

Nevy's Language Policies

The following are our policies for matching, student attendance, tutor attendance, lateness, tutor cancellations, tutor reporting and tutor performance.

Matching

- We match on a first come first served basis
- We match based availability and gender preferences.
- If you already have a student, and you would like another, we move on to the next tutor to get them a student first before coming back to give you your second student.
- We try to keep pairs together as much as possible. If you are already with someone and that student renews, you get priority to remain with them. Only if you decline to continue with them do we begin to find them someone else.
- If we have to rematch you, we will move down our list to the next available client who has the same availability and gender preferences as you

Student Attendance

- Students are allowed **three** absences per month (or set of sessions).
- After the third absence, we issue a reminder. If a fourth absence occurs, we cancel the sessions.
- As long as your submitting the attendance forms, we will be aware of their absences. There is no need to notify us by text or email that your partner was absent.

Lateness

- If your student is late by more than **15 minutes**, end the session and fill out the absence form. Please do not wait any longer or less than 15 minutes.
- Please do not text us that your partner is late. We do not reach out to students to notify them that they are late.

- Please don't be late to your sessions. We understand that your students might be late, and that might compel you to also be late, but tutors are expected to be on time. Your student's tardiness is becoming an issue, feel free to reach out to us.

Communication between Tutor and Student

- Please keep all scheduling and related matters to the team at Nevy's. Please don't cancel with your student directly or accept to reschedule if your student asks you. Always refer them to us.
- Please keep communication with your student to emails about homework and assignments. Feel free to ask for their email in the first session.

Tutor Cancellation

- Tutors are allowed **one** cancellation per month.
- Please fill out the Cancellation form as soon as you are aware of your absence. Please notify us as early as possible.
- If your cancellation is last minute, please text or email the Tutor Manager. Do not fill out the form.
- If there is more than one last-minute cancellation, we may have to remove a tutor from the program as there are always other tutors that are committed and waiting to be matched

Tutor Reporting

- Please complete the Attendance and Comment Form as needed after your sessions to share information about absences, Zoom issues and feedback. This is our way of monitoring your progress and staying connected to you.
- If there is anything that we need to raise with you, we will respond to the feedback form.

Tutor Performance

- We do not carry formal evaluations of your performance. We check in with students periodically to hear of any issues that need our attention. Should there be any issue, we will raise it with you.
- We monitor your performance through the feedback forms that you submit. If you do not hear from us, then you are doing well.