



Attendance and Cancellation Policy

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Date of Implementation: 23rd July 2025

Date of Review: 23rd July 2025 (reviewed annually)

1. Purpose

At Lexia Education Services, we are committed to providing high-quality, bespoke tuition support tailored to the unique needs of each student, particularly those at risk of disengagement from traditional schooling. This Attendance and Cancellation Policy outlines our procedures and expectations to foster a supportive and flexible learning environment.

2. Scope

This policy applies to all students and tutors engaged with Lexia Education Services.

3. Attendance Requirements for Students

3.1 Regular Attendance

- Students are encouraged to attend all scheduled tutoring sessions, as consistent attendance is vital for their educational progress and stability.

3.2 Flexibility with Punctuality

- Understanding that many of our students face unique challenges, we recognize that punctuality may not always be possible. If a student is experiencing difficulties that delay their session start time, we encourage parents or guardians to communicate this to the tutor or administration. Our goal is to provide understanding and support in these situations.

3.3 Reporting Absences

- If a student cannot attend a session, parents or guardians are requested to inform the tutor as soon as possible.

3.4 Late Cancellations

- Cancellations made with less than 48 hours' notice will still result in the tutor being compensated for the session. This policy reflects our commitment to valuing our tutors' time and preparation.

3.5 Non-Engagement Reporting

- If a student shows signs of non-engagement (e.g., consistent absences, lack of participation) for a period of one month, the tutor should make additional efforts to contact the internal team / their coordinator. Our team will reach out to the family and funding body to explore potential avenues for re-engagement. If no progress is made, we will cease the support for the student and notify the all parties.

3.6 Tutor Reallocation

- We will endeavour to reallocation the tutor as soon as another suitable referral becomes available in their local area, so that they are able to support another child and make a positive impact.

4. Attendance Requirements for Tutors

4.1 Commitment to Quality Education

- Our tutors are all very experienced, knowledgeable and committed to delivering the highest standards of educational support and are expected to attend all scheduled sessions punctually.

4.2 Reporting Cancellations

- Should a tutor be unable to attend a session for any reason, they must notify Lexia Education Services as soon as possible but at least **48 hours in advance**. Timely communication allows us to make necessary adjustments and ensures that students have time to process that the session will not be taking place.

4.3 Tutor Cancellation / Rescheduling

- If a tutor cancels a session at any point, they will not receive payment for that session.
- Tutors cannot be paid for any additional hours which are above the set allocated weekly hours. E.g. if a tutor cannot attend a session, they cannot bank / reschedule those unbilled hours for delivery in a following week(s).

4.4 Payment Policy for Missed Sessions by Students

- If a student is unable to attend a scheduled session due to their needs, the tutor will still receive full payment for that session. This ensures that our tutors are recognized for their commitment and expertise.

5. Attendance Record Keeping

- Attendance records will be maintained to track participation for both students and tutors. We will regularly review attendance data to identify patterns and provide appropriate support where needed.

6. Policy Review

- This policy will be reviewed annually to ensure its relevance and effectiveness in supporting our mission at Lexia Education Services to provide exceptional bespoke educational support.

7. Acknowledgment

- By engaging in programs at Lexia Education Services, both students and tutors agree to adhere to this Attendance and Cancellation Policy.

At Lexia Education Services, we value understanding, collaboration, and the individual needs of our students. Thank you for your cooperation in following this policy, which enables us to deliver effective and personalized educational support. Together, we can help our students achieve their learning goals.