities to ensure that the specification content is covered</li> <li>• Tute recommends that the organisation timetables sessions for the independent learning activities to be completed</li> <li>• Organisations are responsible for:             <ul style="list-style-type: none"> <li>○ Ensuring access to a centre for the specific exam board</li> <li>○ Entering the student/s for the examinations</li> <li>○ Administering the examinations</li> <li>○ Ensuring completion of any non-examination assessment</li> </ul> </li> <li>• Progress trackers are available via OneDrive</li> <li>• Maximum 10 students per group</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed timetable with varied programmes structured on a half-termly basis</li> <li>• Book during the previous half term</li> <li>• Join at the beginning of a half term</li> <li>• Enrol student/s to one or more programmes, providing they do not clash</li> <li>• To ensure coverage of SoL whilst accommodating the different half-term durations, some programmes may vary in lesson numbers some weeks</li> <li>• Programmes are delivered as a fixed unit and individual lessons cannot be chosen</li> <li>• The price represents one place for one student in one lesson</li> <li>• Enrolment is made to the programme/s for the whole of the half term</li> <li>• Progress trackers are available via OneDrive</li> <li>• Maximum 12 students per lesson</li> <li>• The cost of all places to the end of the half term in all programme/s enrolled will be deducted from credit regardless of student attendance</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed timetable with varied programmes structured on a half-termly basis</li> <li>• Book during the previous half term</li> <li>• Join at the beginning of a half term</li> <li>• Enrol student/s to one or more programmes, providing they do not clash</li> <li>• To ensure coverage of SoL whilst accommodating the different half-term durations, some programmes may vary in lesson numbers some weeks</li> <li>• Programmes are delivered as a fixed unit and individual lessons cannot be chosen</li> <li>• The price represents one place for one student in one lesson</li> <li>• Enrolment is made to the programme/s for the whole of the half term</li> <li>• Progress trackers are available via OneDrive</li> <li>• Maximum 12 students per lesson</li> <li>• The cost of all places to the end of the half term in all programme/s enrolled will be deducted from credit regardless of student attendance</li> </ul>

	<ul style="list-style-type: none"> <li>• Lessons will take place until the examination date</li> <li>• The cost of all places to the end of the half term in all programme/s enrolled will be deducted from credit regardless of student attendance</li> </ul>		
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### 3.2 Private provision

(Pay per group, per lesson. Customer chooses time and content. Students from paying organisation only)

Learning Programmes	Courses	Tute Go	Tute Extra
KS1 – KS4	KS4-KS5	KS1-KS5	KS1-KS4
Lessons built bespoke to target a school’s specific need for their students and to fill gaps in provision	A choice of subjects at GCSE, AS and A level with Tute teaching the whole specification in two years. Price for up to 5 students, extras: £995 each	Targeted programmes of lessons built as interventions to support enrichment, extension, catch-up and revision from KS2-KS5	Lessons covering a wide range of subject areas to enrich curriculum, to develop skills and knowledge beyond core subjects, and to foster in students a love and respect for learning for its own sake
<b>£100</b>	<b>£4975*</b>	<b>£90</b>	<b>£75</b>
<ul style="list-style-type: none"> <li>• Live lessons</li> <li>• Number of lessons determined by school</li> <li>• Wide range of subjects</li> <li>• Qualified teachers</li> <li>• Playback</li> <li>• Scheme of Learning</li> <li>• Progress tracker</li> <li>• Attendance data</li> <li>• Safeguarding</li> <li>• Spaces</li> <li>• Independent learning</li> </ul>	<ul style="list-style-type: none"> <li>• Live lessons</li> <li>• 2 lessons per week (<i>45 min GCSE, 60 min A level</i>)</li> <li>• 2-year course, billed annually</li> <li>• Qualified teachers</li> <li>• Playback</li> <li>• Scheme of learning</li> <li>• Progress tracker</li> <li>• Attendance data</li> <li>• Safeguarding</li> <li>• Spaces</li> <li>• Independent learning (<i>approx. 3 hours, more if needed</i>)</li> <li>• Homework</li> <li>• Assessment</li> <li>• Marked assignments</li> <li>• Progress reports</li> </ul>	<ul style="list-style-type: none"> <li>• Live lessons</li> <li>• Number of lessons determined by school</li> <li>• Core and exam subjects</li> <li>• Qualified teachers</li> <li>• Playback</li> <li>• Scheme of Learning</li> <li>• Progress tracker</li> <li>• Attendance data</li> <li>• Safeguarding</li> </ul>	<ul style="list-style-type: none"> <li>• Live lessons</li> <li>• Number of lessons determined by school</li> <li>• Various topics and subjects</li> <li>• Qualified teachers</li> <li>• Playback</li> <li>• Scheme of Learning</li> <li>• Progress tracker</li> <li>• Attendance data</li> <li>• Safeguarding</li> </ul>

<ul style="list-style-type: none"> <li>• Preferred lesson times, dependent on teacher availability</li> <li>• With notice (see terms and conditions), lesson times and dates can be changed, subject to Tute teachers' availability</li> <li>• Programme built on organisation's specific focus, providing that Tute has the expertise</li> </ul>	<ul style="list-style-type: none"> <li>• Preferred lesson times, dependent on teacher availability</li> <li>• Annual cost, deducted from credit in September</li> <li>• No outstanding credit if cancelled by customer</li> <li>• Additional students £995</li> <li>• Maximum 10 students</li> <li>• New students will be accepted to the end of the first half term, with the understanding that outcomes could be compromised</li> <li>• Any enrolments after October half term must be discussed and agreed first with Tute</li> <li>• Students are required to complete the independent learning activities to ensure that the specification content is covered</li> <li>• Organisations are responsible for:             <ul style="list-style-type: none"> <li>○ Ensuring access to a centre for the specific exam board</li> <li>○ Entering the student/s for the examinations</li> <li>○ Administering the examinations</li> <li>○ Ensuring completion of any non-examination assessment</li> </ul> </li> <li>• Progress trackers are available via OneDrive</li> <li>• Maximum 10 students per course</li> <li>• Lessons will take place until the examination date</li> </ul>	<ul style="list-style-type: none"> <li>• Preferred lesson times, dependent on teacher availability</li> <li>• With notice (see terms and conditions), lesson times and dates can be changed, subject to Tute teachers' availability</li> <li>• Learning objectives can be chosen from the available list, creating a bespoke programme of learning</li> </ul>	<ul style="list-style-type: none"> <li>• Preferred lesson times, dependent on teacher availability</li> <li>• With notice (see terms and conditions), lesson times and dates can be changed, subject to Tute teachers' availability</li> <li>• Schemes of learning are set, though lessons can be chosen to create a bespoke programme of learning</li> </ul>
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## 4 Processing data:

### 4.1 GDPR

- You (the customer) are the data controller, we (Tute) are the data processor
- Tute uses third parties also as sub-processors. Please see sub-processors policy [here](#)
- Please see Tute's General Data Protection Regulation (GDPR) policy [here](#)
- In line with this policy, Tute ensures that personal data is:
  - Treated fairly and lawfully
  - Obtained and processed only for specific and specified purposes
  - Adequate, relevant and not excessive
  - Accurate and up to date
  - Not retained for longer than necessary
  - Processed in accordance with the individual's rights
  - Held with appropriate levels of security
  - Not transferred abroad without ensuring adequate levels of legal protection

## 5 Contacting Tute

- Each Tute department is always on hand to help, please use the following contact details:

Tute Education Ltd 11 Ellice Way Edison Court Wrexham LL13 7YT		01978 359030
<b>Safeguarding</b> DSL – Vanessa Leach Deputy DSL – Phil Eastman	<a href="mailto:safeguarding@tute.com">safeguarding@tute.com</a>	
<b>Sales</b> e.g. enquiries about new products, subjects etc. Feel free to contact your usual Tute contact!	<a href="mailto:info@tute.com">info@tute.com</a>	
<b>Making a booking</b> e.g. sending in a booking form	<a href="mailto:booking.form@tute.com">booking.form@tute.com</a>	
<b>IT queries</b> e.g. issue with connection, testing, firewalls, equipment	<a href="mailto:support@tute.zendesk.com">support@tute.zendesk.com</a>	
<b>Finance queries</b> e.g. payment, invoicing, POs, balance queries, remittance advice	<a href="mailto:finance@tute.com">finance@tute.com</a>	
<b>Teaching and learning queries</b> e.g. quality of lessons	<a href="mailto:TL.support@tute.com">TL.support@tute.com</a>	
<b>Admin queries</b> e.g. scheduling, absence, reporting, timetable queries, login credentials etc	<a href="mailto:admin.support@tute.com">admin.support@tute.com</a>	