

Private Tuition Policies for Parents

Private Tuition

Term and closure dates are in line with Kspace International Preschool-Kindergarten terms. During seasonal school periods teachers must take annual leave, however we continue to offer many subjects for private tuition so your child may be able to continue study, possibly with another tutor. You will have the option to pause your tuition.

<https://www.kspacetokyo.org/main/international/term-dates.php>

Private lessons cannot be scheduled on closure dates at the school (please request calendar).

Sessions are generally booked and paid per full term or in blocks of 6 to 10 lessons in advance. In some cases Kspace may allow smaller blocks of sessions if leading up to the term end.

Classes are in units of a least 1 hr (academic based) or 30 minutes (music based).

Sessions begin on the hour and not usually after the hour i.e. we can schedule for 2.00pm/3.00pm etc, but not to start at 2.10pm, 2.20pm etc.

Payments & Attendance

Payments must be made in full prior to attendance please. Attendance Payment should be two weeks in advance of classes, or by the payment deadline marked on your invoice.

1. Private Tuition is not a flexible attendance programme. Tutor time is booked as far in advance as possible and sessions are for specific dates and set times. If students arrive late the missed period will deducted from the session, which will end at the agreed time.
2. Strictly 48 hours notice of cancellation must be given in writing please or the full session fee will be charged.
3. Private tuition fees cannot be refunded but can be credited towards another programme (within the same term preferably) if we receive at least two calendar weeks in advance written notice of cancellation.
4. If more than 48 hours notice is given of non-attendance (directly to Management or via email only) a make-up class within the term will be arranged and we work with parents to restructure. Please note that our teachers schedule for the make-up may differ to your regular lessons or a different tutor might be offered.
5. Please notify us at the beginning of the booking (or at least two weeks in advance) of your holiday dates. In this case we will not charge for absences. If you are travelling overseas, the student's classes can start once all householders follow our mid-pandemic health and travel policy.

Sickness Absence

1. Unfortunately we cannot give make-ups or refunds if less than 48hrs notice is given for absence due to sickness.

NOTE: If a child has a contagious illness the Tokyo Met. Govt. and Kspace policy for contagious illness and disease will be adhered to and dates must be restructured accordingly, with a fixed 'stay away' period. Please kindly pass all details of your child's illness to us as early as possible.

2. We cannot accept students at the school with fevers or those who become unwell inside the school. We advise parents to take household temperatures before attending.
3. You may be called to collect your child immediately if we observe signs of sickness - the lesson will terminate and your child will be isolated at the school until collected. The lesson fee may be charged.



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Tutors

1. We will assign a tutor or you may choose a tutor and the subject/topic of study. We will do our best to offer the tutor of your choice and work within the chosen times.
2. We cannot guarantee that your child will always have the tutor of their choice and many tutors have limited openings and are booked terms in advance. We will inform you of alternative available teachers who suits your child's needs.
3. We will do our best to offer continuity but we ask parents to understand that this is not always possible. Staff members have annual leave and must have the flexibility to take leave days and are occasionally off sick.
4. Occasionally we may need to change the time/day of your session. In this case we will do all that we can to give you notice and work with you to arrange a new session. You will not be charged for the lesson that is missed - but we will move the session fee to the newly arranged session. If you cannot reschedule, and it is due to Kspace cancelling, you will receive a service in lieu or the session fee refunded or credited.
5. In the event that a tutor leaves Kspace we guarantee that your child will still follow appropriate learning material and also work within the agreed curriculum for their subject. We will do all we can to inform you and give you the option to continue, cancel or transfer fees.

Reporting

Private tuition begins with a 60min to 120 mins paid observation and assessment. This results in a comprehensive written overview of the student's incoming level. Following this the tutor will pass feedback related to the content covered in either bullet or note form following each session.

We are unfortunately unable to organise any form of admissions style 'testing', interview role-play, or pass tutor comments and opinions related to admissions eligibility (and chances of success) for guest visiting students (non Kspace International School members).

There are no newsletters, videos, parent-teacher meetings or formal reports or PDF assessments produced for private tuition single or block sessions.