



Optimal Learning Learner Agreement

Effective Date: [Insert Date]

Provider: Optimal Learning ("the Tutor")

Parent/Carer: [Insert Name] ("the Parent")

Learner: [Insert Name] ("the Learner")

1. Nature of Services

1.1 Optimal Learning provides structured online tuition and academic support.

1.2 Optimal Learning is a private tutoring provision. It is not a school, college, or regulated educational institution and does not provide a full school curriculum.

1.3 The Tutor provides academic instruction and examination preparation support only. Responsibility for overall educational provision, regulatory compliance (where applicable), and exam entry remains with the Parent.

1.4 The Tutor does not provide medical, therapeutic, psychological, or statutory educational services.

2. Programme Structure

2.1 The standard programme consists of:

- Three (3) two-hour sessions per week
- Delivered online
- According to a pre-agreed timetable

2.2 Sessions are delivered through Google Classroom and associated approved digital platforms.

2.3 Places are limited and are allocated on the basis of structured, ongoing participation.

2.4 The programme is designed as a continuity-based tuition model. Educational progress and examination readiness are best supported through sustained engagement rather than intermittent attendance.



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3. Term Dates and Holidays

3.1 Optimal Learning operates to an annual schedule.

3.2 There are no half-term breaks.

3.3 The following holiday periods apply annually:

- Two (2) weeks at Christmas and New Year
- Two (2) weeks at Easter
- Four (4) weeks during Summer

3.4 Holiday dates will, where reasonably possible, align with standard school holiday patterns and will be notified in advance.

3.5 No tuition is delivered during scheduled holiday periods.

4. Fees and Payment

4.1 Tuition fees are charged monthly and calculated pro-rata according to the number of scheduled sessions within that month.

4.2 Fees are payable in advance.

4.3 Fees are non-refundable.

4.4 Payment secures a reserved timetable place, associated preparation time, and professional availability, whether or not sessions are attended.

4.5 The Tutor reserves the right to suspend sessions where payment has not been received in accordance with agreed terms.

4.6 The Tutor may review fees periodically. Any change will be notified in advance.



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5. Monthly Withdrawal

5.1 The Parent retains the right to withdraw the Learner from tuition at the conclusion of any paid month.

5.2 Withdrawal must be confirmed in writing before the commencement of the next billing cycle.

5.3 Fees already paid are non-refundable.

5.4 As places are limited and timetabled, the Tutor cannot guarantee availability should a Learner withdraw and later seek re-enrolment.

5.5 The programme is not designed as a casual or short-term service. Repeated withdrawal and re-entry may not be accommodated.

6. Attendance and Catch-Up Policy

6.1 The Parent must provide a minimum of forty-eight (48) hours' notice of any session cancellation.

6.2 No medical evidence is required.

6.3 Where at least 48 hours' notice is given, the Learner will be offered one (1) catch-up session per absence.

6.4 Catch-up sessions:

- May include other learners
- Are scheduled at the Tutor's discretion
- Cannot be exchanged for monetary credit
- Do not roll over indefinitely

6.5 Multiple contiguous missed sessions arising from a single period of absence shall be treated as one absence and qualify for one catch-up session only.

6.6 Where less than 48 hours' notice is given, no catch-up session will be provided.



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7. Parental Responsibilities

The Parent agrees to:

7.1 Ensure the Learner has:

- A functioning Google account
- Suitable computer equipment
- Reliable internet access
- A quiet and appropriate learning space

7.2 Support appropriate behaviour during sessions.

7.3 Ensure the Learner attends punctually.

7.4 Maintain up-to-date contact information.

7.5 Remain available during sessions where age or support needs make this appropriate.

8. Examinations and Learning Materials

8.1 Examination entry is the responsibility of the Parent.

8.2 The Parent must independently arrange registration with an appropriate examination centre.

8.3 The Tutor may provide guidance but accepts no responsibility for:

- Examination registration
- Deadlines
- Examination centre arrangements
- Administrative errors
- Missed entries

8.4 Examination fees are payable by the Parent.

8.5 Required textbooks, materials, and associated resources are payable by the Parent unless expressly stated otherwise.

8.6 The Tutor does not guarantee examination outcomes.



9. Functional Support and Consultation Services

9.1 Functional Support sessions and consultations are separate from tuition services.

9.2 Such sessions are arranged on a sessional and ad hoc basis.

9.3 Any associated functional medicine testing fees will be notified and agreed in advance.

9.4 These services form a separate agreement and fee structure from the core tuition provision.

10. Conduct and Platform Use

10.1 Sessions are delivered through Google Classroom and approved platforms only.

10.2 Recording of sessions without explicit written consent is prohibited.

10.3 Session links must not be shared with third parties.

10.4 Educational materials provided remain the intellectual property of the Tutor and must not be redistributed.

11. Safeguarding and Policies

11.1 Tuition is delivered in accordance with Optimal Learning's published policies, including:

- Safeguarding and Child Protection
- Online Safety
- Behaviour and Conduct
- Data Protection

11.2 By entering this Agreement, the Parent confirms that they have read and accepted these policies.



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12. Limitation of Liability

12.1 The Tutor provides professional educational services with reasonable skill and care.

12.2 The Tutor does not guarantee specific academic outcomes, examination grades, or progression results.

12.3 The Tutor shall not be liable for indirect or consequential loss.

12.4 Nothing in this Agreement excludes liability for death, personal injury, or fraud where such exclusion would be unlawful.

13. Termination for Breach

13.1 The Tutor reserves the right to terminate this Agreement immediately where:

- Fees remain unpaid
- Safeguarding boundaries are breached
- Serious misconduct occurs
- Behaviour places the Tutor or others at risk

13.2 In such circumstances, fees remain non-refundable.

14. Governing Law

This Agreement is governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Entire Agreement

This Agreement constitutes the entire understanding between the parties and supersedes any prior discussions or representations.



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Signed:

Parent/Carer: _____

Date: _____

Tutor (Optimal Learning): _____

Date: _____

Parent-Facing Compliance Summary

Optimal Learning operates under clear safeguarding, data protection, and professional standards. All staff are appropriately checked and qualified. Online learning is delivered through secure platforms with safeguarding protections in place. Families are supported through transparent policies, clear communication, and ethical practice.

Document Control:

Organisation: Optimal Learning

Review Cycle: Annual

Policy Owner: Principal Tutor

Registered Address:

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