Learning MATTERS
Fostering universal skills for learning and life

Learning Matters Procedure for Student Absences

Purpose:
Learning Matters is committed to quality education. We are aware that at times students may not be able to attend sessions for various reasons. To clarify expectations in terms of communication and any potential credits the following will be taken into consideration.

Scope:
This policy covers and directs transparency of information for all parents and educators of Learning Matters, however, it is to be acknowledged that Learning Matters reserve the right to use their discretion when dealing with individual cases of absence.

Directive:
The following is the expectation in the case of a student non-attendance at a session.

Absences

1-1 or Zoom Sessions
It is the parent's responsibility to inform the student's educator directly via email or phone. One option to have the session completed at an alternative date or time will be given by the educator, provided, notice of the absence was given at least 4 hours prior to the session. No credits will be issued. All students enrolled in 1-1 sessions will be entitled to a maximum of 2 catch up sessions per year, should they be absent from a session.

When an educator cannot teach a session (due to sickness or other event), students may be taught by another Learning Matters Educator. Where this cannot be accommodated, this session will be credited to their account.

Group Sessions
All students enrolled in group sessions in cases of absence be they planned or unplanned will be entitled to one credit for an unattended session per year. Provided at the time that the credit is requested, the account balance is up to date and that at least 4 hours notice was given.

When an educator cannot teach a session (due to sickness or other event), students may be taught by another Learning Matters Educator. Where this cannot be accommodated, this session will be credited to their account.

No credits will be applied to accounts unless the account is either up to date (paid two weeks in advance) or has been paid in full for the semester or year.

Signature: