Parent Policies Review Draft

These parent and student policies apply to academic and Islamic tuition, including online groups and approved home tuition. This review draft incorporates the latest programme arrangements and must be approved before use. Read it before completing the separate Policy Acknowledgement Form.

Registration and information

Complete the relevant registration form before allocation or booking. Provide accurate learner, contact, emergency, subject and exam board details. Registration does not guarantee a place or a particular tutor. Tell management about changes and relevant authorised contacts or restrictions.

Disclose relevant learning, disability, health, accessibility or safeguarding needs through the approved process. We consider support needs brought to our attention even before formal paperwork is complete. A formal diagnosis is not normally needed before support is considered. Relevant reports or a meeting may help us plan adjustments; tutors do not diagnose.

Fees and advance payment

WE DO NOT OFFER FREE TRIALS. All tuition and assessments must be paid before the booked lesson or agreed monthly payment period begins.

Use the business payment details supplied by Hikmah. Do not pay a tutor directly or arrange private lessons outside Hikmah with your allocated tutor. Contact Asad promptly about payment difficulties or discrepancies. Lessons may pause while a balance is outstanding. Any financial support or alternative payment arrangement requires management approval.

Monthly Islamic programmes

Children’s monthly fees are payable before the first lesson of the payment period. The £10 initial Islamic assessment is credited to the first month if the child enrols, or the first tuition payment for hourly adult learners. New starters joining partway through a month receive a proportionately reduced first charge, confirmed beforehand.

Normal monthly fees remain the same during ordinary school holidays and Eid closures. Children’s programmes close for Ramadan without a tuition charge for that closure; overlapping month fees are reduced proportionately. Summer continuation is optional and subject to tutor availability; payments pause if the child does not continue. Adult dates and holiday continuation are agreed separately.

Ending tuition

Regular Islamic tuition requires two weeks’ written notice. Management confirms the leaving date and final proportionate balance. For academic tuition, give written notice; lessons within the next 24 hours remain subject to the cancellation rules. There is no additional termination fee. These arrangements do not remove statutory cancellation rights.

Cancellations lateness and missed lessons

Give at least 24 hours' notice, including the learner name and lesson date and time. Rearrangement is subject to availability. With less notice, the lesson normally remains payable. The existing general online policy allows one late cancellation waiver per learner per academic year; it does not cover no shows or home tuition. Serious emergencies can be considered individually.

Tell the tutor promptly if running late. The tutor attempts contact after approximately ten minutes and may end the meeting after fifteen minutes if there is no response. If attendance is confirmed, only the remaining booked time is taught. A group learner more than fifteen minutes late may be refused entry if joining would disrupt teaching. Contact management about technical problems or lost teaching time.

Tutor absence and service problems

We try to arrange approved cover and inform the family. If suitable cover is unavailable, management confirms the replacement teaching or other appropriate remedy. The existing parent policy provides rescheduling and a free next equivalent lesson where Hikmah cancels without cover. Raise concerns about teaching or technical issues promptly so evidence from both sides can be reviewed.

Refunds and payment corrections

We do not offer discretionary refunds for a lesson that was properly delivered, or a cancellation that is validly chargeable under the agreed terms. Duplicate payments are returned; where an incorrect amount was paid, the excess is returned. An underpayment is reconciled with management. This does not restrict statutory cancellation rights or remedies for undelivered or non conforming services, which can include repeat performance, a price reduction or a refund where required.

Where statutory distance contract cancellation rights apply, the relevant information and cancellation route must be provided before booking. A request to begin teaching within that period is separate from general policy acknowledgement. Charging for teaching already provided depends on the applicable rules and required prior information and consent.

Conduct homework and support

Treat tutors, learners and staff respectfully. Do not bully, threaten, discriminate or share another learner's private information. Follow reasonable teaching and safety instructions. Serious or repeated misconduct may lead to removal, review or ending tuition, taking age, maturity and SEND into account.

Bring the agreed resources and attempt manageable practice honestly. Parents should encourage rather than complete work for the child. Tell the tutor if the work is unclear or unrealistic. Concerns can lead to adjustments, a learning plan or a meeting. No grade or completion date is guaranteed.

Online safety and communication

Use the agreed platform and keep joining links private. Google Meet is commonly used; some tutors use Teams or Zoom. Prepare a suitable learning space. Camera arrangements can reflect privacy, SEND, religious, technical or other reasonable needs, with learning and safety concerns discussed with management.

For under 18s, routine communication normally goes through the parent. Necessary direct learner contact includes a parent or Hikmah. Do not use secret or disappearing messages or personal social media contact with tutors. Do not secretly record, photograph or screenshot lessons. Approved recording requires the relevant prior permission and consent.

Approved home tuition

Home tuition takes place at the learner's home, subject to tutor availability and management approval. We do not currently operate a tuition centre. Agree the location, price, duration and any travel charge before booking. An approved responsible adult must remain present for an under 18. Use a suitable shared room, never a bedroom. The tutor must pause or leave if the agreed safety arrangements are not met.

Give at least 24 hours' cancellation notice. The online late cancellation waiver does not apply to home tuition. An agreed travel charge may remain payable if travel has begun. Tutors must not transport learners or make private financial or social arrangements with them.

Islamic education

Placement, pace and progression reflect assessed readiness. Parents support manageable practice and revision. Do not pressure a child to meet a guaranteed Qaida, Quran or Hifz completion date. Hifz includes new learning and revision. Raise curriculum or pronunciation differences respectfully.

The approved teaching framework is mainstream Sunni, with Hanafi practice where a consistent approach is needed and respect for recognised scholarly differences. Puberty and other age sensitive teaching follows the relevant parental consent process. Enrolment is not automatic consent to recordings, publicity or sensitive teaching.

Privacy

Information is used to arrange tuition, manage payments, review progress and provide support. Access is limited to those who need it. Do not send detailed school, medical or safeguarding reports through general feedback forms; management will arrange a suitable route. Necessary safeguarding information may be shared lawfully to protect someone. Ask management for the full privacy notice and applicable information rights.

Safeguarding concerns

Report concerns promptly using the established safeguarding procedure. A form is not required before an urgent concern is considered. In immediate danger call 999. If the concern involves one of the following contacts, direct it to the other.

- Aman Javed Designated Safeguarding Lead 07393 856123
- Asad Patel Deputy Safeguarding Lead 07882 572407

Complaints and feedback

Send formal complaints directly to Asad, including home tuition complaints. Include what happened, relevant dates, available evidence and the outcome requested. General feedback and tutor feedback use separate website forms and are not the safeguarding reporting route. Staff may also contact Asad directly about complaints.

The existing complaints procedure normally acknowledges a formal complaint within three working days and responds within fifteen working days, with delays explained. One internal review may be requested within ten working days of the outcome. Concerns involving Asad should go to Aman. Honest concerns must not lead to retaliation.

Policy acknowledgement

Read this document and ask for clarification before confirming agreement. Complete the separate Policy Acknowledgement Form. Parents should explain relevant expectations to children in an age appropriate way. This acknowledgement does not replace any separate consent required or remove consumer rights.

Contact

Asad Patel 07882 572407 | hikmahtutor1@gmail.com

Hikmah Tutoring Ltd Company number 17454942 Trading as Hikmah Tutors

Management review before issue

Approve the revised refund and programme wording, confirm the registered office and full privacy notice, and reconcile the existing late administration and additional no show charges before issuing enrolment terms. Those charges have not been introduced into this review draft. This internal review paragraph must be removed from the approved parent edition.

Legal references checked for this draft: Consumer Rights Act 2015 sections 54 to 56; Consumer Contracts Regulations 2013 regulations 29 to 36. This draft is for review rather than a declaration of legal compliance.