

# HAYUTIN

YOUR PARTNER IN EDUCATION

## WELCOME TO HAYUTIN

Thank you for choosing Hayutin for your student's educational needs. As every student has individual strengths and weaknesses, we believe strongly in the advantages of one-on-one instruction tailored to each student's ability, effort, learning profile and other time commitments. It is important for students to commit to regular attendance of sessions as well as to completing their assignments between sessions. Our goal is always to empower students by providing them with the tools needed to achieve and maintain appropriate academic goals, eventually growing to rely more and more on themselves, and less on their educator.

As a unified team approach promotes cooperation and mutual understanding, we encourage communication between parents, students and educators with regard to expectations and goals at school and at home. Any information that students and their families can obtain from teachers as far as strengths and weaknesses, past assignments and exams, missing assignments, and future projects always helps us to assist students with their current workload as well as to identify and address information gaps in their academic foundations. Because every child is unique, rates of progress vary. We are a process-based company with a skill-building focus and unable to guarantee grades or test scores.

### DESCRIPTION OF SERVICES:

We take great pride in offering students the very best in private tutoring, educational therapy, test preparation and independent study (homeschool). Our tutors are unique, gifted individuals trained to teach organization, time-management, and study skills as well as remediation, enrichment, and homework assistance in their chosen academic subject(s). Additionally, our team of trained educational therapists and reading/writing/math specialists are equipped with specific qualifications and programming to address more significant remediation needs. Our team of directors provides supervision to our educators and collaborates with families, schools, and allied professionals in support of our students.

### INTRODUCTORY PERIOD:

While we do not offer free interviews with educators, we encourage our students and families to consider the first one to three paid sessions as an introductory period. We realize that interpersonal chemistry and compatibility are necessary for a student to feel comfortable with an educator, which will in turn create an effective working relationship. Your feedback about our educator team is always welcome and appreciated. There is no minimum number of sessions required; therefore, you may decide at any time to terminate services and vice versa.

### PHONE CALLS/E-MAILS:

Despite the busy nature of our practice, we make every attempt to return phone calls and emails within 24 business hours. While many educators work on the weekend, our office is closed. We will respond to weekend calls and emails on Monday. We welcome communication by email, unless your concern requires immediate attention. Please call your educator directly with all scheduling calls, especially cancellations.

### CANCELLATIONS:

**Cancellations less than 24 hours prior to the scheduled session and any "no-shows" will result in a full charge.** As many of our educators have a waiting list for their time, frequent cancellations by a student may result in the loss of a designated time slot or necessitate switching to a "floating" hour, to be scheduled only as needed.

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We reserve the right to end sessions early or to discontinue services due to unlawful behavior, as well as oppositional, violent, disrespectful, disruptive or otherwise inappropriate behavior, or the threat of such behavior toward self, another student, Hayutin educator, or administrator. If individual sessions are cut short or canceled without 24 hours' notice due to emotional or behavioral issues, those sessions will be charged in full.

## **BILLING:**

Your Visa, Mastercard, or American Express will be charged every two weeks according to the hours your student was tutored and a detailed copy of your paid invoice will be sent to you by email.\* Please note that educational services are subject to interruption or termination should your credit card become invalid or expire and a new one is not provided upon request. Additionally, finance charges will apply to balances past 60 days.

In order to provide our clients with the best service possible, we offer several billable options in addition to the standard 60 or 90 minute instructional session. There is a one-hour minimum for in-person sessions while virtual sessions may be any length. Knowing that everyone's budget is different, we tailor your child's academic program to fit your needs; many families elect to pay for some of the following services, billable in fifteen-minute increments at the same hourly rate: extended session time (when an educator stays past the scheduled time slot); extended conversations/calls/emails with parents, students and teachers that exceed ten minutes; and editing time between sessions for papers and long-term projects. We encourage your maintaining open communication with your child's educator regarding your decision to authorize or pass on any of these options.

## **SESSION NOTES and VIRTUAL SERVER:**

You will receive session notes written by your child's educator via email every two weeks.\* We are easily able to share these notes, upon request, with other allied professionals on your child's support team. Upon activation, you will receive a log-in ID and temporary password for our virtual server along with detailed instructions on how to use the system. You will have access to your educator's contact information, your services and rates, and the archive of all past session notes and invoices (both of which will have been emailed to you every two weeks).

## **LIABILITY:**

We maintain general liability insurance, worker's compensation insurance, as well as professional liability insurance. All of our educators are W2 employees. We conduct live scan background checks via our Department of Justice account on our educators and follow up on their references. Most of our educators come to us by personal referral and all are responsible, trustworthy people. **For liability reasons, we do not allow educators to drive your child anywhere.** If there is a transportation problem, please call the office to discuss the options.

Thank you for taking the time to review our policies and procedures. We look forward to providing your student with the very best in educational assistance.

\*Invoices and session notes are sent as PDF attachments to emails from [do\\_not\\_reply@hayutineducation.com](mailto:do_not_reply@hayutineducation.com) every other Tuesday from our automatic system. Please add this as a Safe Sender.