

## FFT Tutoring: Cancellation Policy

September 2021



FFT Tutoring with the Lightning Squad (FFT-TWL) is a tutoring programme to improve reading skills for primary school pupils in Year 1 to Year 5. FFT is an approved Tuition Partner for the National Tutoring Programme (NTP).

A typical school using FFT-TWL for NTP will have 40 pupils participating in the tutoring with a full-time tutor working in the school for 6 weeks (30 daily sessions for each pupil, 30 minutes per sessions and 4 pupils in each session).

All schools using FFT-TWL as part of the NTP accept FFT's Tutoring Terms and Conditions which are available on the FFT website (<https://fft.org.uk/fft-tutoring-information/>). The FFT Tutoring Terms and Conditions cover the termination of the Agreement between the School and FFT to deliver FFT-TWL

This cancellation policy provides further information for schools about how FFT will manage any absence or cancellation of any tutoring sessions for FFT-TWL. FFT reserves the right to amend this tutoring cancellation policy. The latest policy will always be published on the FFT website (<https://fft.org.uk/fft-tutoring-information/>).

What happens if ....	FFT's management of the absence or cancellation with the school
A pupil is absent from a tutoring session (less than 24 hours notice/no notice from the school)	The tutoring will continue as planned for the other pupils in the session. The absent pupil will resume tutoring when returning to school.
A pupil is absent from tutoring for a longer period	For a long-term pupil absence, the school could decide to swap in a replacement pupil for the tutoring. Any replacement pupils will need to be approved by FFT and registered on the NTP Tuition Portal. Please talk to your tutor and contact FFT's tutoring team.
The school cancels a whole day of tutoring (or more)	If a School needs to cancel booked tuition, they must do so by emailing the FFT Tutoring Support team. A minimum of 24-hours' notice (before the agreed start time of the relevant Tuition) must be provided should a school wish to cancel booked Tuition. The missed tutoring will be added to the end of the planned tutoring period. This will ensure the completion of the relevant tuition block.
The FFT tutor is absent for a whole day of tutoring (or more)	FFT will contact the school ASAP and add the missed tutoring to the end of the planned tutoring period. This will ensure the completion of the relevant tuition block.
The school cancels all tutoring sessions for one day (or more), at short notice (less than 24 hours' notice), due to Covid19, resulting in either pupils not being in school or the school being closed.	FFT will use all reasonable endeavours to reschedule the tutoring (for example to add the day/days on to the end of the planned 6 week tutoring period).
The FFT tutor is absent for a period of time due to Covid-19	FFT will contact the school and reschedule the tutoring by adding on the tutoring missed to the end of the planned tutoring period. Where possible, FFT will provide an alternative tutor for the school.
The school cancels the entire tutoring programme before the tutoring has started (minimum 24 hours' notice)	The school will not be invoiced for any tutoring costs.

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<p>The school cancels part of the tutoring programme after the tutoring has started (minimum 24 hours' notice)</p>	<p>The school will be sent an invoice for the costs of the tutoring that had been delivered within the school.</p>
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<p>The National Tutoring Programme is cancelled by DFE/EEF</p>	<p>The school will be sent an invoice for the costs of the tutoring that had been delivered within the school.</p>
<p>There is government Covid-19 lockdown where schools have to close and tutoring cannot take place</p>	<p>FFT will discuss the options with the school which could include potentially moving some tutoring online, rescheduling the tutoring or cancelling the tutoring. If the tutoring is cancelled, the school will be sent an invoice for the tutoring that had been delivered within the school up to the point of cancellation.</p>