



english coaching & tutorials

Information & Registration Package



Welcome

Welcome to ESLplus English Coaching and Tutorials! At ESLplus we provide clients with quality one-on-one or small group coaching/tutorials.

This Information and Registration Package will provide you with all the information you need about our program. We encourage you to review the package, which includes guidelines, payment details, registration form, etc. If you have any questions or concerns please contact us by phone or e-mail as indicated below.

Thank you!

Director:

Irene Lardizabal

Tel: (905) 896-6949 Cell: (416) 884-9361

E-mail: admin@eslplus.ca

Note:

All Information included in this package is subject to change.

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english coaching & tutorials Guidelines

This list of guidelines is a very important tool of our program. It is a set of information for both clients and coaches/tutors to be used as reference from time to time.

Both international and local students are warmly received into our coaching/tutorial program and we value this opportunity of mentoring our clients. ESLplus recognizes that the learning it provides through our program needs to prepare all students for life in a global world.

Our aim is to **provide quality tutorial or coaching sessions best suited to the needs of our students**. We stress the importance of relevant, practical and interactive curriculum, designed by both student and tutor in manageable time periods.

introduction

Established in 2003, ESLplus is a private educational institution primarily for English as a second language (ESL) learners, and later evolved into a service provider for private tutorials for both residents and international students of Canada. ESLplus also offers Homestay Program, teacher training programs through the Academy of Teaching and Training, ESL camps for children ages 6-18, corporate training for companies and educational organizations, and resources/workshops for ESL teachers. Our staff is experienced, qualified and committed to achieving the learners' goals.

standard procedure

1. Client contacts ESLplus and provides his tutor/coach requirements.
2. ESLplus forwards this client information to the tutor.
3. The tutor contacts the client to discuss the details of the requirements, including hourly rate, length and frequency of sessions, etc.
4. Client pays **8 hours in advance** before any tutoring or coaching begins. Client mails the cheque or drop off his payment at our office (call or e-mail for appointment first!) This payment must be received by our office first before the tutor starts the sessions.
5. The tutor meets the client and begins the tutorials.
 - Student must sign the student-tutor contract form on the first meeting. (Parents sign on behalf of minors).
 - Tutor must record attendance and student signs each time they finish a session.
6. No new or renewing tutorial session occurs without the advanced payment from the client (every 8 hours in advance).
7. If the client decides to continue after 8 hours, payment must be received by ESLplus office first before any tutorial session occurs. The client has the option to send more than one post-dated cheques to ensure longer commitment from the tutor.
8. If the client decides not to continue, the last session should be the 8th hour of the package.

rules to follow by the student

The student must ---

1. Attend all scheduled tutoring sessions. If there is an emergency, the student must contact the tutor at least 48 hours in advance to cancel. Any missed session without the 48-hour notice is considered a PAID session and therefore cannot be made up next time.
2. Be prepared for all tutoring sessions. Bring a pen, a notebook, necessary textbooks, completed assignments, etc.
3. Complete all tasks agreed with the tutor before, during and after coaching sessions.
4. Come on time. The tutor will not extend or make up the time lost because of tardiness.

Student/Tutor Contract

This agreement is between:

Name of Student	
Name of Tutor	

We will:

- Attend all scheduled tutoring sessions. If there is an emergency, the student must contact the tutor at least 48 hours in advance to cancel. Any missed session without the 48-hour notice is considered a PAID session and therefore cannot be made up next time.
- Be prepared for all tutoring sessions.
- Complete all tasks agreed between us before, during and after coaching sessions.
- Come on time. The tutor will not extend or make up the time lost because of tardiness.

We understand that:

1. Regular tutoring sessions are to be established with the Tutor **before** the first meeting with set day(s), time(s) and location(s).
2. Both tutor and tutee agree to the **48-hour notification rule**. If a session needs to be canceled or changed, it is the responsibility of both parties to give notice 48 hours prior to the session. If more than one “no-show” takes place, it is at the discretion of the Tutor to terminate further tutoring sessions. No future tutoring sessions will take place until the student informs the ESLplus Director by e-mail (admin@eslplus.ca) to work out conditions.
3. Tutees requesting for more than one session a week may do so with the agreement of the Tutor. If more than one session is agreed to at the first meeting, this second session will also be considered a regular session with set day, time and location established in advance. Tutors have the option of not taking on a second session. Tutees also have the option of meeting with another Tutor for a second weekly session. The same rules and procedures will be in effect
4. Each Tutoring session lasts for **minimum one hour**. If the student requests additional time after the hour is completed, it is at the discretion of the Tutor to go beyond the minimum hour commitment.
5. Students are not permitted to e-mail papers for tutors to review. They may e-mail questions or a paragraph or a few sentences at most. It is then at the tutor’s discretion to respond to the e-mail request.
6. Students are to come to the tutoring sessions with assignments in hand, underway, and ready to work. Students who do not have an immediate written assignment to review with a tutor and would still like to meet should notify the tutor in advance (48-hour rule) and the tutor will prepare a number of areas to review with the tutee.
7. Both student and tutor are to show up **on time** for their meetings. Any student or tutor late for two sessions who have not previously notified the other party 48 hours in advance must contact the ESLplus Director by e-mail before continuing tutoring.
8. Students who have complaints about the tutoring process, tutors, or the program should direct these complaints to the ESLplus Director.
9. Tutors are not to write papers, do research, or execute the student’s assignment in any way. It is the student’s responsibility to do his or her own work.

10. Tutors are to set specific goals with students to work toward improvement. These goals are to be clearly identified and understood by both the student and the tutor. Tutors are to conduct appropriate review sessions with students if and when students do not have immediate assignments in order to maintain continuity with the tutoring process.
11. If the student wishes to make a formal complaint about the tutor or the sessions, he has to fill out the **Complaint Form**. The student will be contacted by the Director to discuss options based on the filed complaint.

This Agreement confirms an understanding between Tutor and Student participating in the ESLplus Coaching and Tutorials Program. The above procedures and terms are in effect for the length of the tutoring process. Should the terms be violated by either of the parties, the ESLplus Director reserves the authority to terminate the tutoring process. This Agreement is to be signed by both Tutor and Tutee, photocopied by the Tutor, and returned to ESLplus. Copies of the completed Agreement should be kept by both the tutor and student to refer to for future use.

STUDENT INFORMATION	
Full Name	
E-mail	
Phone number(s)	
Mailing Address	
Subject tutored in	
Age of student	
If minor, parent's names	
Number of agreed hours	
Days/Times	
Location	
Payment Mode	<input type="checkbox"/> Cheque (Payable to <i>ESLplus</i> . Mail this cheque to ESLplus office address). <input type="checkbox"/> Cash (Pay in person. Call or e-mail ESLplus for appointment).

TUTOR/ COACH INFORMATION	
Full Name	
E-mail	
Phone number(s)	
Mailing Address	
Hourly rate agreed with student	
Expected 8-hour advanced amount (add GST):	

We agree to abide by the rules set forth here. We agree to notify the ESLplus Director of any changes or modifications to this Agreement/ Contract. We further agree to notify the ESLplus Director of any problems related to this arrangement.

SIGNED:

Student: _____

Date signed: _____

Tutor/Coach: _____

Date signed: _____

Note to Tutor: Make copies of this contract for you and your student. Return the original contract to ESLplus. OR scan/e-mail to admin@eslplus.ca. Please do NOT fax.

prices

Package A: \$200 + tax (8 hours at \$25/hr) - Tutor is an experienced tutor.

Package B: \$240 + tax (8 hours at \$30/hr) - Tutor is a qualified, experienced tutor.

Package C: \$280 + tax (8 hours at \$35/hr) - Tutor is a qualified, experienced and certified tutor in the field.

Package D: \$360 + tax (8 hours at \$45/hr) - Tutor possesses post-graduate degree or equivalent, has over 10 years tutoring experience.

Note: Payment must be made every 8 hours in advance.

payment guidelines

The typical range of hourly rates of tutors vary between \$25 and \$40 an hour.

***To pay by cheque**, make it payable to *ESLplus*. Please add GST (5%) to the total amount. Please pay for **8 hours in advance**, renewable every 8 hours. Please mail your cheque to **ESLplus**, 4 Robert Speck Parkway, Suite 1500, Mississauga, ON L4Z 1S1. Your receipt will be e-mailed to you after your cheque has cleared

***To pay in cash** (please add GST – 5% -to the total amount), please call our office (905) 896-6949 to schedule an appointment. Our office hours is Monday to Friday, 10am to 3pm. Same address as above. A hard copy receipt will be issued to you upon receipt of your payment. (Exact amount please.)

***To pay online by credit card** (PayPal), please e-mail admin@eslplus.ca. You will receive easy-to-follow online payment procedure by e-mail. Please print out the receipt of your payment automated from PayPal. A 4% PayPal admin charge will apply on top of your total payment.

Note: The Tutor will not begin any 8-hour session package without advanced payment. Thank you.

refund policy

Full refund is available prior to 10 business days before agreed tutorial or coaching start date.

There are NO REFUNDS made within 10 business days of the agreed tutorial or coaching start date, during or after the tutorial period. The student has two options:

- (1) Request for another tutor. OR
- (2) Defer or postpone the sessions to a later time.

complaint form

STUDENT INFORMATION	
Full Name	
E-mail	
Phone number(s)	
Mailing Address	
Subject tutored in	
Name of Tutor	

Write your complaint below:

Actions you wish for ESLplus to consider: (check all that apply)

- Change my tutor as soon as possible
- Postpone my sessions to a later date.
- Talk to my tutor about my complaint.
- Arrange a meeting between me and my tutor, with the Director present.
- Other: (specify) _____

Best time to contact you:

- Anytime by e-mail
- By phone. Call me (write best day/time)

Please mail or scan/e-mail or drop off this form at:

ESLplus
 4 Robert Speck Parkway, Suite 1500
 Mississauga ON L4Z 1S1
 Tel: (905) 896-6949
 E-mail: admin@eslplus.ca
**Please do not fax this form. Thank you.*

steps to register:

- 1 Before registerin, make sure to **read this information package thoroughly.**
- 2 **Fill out the registration form.**
Note: Parents of minors need to fill out the form.
- 3 **Arrange for the full payment (cash, cheque, or online credit card payment).** Please note that no tutorial sessions will be confirmed until the payment has been received. Reminder: read the refund policy before paying!
- 4 Mail out, scan/e-mail or drop off the registration form and payment.
Our mailing address: ESLplus Inc., 4 Robert Speck Parkway, Suite 1500, Mississauga, ON L4Z 1S1 Canada
Our e-mail: admin@eslplus.ca
- 5 We will confirm your tutorial sessions by e-mail and send you an official receipt for the payment.

For further assistance, please do not hesitate to contact us.



ESLplus Inc.
 4 Robert Speck Parkway
 Suite 1500
 Mississauga, Ontario
 L4Z 1S1 Canada
 T (905) 896-6949

ESLplus Private Tutorials & Coaching Program REGISTRATION FORM

Please print clearly. Thank you. One form per student.

General Student Information			
Student First Name			
Student Last Name			
Gender (please check ✓)	<input type="checkbox"/> Male <input type="checkbox"/> Female	English name, if any	
Grade or Univ/ College year (if student)		Occupation (if adult)	
Complete address With postal code			
First Language		Other languages	
Family e-mail address		Student's e-mail address, if any	
Phone Numbers			
Father's name (if child)		Mother's name (if child)	
Tutorial Information			
Specify start and end of tutorial dates	From _____ to _____		
Type of tutorial requested (check one)	<input type="checkbox"/> Academic English for Grade _____ Specify weakness: _____ <input type="checkbox"/> General English or ESL: Specify your age: _____ <input type="checkbox"/> TOEFL Review (study materials not included in cost package) <input type="checkbox"/> IELTS Review (study materials not included in cost package) <input type="checkbox"/> Accent Reduction <input type="checkbox"/> Other: Specify: _____		
Preferred tutorial	<input type="checkbox"/> Mon <input type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat <input type="checkbox"/> Sun		

schedule	TIMINGS: _____ to _____		
Preferred Cost Package (check one)	<input type="checkbox"/> Package A: \$200 + tax (8 hours at \$25/hr) - Tutor is an experienced tutor. <input type="checkbox"/> Package B: \$240 + tax (8 hours at \$30/hr) - Tutor is a qualified, experienced tutor. <input type="checkbox"/> Package C: \$280 + tax (8 hours at \$35/hr) - Tutor is a qualified, experienced and certified tutor in the field. <input type="checkbox"/> Package D: \$360 + tax (8 hours at \$45/hr) - Tutor possesses post-graduate degree or equivalent, has over 10 years tutoring experience. <i>Note: Payment must be made every 8 hours <u>in advance</u>.</i>		
Preferred communication from ESLplus	<input type="checkbox"/> By phone, best time to call me <input type="checkbox"/> By e-mail <input type="checkbox"/> By snail mail	Check (✓) how you heard about ESLplus	<input type="checkbox"/> Flyer <input type="checkbox"/> Internet search <input type="checkbox"/> Google <input type="checkbox"/> Family/Friend <input type="checkbox"/> Other (pls specify)
Preferred place for tutorial session	<input type="checkbox"/> My home <input type="checkbox"/> My office <input type="checkbox"/> Library in my area <input type="checkbox"/> Other Write address below:	Check the student's level of English (Check one)	<input type="checkbox"/> Basic, almost zero <input type="checkbox"/> Beginner – some words, phrases, mostly spoken <input type="checkbox"/> Intermediate – can speak, read and write a little bit <input type="checkbox"/> Upper Intermediate – can speak, read and write well but wants to improve <input type="checkbox"/> Advanced – fluent in all skills but needs more work
Payment method preferred	<input type="checkbox"/> Cheque (<i>payable to ESLplus</i>) <input type="checkbox"/> Cash (<i>please pay in person</i>) <input type="checkbox"/> Credit Card – <i>online only + 4% transaction charge</i>	Questions? Comments?	

Payment should be made minimum 5 business days prior to your selected start date. Upon receipt of your registration form and payment we will e-mail your receipt (pdf format).
REFUND POLICY : Full refund if student cancels 2 business days before selected start date. There are NO REFUNDS after the 1st tutorial session. You may request for another tutor, or defer/postpone/make-up/cancel sessions as agreed with your tutor. If you do not show up or you are late on agreed tutorial session, time missed will be credited as attended session.

I agree to accept and follow the terms and conditions of ESLplus, as stated in the Guidelines.

Please sign: _____

OFFICE USE ONLY

Date received		Comments	
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PLEASE MAIL, SCAN/E-MAIL OR DROP OFF THIS FORM AT:
ESLplus Inc., 4 Robert Speck Parkway, Suite 1500, Mississauga, Ontario L4Z 1S1 CANADA
E-mail: admin@eslplus.ca
Note: Upon receipt of this form, we will begin searching for a suitable tutor for your requirements. You will receive an e-mail or a call within 10 business days to confirm tutor details. If the tutor's background is good for you, please pay for 8 hours in advance. The tutorials will begin as soon as we receive payment. An official receipt will be e-mailed to you. Please read our refund policy before issuing any payment.

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