

Memorandum of understanding (Terms of Service)

This document lays out the expectations between Language Up and its clients upon agreeing to begin a course of tutoring or mentoring together. Upon agreeing to begin a course of language tutoring or mentoring, Language Up Ltd, including its directors and employees, commits to:

1. Delivering the full number of session hours as advertised/agreed for each course.
2. Promoting good progress and outcomes for all session participants, which includes adapting tutoring and mentoring to suit the needs of individual participants.
3. Planning and delivering well structured and engaging sessions.
4. Communicating respectfully, effectively and in a timely manner by email with clients.
5. Being a role model in conduct for all session participants, by behaving professionally at all times.
6. Recognising and being honest about when the input that a tutee or mentee may need is outside of the scope of what we can provide and making thoughtful onward recommendations.
7. Giving as much notice as possible when a session needs to be cancelled or postponed, but not less than 48 hours in advance. In the event of tutors' sudden illness, we will make every effort to rearrange the session or offer a refund on the affected session(s).
8. Giving appropriate proportional refunds when a session cannot be rearranged or when clients are not informed within 48 hours' notice.
9. Recording all Zoom calls with participants under the age of 18 for safeguarding purposes, and not sharing these with anyone except in the event of a safeguarding concern, and deleting these after 180 days.
10. Reporting concerns about the safeguarding or emotional wellbeing of minors participating in sessions to a parent/guardian or other appropriate body.
11. Keeping up-to-date records of tutee/mentee progress and lesson content.
12. Keeping valid DBS certificates for all mentors and tutors and producing these for checking when required.
13. Discussing the progress of individuals with no one but the individual themselves (unless explicit permission granted) or (for minors) with their parent/guardian. In addition, we can never guarantee a level of progress or grade that a participant will receive in the context of exam preparation.
14. Responding to all complaints according to the company complaints procedure on the policies page of the website.

In turn, clients of Language Up Ltd, including tutees, their parents/guardian, and mentees agree to:

1. Communicate respectfully with Language Up Ltd mentors and tutors, in email communication or during sessions.
2. Behave appropriately during Zoom sessions, including following Language Up Ltd's Zoom etiquette guidance available on the policies page of the website
3. Give at least 48 hours' notice if a mentee or tutee is not able to attend a session, and forgo a refund or rescheduling if Language Up is not informed more than 48 hours in advance.

4. Pay for courses or individual sessions by the date indicated on the invoice (which is usually 15 days from the issue date of the invoice).
5. Raise concerns and complaints in a timely, respectful and constructive manner, and follow our complaints procedure as outlined on the policies page of the website.

Document last updated: August 2024. Update required: August 2025.