

Parent Handbook

Sarah Beard is the founder of Dittas Tutors. Sarah started in the field of Dyslexia 26 years ago when her first child was 6 months old! During these years, Sarah has worked as a tutor and Dyslexia Specialist Assessor, run a dyslexia centre, and for 15 years she was the director of dittas limited, which trained over 300 teachers to become dyslexia specialists. Following an increased demand for online dyslexia support, she has recruited committed and experienced Dyslexia Specialist Tutors to be part of her team. These tutors are now ready to help your child achieve his or her potential, increase their self-esteem and use their unique dyslexia talents.



Our vision

Our vision is to provide dyslexia and dyscalculia support of the highest quality. We plan and deliver bespoke, structured and multisensory programmes for students from 6 years to 99 years!

We are passionate about teaching and supporting dyslexic students, and we aim to impart some of that passion to everyone we teach and support.

Our core values

Our reputation and that of our tutors is very important to us. We continually strive for the highest levels of professionalism and effectiveness. To achieve this, we focus our core values on students, parents and all stakeholders.

We:

1. Put your child and their learning requirements first
2. Deliver lessons that are individualised, multisensory and engaging to maximize learning
3. Provide support and encouragement on a personal level, to build confidence and self-esteem
4. Ensure that all our tutors follow a rigorous continuing professional development programme
5. Provide quality assurance and support for tutors and parents
6. Maintain an up-to-date working knowledge of educational developments relevant to the field of SpLD
7. Communicate with all stakeholders as and when necessary

What we do

For students and parents:

- We provide weekly one-to-one tuition sessions and school holiday tuition. Your child can take advantage of either one or both of these services, subject to tutor availability.

- Your child(ages 8-14) will have access to Wordshark online during their time with us.
- Your child can have access to a reduced fee for 'Touch-type Read and Spell' during their time with us.
- You will start by booking and paying for three trial lessons. It is important to us that your child is happy with their tutor before booking ongoing tuition.
- The Tuition Director, (Sarah), personally matches the tutor to your child based on your child's profile and needs.
- Sarah is at the forefront of quality control and regularly carries out lesson observations and team meetings.
- All tutors are dyslexia specialists and hold a Level 5 or Level 7 Certificate in teaching students with SpLD.
- In order to maintain our high standards and give you complete peace of mind, all of our tutors are selected through a comprehensive application process. The stages of the application include completion of an application form, confirmation of the DBS certificates and qualification certificates, an interview and selection task and finally, reference checks.
- We ensure tutors are supported and provided with resources to teach effective and engaging lessons.
- Sarah is readily available to discuss issues around your child's tuition and answer any questions you have in relation to student's schooling or specific needs.
- Sarah will contact you regularly to check on how you feel lessons are going and answer any questions you may have.
- We invoice you monthly and have a fair and transparent cancellation policy which is detailed in the lesson terms and conditions.

Fee

Please refer to the email sent to you with our current fees. We guarantee that once you start lessons, fees will not be increased for at least 12 months. We offer 30, 45, 50 and 60-minute lessons, subject to availability.

Trial lessons

Once matched with your tutor, you will be required to pay for four lessons in advance. These lessons will work as a trial, and you will be committed to no further lessons if you are not entirely happy. We will contact you after lesson 3 to see if you wish to continue.

It will be necessary, in the first session, to complete a teaching assessment so that an individualised, multisensory programme tailored to your child can be drawn up. The next two lessons will include a range of rapport-building activities alongside structured teaching, incorporating games to enhance learning and motivation.

Contract

Prior to starting tuition, all clients will be required to sign a contract agreeing to payments, cancellation terms and conditions and a notice period.

Payment

Once you have agreed to carry on you will be invoiced at the end of each month.

Please note that monthly invoices will be sent out around the first Wednesday of the month from a 'Tutor Bird' email address. It is recommended that you check your junk email if you haven't received your invoice within this period. We ask that invoices be paid promptly by the due date, and we will administer a late fee of £5 to any invoices that are more than 7 days late in order to cover any administration costs. If invoices are continually paid late, we will need to ask you to pay monthly in advance.

Stopping lessons

We require four weeks' notice to stop lessons. Once notice is given, we require all the remaining lessons to be paid in advance.

Parent / Carer Terms and Conditions

Cancellations

We operate a fair and transparent payment and cancellation policy.

You are able to book 1 sessions per term **in advance for planned absence** (with more than 48 hours' notice). **However, lessons cancelled with less than 48 notice are charged at full fee.**

If you need to request that your child's session is rescheduled, we will try to accommodate this, but if it is impossible then then the lesson will count as a cancellation.

Invoice queries

Tutors do not deal with payment or invoices, so any queries related to these need to be sent to info@dyslexiaservices.net

Regular Lessons

School holidays follow the Bromley Local Borough term dates, as shown below.

Autumn Term 2023	Tuesday 29 August – Friday 13 October (regular lessons will restart on Monday 4 th September)
	Half-Term Monday 16 October – Friday 27 October
	Monday 30 October – Tuesday 19 December
Spring Term 2024	Wednesday 3 rd January – Friday 9 February
	Half-term Monday 12 February – Friday 16 February
	Monday 19 February – Thursday 28 March
Summer Term 2024	Monday 15 April – Friday 24 May (Bank holiday 6 May)
	Half -term Monday 27 May – Friday 31 May
	Monday 3 June – Wednesday 24 July

If your child attends an independent school and you do not wish for them to attend until the 24th July, you will be required to use your 1 per term absence to book off a lesson.

Occasionally your tutor's half terms may be different to Bromley's. If they cannot work during this week they will inform you and the lessons will be cancelled. These will not count towards your termly allowance.

Cancelling lessons with late notice

If your child is unable to attend a lesson, please email your tutor. If your tutor doesn't reply please also inform Sarah at: info@dyslexiaservices.net

Please note that lessons cancelled **with less than 48 hours' notice or if the student does not arrive are subject to the full fee**, as your tutor will have planned that lesson and allocated the time.

Tutor absence

If your tutor is unable to teach at short notice, they will text you. If the absence is planned in advance you will be informed of this by email.

Contact with tutors

Each term your tutor will arrange a feedback session with you via Zoom to review your child's targets and progress and new targets will be set. If your tutor doesn't contact you about this please do ask them for a review.

Our tutors all have other primary jobs and most work in schools as teachers or SENCO, therefore we request that you do not expect them to answer lengthy emails between lessons. If you want to discuss your child's progress or ask a quick question, please do this during the last 5 or 10 minutes of the lesson. If there is anything you prefer to discuss in email between lessons or between your termly meetings, you may email Sarah on info@dyslexiaservices.net. Sarah will get back to you within 72 hours.

Resources

Prior to starting tuition, you ask you to purchase a small whiteboard and whiteboard pen. These are around £5 and easily available form Amazon.

Wordshark (for children 8-14)

You will be sent your own log in for your child to use Wordshark. You can choose to play any games or reinforce words between lesson. If you have requested homework for your child, your tutor will set work to be completed weekly. At times tutors may forget to set additional work for students, so do let us know if you require this.

Touch Type Read and Spell

We are able to offer our clients a discount on this programme. If you would like to take advantage of this, please contact us. The current fee is £6 per month.

Lessons

We ask that children work in a quiet part of the house with a good Wi-Fi connection. If you have poor Wi-Fi, you can purchase an ethernet cable from Amazon for about £15. This makes a secure connection to the modem/router without the need for Wi-Fi. Your child may benefit from using a headset with mic but this will depend on your device.

We like to make our lessons interactive, and this can only be achieved through giving students control of our screen to play interactive games and activities. Unfortunately, this is not possible if your child is using an iPad or Chromebook so we ask that your child uses a normal laptop or PC where possible. If this is not possible please let your tutor know so that they can plan their lessons accordingly.

If your child is in KS4 and receiving study skills support or coaching, the use of a chrome book is ok. Please discuss with us if they will be undertaking the lesson on an iPad.

Please make sure your child is prepared for the lesson and has all the items listed on the lesson checklist that is supplied. For reference, these include:

- ✓ Whiteboard
- ✓ Whiteboard pen
- ✓ Exercise book
- ✓ A black pen for dictation
- ✓ Coloured felt tip pen
- ✓ Any work that has been emailed to you
- ✓ Homework that has been completed
- ✓ Any resources that have been sent to you
- ✓ Headphones and mic (if you are using these)
- ✓ Details of how to log onto Wordshark or other programmes that you are using with your tutor

Additional purchases (optional)



Coogam Magnetic Letters 208 Pcs with Magnetic Board and Storage Box - Uppercase Lowercase Foam Alphabet ABC Magnets for Fridge Refrigerator - Educational Toy Set for Classroom Kids Learning Spelling

Buying for work? Discover Amazon Business, for business-exclusive pricing, downloadable VAT invoices and more. [Create a FREE account](#)

For primary age pupils it would be helpful to purchase the following from Amazon. This set is particularly good as the letter shapes are dyslexia

friendly and the child can make words using them on the magnetic board. You may need to replace the whiteboard or and pen we sent you after a while.

Your tutor may recommend other resources but these are of course optional.

Complaints procedure

We hope you are happy with the service provided but should you have a concern or complaint please discuss this first with your tutor. If you are not comfortable doing this or need to escalate the issue, please email Sarah at Info@dyslexiaservices.net.

Feedback

We welcome feedback so please send any feedback you have to Sarah. If you are happy with the service we would be very grateful if you could leave a reviews on google. <https://g.page/r/CQgKsqW5syDyEB0/review>.

All reviews will receive a £10 credit towards their lesson fee. Please email us to let us know you have left a review.

Other services we offer

We offer dyslexia and dyscalculia assessments for all ages. We also have a Speech and Language Therapist who offers Speech and Language Assessments and Speech and Language Therapy.

We can provide training for schools and workplaces around Dyslexia and other Specific learning Difficulties.

Referral schemes

If you recommend us to a friend you will receive one free lesson once they have completed ten lessons.