PINNACLE LEARNING AND EDUCATION

BUSINESS TERMS

Services Offered

- We are a tutoring agency that offer tutoring services for GCSE, NAT 5, A-LEVELS, HIGHERS, ADVANCED HIGHERS AND IB.
- We also provide university admission services which include interview preparation, UCAS application and personal statement reviews.
- We offer a revision programme which is a 4-week, eight 90-min session.
- All the above services are for various subjects which can be accessed on our website.

Payments and Bookings

A. Tutoring services
- Payments are made via two methods.
1. Firstly, through our dynamic booking system, Setmore Appointment. Payments will be taken at the time of booking.
2. Secondly, a direct debit can be setup by client through a secure external provider called "go cardless".
- Clients can create individual accounts via the Setmore application, which can be accessed online or downloaded from app store or google play store. Once account is created, the clients have the ability to see all bookings, previous and current, cancel and reschedule bookings in accordance to terms and conditions.
- Once payments have been made, the client gets confirmation email which includes the date, time and tutor.

- Once all these are set up, the client will get 24 hour reminder before the session is to take place.
- These reminders are automatic via email or text messages if opted by client.

B. Revision Program
- This is made via stripe which is a secure payment platform.
- An email receipt will be sent immediately after payment as confirmation.
- Complimentary merchandise will be sent out 10-14 working days after payment is received with an email dispatch confirmation the day before it is sent out.
- A further email will be sent a week before the program is to commence which will state the details of the course and properly set the client up.

C. University Admission Services
- These are made via stripe our payment platform.
- Once payments have been made, the client gets

Practicality of Service

Tutoring Services

- All tutoring sessions are arranged through the Setmore Application, which is our preferred platform.
- Most services listed above are conducted virtually via Microsoft Teams, and communication with the tutor will also occur on this platform.
- Some sessions may be available as in-person tutoring with our educators.
- After booking a session, clients will receive a handbook and video tutorials via email, offering detailed instructions for setting up Microsoft Teams correctly.

Revision Classes
- Classes in the revision program will take place virtually through Google Classroom.

University Admission Services
- These services are provided virtually via Google Meet.

Rescheduling, Cancellations, and No-Shows

1.Tutoring Service (Both Online and In-Person Sessions)
- Any cancellations or requests to reschedule must be made with the tutor by sending a message on the team's channel or the PLE team staff via the email or phone number listed on our website at least two hours prior to the scheduled session.
- If a student does not attend a session within 15 minutes of the scheduled start time without notifying the tutor beforehand, the tutor has the right to cancel the session, and the student will still be charged. In this case, a new session will need to be scheduled. This policy applies to both online and in-person tutoring.

2. Revision Program
- Individual sessions in each revision class are refundable up to 24 hours before the class begins.
- Once a full course is purchased, there is a 14-day period to opt out and receive a refund, minus VAT.
- If a full course is purchased and the student misses (is a no-show) some classes within the program, those sessions will be non-refundable.

3. University Admission Services
- This is non-refundable
- Any refund request made by client will be dealt with on a case-by-case basis and is not subject to obligatory reimbursement.

> If the company cancels a session without a feasible reschedule date, clients will be reimbursed for any lessons or services that were not conducted.
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> Should a tutor fail to attend a session without prior notice (at least 24 hours in advance) and no rescheduling agreement is in place between the client and the company, the client will be refunded for the lesson or services that were missed.

Safeguarding and E-safety Policy

- Considering that the majority of our sessions are conducted virtually across various online platforms, it is imperative that all staff members are comprehensively trained and informed about our safeguarding policies.
- The safeguarding policies are outlined in a document available on our website.

Essential Guidelines for Pinnacle Learning and Education Data Protection

We collect and utilize only the data that is essential for the services provided to each specific client. This data is retained only as long as necessary and can be deleted upon the client's request. All third party applications and devices used for data collection and utilization are secured against unauthorized access and data loss. Furthermore, all employees are required to undergo training on GDPR policies to ensure compliance within the organization.

Our GDPR policy is comprehensively outlined in a document available on our website.