



529 Stewart Ave., Glen Burnie, MD 21061 • (410) 599-4129  
info@bridge2success.org • www.bridge2success.org

## Policy, Procedures, & Guidelines

We have outlined our policies, procedures & guidelines by which bridge2success conducts our tutoring sessions, including face-to-face, online, and telephone sessions.

### ***Parental Partnership***

- **bridge2success** tutors come alongside parents and guardians to build a bridge for children to their school education.
- Our tutors review material and, within reason, provide additional work that helps children successfully complete their school assignments and strengthen their academic foundation.
- Our parents give us information that will help the tutor build a bridge to their children.
- Our students are expected to complete reasonable assignments and put into practice our tutor's academic advice and study methods.

### ***Parental Supervision***

- Our tutors provide instruction under the direct supervision of parents or guardians in a safe environment.
  - We do not tutor our students when no parent or guardian is present during face-to-face home or online tutoring (for example, Skype, Face Time, etc.).
  - Exceptions may be made when the tutoring takes place (1) in a public arena, such as a library, community center, or a school as agreed upon by the parent or (2) in a classroom setting with a group of students.

### ***Scheduling***

- Customized tutoring schedule is outlined and agreed to on the **bridge2success** registration form.
- We work within your family's schedule.
  - We may accommodate schedule changes about a week in advance. Notify us by e-mail (info@bridge2success.org) or phone/text (410-599-4129).
- Cancellations should be made more than 24 hours ahead. Cancellations not made within 24 hours may be charged ½ single tutorial session.
- Tutoring sessions include the following:
  - Orientation – review teachers' instructions, preparation of assignment
  - Instruction (approximately 50 minutes) – work on assignment, review
  - Completion – outline progress and challenges

### ***Payment Policies & Fees***

- Initial meeting (consultation) is free of charge.
- Tutoring fees are outlined on the **bridge2success** registration form.
- Payments may be made in cash, check, credit card (on Paypal or in person).
- Checks returned due to insufficient funds will be assessed a \$35 fee in addition to the amount of the check.
- Receipts will be given digitally by e-mail within 2 business days.



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### *Confidentially*

- All matters of business (including financial arrangements, general tutoring arrangements) between **bridge2success** and our tutoring clients are held confidential.
- Any questions regarding finances, further tutoring opportunities, and any other related business should be directed to **bridge2success**. We want allow the tutors themselves to be free simply to provide the best possible educational assistance to you/your child.
- You understand that our tutors will receive only your and your child's name, address, email address, phone number, and academic-related background information to facilitate general tutoring logistics. No other information is shared with the tutor who works with you without your specific permission.
- Under no circumstances will any of the above information be shared with any other company or individual for any purpose without your specific, direct permission to do so.

### *Signatures*

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Parent's/Guardian's name (print)

Parent's/Guardian's signature

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**bridge2success** consultant's name (print)

**bridge2success** consultant's signature