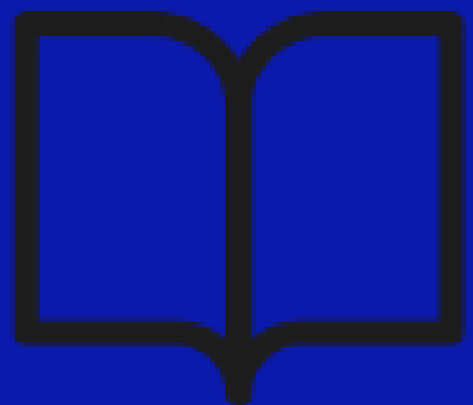


SUPPREE  TUITION

STUDENT HANDBOOK

ACADEMIC YEAR 2026-2027



Dear Parents and Students,

Hello, and a very warm welcome to Suppree Tuition.

I'm so pleased to have you with us, and I'm looking forward to being part of your learning journey. Thank you for choosing Suppree Tuition to support you. We know that choosing a tutor or tuition provider is an important decision, and we really value the trust you have placed in us. Our aim is to make sure that you feel supported from the very beginning and that you always have the encouragement, guidance and challenge you need to make progress.

When I first started Suppree Tuition, it was simply a one-tutor project. I had a vision of creating something that felt different: a place where students could receive high-quality education while also feeling genuinely supported, understood and encouraged. Over time, that small idea has grown into a wider community of tutors, students and parents, and it means a great deal to me that you are now part of it.

At Suppree Tuition, we believe that great tuition comes from a combination of commitment, care and professionalism, but also from making learning something to look forward to. We want our lessons to be engaging, purposeful and enjoyable, and we want every student to feel that their tutor is genuinely invested in helping them succeed. If something does not quite work as expected or if you feel you need a little more support, please tell us. Whether it is something small or something more significant, your feedback is important to us. It helps us understand what our students need and allows us to continue improving the experience we provide.

This handbook contains the key information you will need to get started with Suppree Tuition. It is designed to be your first point of reference if you are ever unsure about how something works, from how your sessions are organised and where to find your resources, to how you can contact us if you need support.

Although the handbook contains most of the information you will need, you can always contact me directly by phone or WhatsApp if you have a question, need some help, want to discuss scheduling, or simply want to share a success. I'm always happy to hear from you, and I want you to feel that there is a real person behind Suppree Tuition who is there to support you.

Thank you again for choosing Suppree Tuition. We're delighted to have you with us, and I hope this is the beginning of a really positive and rewarding learning journey.

Wishing you every success, and welcome to the Suppree Tuition community.

With thanks and excitement,

A handwritten signature in black ink that reads "Jack Suppree". The script is fluid and cursive, with the first letters of "Jack" and "Suppree" being capitalized and prominent.

Jack Suppree

Founder & Principal, Suppree Tuition

Table of Contents

Communication

Who to contact	2
Suppre Tuition WhatsApp Support Line	4

Instructional Guides

Google Meet	5
Google Classroom	7

Premium Tier Features *PREMIUM*^{TIER}

Introduction to Premium Tiers: Bronze, Silver & Gold	9
Recommended Tasks	11
Monthly Progress Reports	13

Policies and Procedures

Cancellation and Rescheduling Policy	14
Late Arrival Policy	16
Payment Policy	17
Complaints Procedure	18

Frequently Asked Questions (FAQs)	19
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Who to contact

Your Tutor

Your tutor is your primary point of contact for all lesson-related queries and academic support. You can reach them via email at:

[Initials].supreetuition@gmail.com

(For example, jb.supreetuition@gmail.com)

Tutors aim to respond promptly, typically within 24 hours, and often sooner especially if your message is sent shortly before your scheduled session.

Safeguarding Notice:

In the interest of safeguarding, tutors are not permitted to share their personal phone numbers with parents or students. While we understand that email may feel unfamiliar to some, parent and student feedback consistently shows that it becomes second nature very quickly. If you experience ongoing difficulties with email communication, please let your tutor know or contact Jack directly for additional support.

Contact details can be found on the next page.

Communication

Who to contact



Jack Suppree

Principal, Manager & DSL



Becca Lloyd

Head of Tutors & Operations Lead

General Support and Enquiries

- Administration
- Payment queries
- Safeguarding concerns
- Formal or permanent lesson changes
- Feedback and complaints
- General enquiries
- Request tuition for an additional subject.

Suppree Tuition WhatsApp Support Line

- Urgent or time-sensitive issues
- Very short-notice cancellations
- Sickness or emergency cancellations
- Safeguarding concerns
- Problems joining a lesson
- Issues that need resolving during a lesson



07356 052 445



07356 230 465



j@suppreetuition.com
management@suppreetuition.com



bl.suppreetuition@gmail.com



Jack and Becca form Suppree Tuition's Safeguarding Team and are available to support you with any safeguarding concerns or worries. They can be contacted using the details above or via safeguarding@suppreetuition.com.

Read more about the WhatsApp Support Line on the next page.
Please note that for messaging we operate on WhatsApp only.

Suppree Tuition WhatsApp Support Line

We have a dedicated WhatsApp Support Line to help with short, urgent and time-sensitive queries. This allows us to respond quickly to issues that need attention before or during a lesson, while keeping other enquiries organised through the appropriate channels.

When should I use the WhatsApp Support Line?

The WhatsApp Support Line should be used for short, time-sensitive queries, including:

- Difficulty joining an online lesson
- A quick clarification about a lesson time
- Letting us know that a Student will be joining a lesson late
- Very short-notice cancellations
- Sickness or emergency cancellations
- Immediate issues that need resolving before a lesson starts

The Support Line is monitored daily and is particularly active between 5:00 pm and 7:00 pm, when many lessons are taking place.

Who should I contact?

Please use the WhatsApp Support Line for short and urgent queries only. During the main support hours. Jack may be teaching and unable to respond promptly. Using the Support Line allows another member of the team to assist you as quickly as possible.

If you are unsure who to contact, please contact Becca and she will direct your query to the appropriate member of the team.

WhatsApp Support Line Details - 07356 230 465 (WhatsApp messaging only)

When messaging, please include your name and a brief description of your query so that we can assist you as quickly as possible.

For anything that is not urgent or time-sensitive, please continue to email your tutor so that your query can be dealt with appropriately.

Google Meet

How to Join Your Google Meet Session

Step 1: Open Your Email

- Go to your email inbox (Gmail, Outlook, Yahoo, etc.).
- Look for an email from Suppreet Tuition. Staff emails will look like:
 - o Joe B – SUPPREET TUITION
 - o Or, jb.supreetuition@gmail.com

Step 2: Find the Google Meet Link

- Inside the email, click the link that looks like:
<https://meet.google.com/...>

Step 3: Sign In (If asked)

- You may be asked to sign into a Google account.
- Use any free Gmail/Google account, or log in with your existing one.
- Alternatively, you can join as a guest by entering your display name. If you choose this no login is required.

Step 4: Allow Camera & Microphone

- If this is your first time using Google Meet, your browser may ask for permission to use your camera and microphone.
- Click “Allow” so your tutor can see and hear you.

Step 5: Check Settings & Join

- A preview screen will appear before joining.
- Make sure your camera and microphone are turned on and that you are in an appropriate setting to learn!
- Click “Join now” to enter the session.
- You may be required to wait for your Tutor to accept you, this is normal. Contact the WhatsApp Support Line if you are not accepted a few minutes after your scheduled session start.

Troubleshooting tips can be found on the next page.

Google Meet

Troubleshooting Tips for Google Meet

1. Link Doesn't Open

- Copy and paste the link into your browser (Google Chrome works best).
- Make sure there are no extra spaces when pasting.

2. No Sound or Video

- Ensure your microphone and camera are not blocked.
- Check your computer settings (search “Camera” or “Microphone”) and allow access.
- Confirm your device volume is up and camera isn't covered.

3. “You Can't Join This Meeting” Message

- This usually means the link was entered incorrectly.
- Double-check the link from your email.

4. Slow or Freezing Video

- Move closer to your Wi-Fi router.
- Close other apps or tabs that are using the internet.

5. Black Screen or No Response

- Refresh the page.
- If that doesn't work, close your browser and reopen it.

Still Having Issues?

- Email your tutor immediately to let them know about the delay. Tutors have IT training to help troubleshoot Google Meet problems.
- You can also contact the Suppre Tuition Support WhatsApp Line for extra help. Staff monitoring this line will inform your tutor of the issue.



Google Classroom

Your Virtual Learning Hub

Google Classroom is Suppreet Tuition's Virtual Learning Environment (VLE) and sits at the heart of your learning experience.

It's an online space where all key resources, lesson materials, and Recommended Tasks are stored in one organised location, easy to access whenever you need them.

Why We Use Google Classroom

- **Centralised Resources:** Your tutor will upload session notes, worksheets, revision guides, and any additional materials that will support your progress.
- **Ongoing Access:** Everything is stored in an organised, logical structure so you can revisit important information anytime.
- **Improved Communication:** Tutors may post announcements, reminders, or links to helpful resources.
- **Parent Access:** Parents are welcome to join too! Simply ask your tutor for an invitation link.
- **Resources are uploaded in the "Classwork" section and neatly organised by topic, exam unit, or theme, so you always know where to find what you need.**

Steps for joining the Google Classroom can be found on the next page.



Google Classroom

Steps for joining your Google Classroom

After your first session, your tutor will send an email with a joining link. You'll need a Google Account (which you can create for free using either a Gmail address or a non-Gmail email).

Step 1: Open the Email from Your Tutor

- Look for an email titled "Join Your Google Classroom".
- Inside, you'll find a link that looks like this:
- <https://classroom.google.com/c/...>

Step 2: Click the Join Link

- Click the link in the email.
- It will open in your web browser (Google Chrome is recommended).

Step 3: Sign in to Your Google Account

- You'll be asked to sign in to a Google account.
- If you don't have one yet:
 - Create a free Google Account using your current email (e.g., Outlook, Yahoo):
 - Create an Account

Step 4: Confirm and Join

- Once signed in, a pop-up will appear saying "Join Class".
- Click the blue "Join" button.
- Once joined, bookmark <https://classroom.google.com/> for quick access.

Need Help?

If you have any difficulty joining the Google Classroom, please contact your tutor or the WhatsApp Support Line and they'll guide you through the process.

Introduction to Premium Tiers



All students start on the Bronze Plan, which is perfect if you're confident studying independently but want a little extra support.

From there, you can choose to upgrade for more guidance and tailored support:

Bronze Tier

- 50-minute tuition session
- Email access to your tutor
- No additional extras
- (Starting plan – £0)

Silver Tier

- 60-minute tuition session (additional 10-minutes)
- Email support
- Weekly Recommended Tasks with written feedback
- Mock and external exam testing
- (+£2.00 from Bronze)

Gold Tier

Includes everything in Silver, plus:

- Monthly progress report
- Bi-monthly 1:1 strategy meeting with your tutor (15 minutes)
- Personalised exam timetable
- Priority booking during busy times
- Enhanced refer-a-friend discounts
- (+£2.15 from Silver or +£4.15 from Bronze)

Introduction to Premium Tiers

Key things to know

- All students begin on Bronze automatically.
- You can upgrade at any time in blocks of at least four weeks.
- Students having weekly sessions are eligible for the Gold Tier only.

If you're unsure which tier is right for you or want to upgrade, just reach out and we'll help you choose.

Please visit our website to find further information and the Terms and Conditions.

Recommended Tasks

A Key to Long-Term Success

Recommended Tasks are one of Suppree Tuition's signature techniques and a favourite among parents and students. These short, complimentary weekly tasks are set by your tutor at the end of each session to reinforce learning, strengthen understanding, and develop independent study habits, an essential skill for university and beyond.

Although these tasks are optional, years of data show that students who consistently complete their Recommended Tasks make the greatest progress and achieve the strongest exam results.

What Do Recommended Tasks Look Like?

RTs vary to keep learning dynamic and engaging. They can include:

- Exam-style questions to build exam confidence
- Consolidation worksheets for practice
- Revision-focused requests (e.g., summarising a topic)
- Creative tasks such as mind maps or short essays

Tutors always consider the student's level, ability, and qualification when setting RTs to ensure they are appropriate and beneficial.

Where to Find Recommended Tasks

- RTs are posted weekly in the "Stream" section of your Google Classroom.
- They follow this format:

Recommended Tasks – [DATE]

1. Description of the task...

This structure makes them easy to identify and helps students track the latest tasks while building a bank of extra activities they can revisit when they want to study but need direction.

Recommended Tasks

Submitting Completed Work

- Once completed, work can be sent to your tutor via email for feedback.
- STEM subjects: Tutors may attach a mark scheme to the RT so students can self-mark - a great skill for independent learning.
- Other subjects: Tutors may request submission via email and provide feedback using a What Went Well (WWW) and Even Better If (EBI) format.

Deadlines & Feedback

- While we encourage completion before the next session, there is no official due date as these tasks remain optional.
- They can be sent for feedback at any time but please note that feedback response times may be longer during peak exam seasons.

Monthly Progress Reports

Monthly Student Progress Reports

Gold Tier students benefit from Suppree Tuition's flagship Student Progress Report, one of our most significant quality assurance and feedback initiatives. Designed to provide clear, consistent insight into every learner's progress, these reports represent a key part of our commitment to transparency, accountability, and measurable results.

What Are Student Progress Reports?

Every month (after every four sessions), students and parents will receive a formal-style progress report that includes:

- Topics covered during the period
- Key achievements and strengths
- Personalised recommendations for improvement
- Tutor comments to celebrate wins and highlight next steps
- This structured feedback ensures that parents stay informed, and students have actionable guidance to drive independent improvement.

When Will Reports Be Sent?

Reports are issued between the 25th and the last day of each month via email to both parents and students. If you would like additional recipients to receive these reports, please contact your tutor, who will arrange this for you.

How to Use the Feedback

- Students should review the report carefully and come prepared to discuss feedback during their next session.
- Parents are welcome to email their tutor with questions or clarifications.
- Tutors can answer quick queries at the start of a child's session if necessary.

Please note: To maintain focus on teaching time, complimentary parent meetings are not offered unless pre-approved by a member of the Senior Leadership Team.

Cancellation & Rescheduling Policy

We appreciate that unexpected situations can arise and sometimes lessons need to be cancelled. To respect both your time and our tutors' schedules, we have a clear and fair cancellation policy in place.

Notice Period for Cancellations

- Please give at least 24 hours' notice if you need to cancel or reschedule a lesson.
- The more notice given, the better. This helps tutors manage their timetables and potentially offer the lesson slot to another student.
- If you are aware of future absences, such as holidays or events, please let your tutor know as early as possible.
- Lessons are normally expected to continue throughout school holiday periods unless you give us notice in advance that you wish to pause or cancel sessions.

Last-Minute Cancellations

If a lesson is cancelled with less than 24 hours' notice, or a student does not attend their scheduled lesson without notice:

- The first late cancellation or no-show each academic term will not incur a cancellation fee as a gesture of goodwill.
- Any subsequent late cancellations or no-shows during the same academic term will incur a cancellation fee equal to the full lesson fee.

Tutors are required to contact students approximately 24 hours before your lesson to confirm attendance, a response within one hour informing them that you wish to cancel your session will be accepted and will be treated as meeting the notice requirement, even if this is less than 24 hours before the lesson.

Cancellation & Rescheduling Policy

Rescheduling at Short Notice

- Requests to reschedule sessions with more than 24 hours' notice are free of charge.
- If you need to move a lesson with less than 24 hours' notice, we will make every effort to accommodate your request.
- Where your tutor has suitable availability to rearrange the lesson to another time during the same week, this can be arranged for a £10 administration fee instead of the cancellation fee.
- Please note that rearranged lessons cannot be guaranteed and are dependent upon your tutor's availability.
- If your tutor has no alternative slots that week and you subsequently do not attend your regularly scheduled session, this will be treated as a no show and you will be required to pay the cancellation fee equal to the full lesson fee.

Illness and Emergencies

- We understand that genuine illness and unexpected emergencies can happen. Cancellations due to genuine illness will not normally incur a cancellation fee, and we simply ask that you provide as much notice as possible.
- Where we identify a recurring pattern of late cancellations due to illness or emergencies, we may contact you to review this flexibility. In such circumstances, additional conditions or charges may apply in accordance with our Cancellation Policy.

Regular Cancellations

If we identify a pattern of frequent cancellations, even where more than 24 hours' notice is provided, we may need to review your regular lesson slot. In some circumstances, the slot may be released and offered to another student.

We will always discuss this with you before any changes are made.

Full Cancellation Policy

This section provides a summary of our Payment policy. The full policy is available on our website and forms part of our Terms and Conditions.

Late Arrival Policy

We understand that when starting out, students may need time to adjust to joining online lessons. During this initial period, tutors (where possible) will be flexible with session timings to ensure that students get their full session time.

However, after the first few sessions, and as tutors operate on a strict schedule, lessons will start and end at the scheduled time. If a student joins late, the session will continue for the remaining time only. Unfortunately, extra time cannot be added as this would impact other students' lessons.

To make the most of your tuition, please aim to log in five minutes before your lesson so you are ready to start on time.

Policies and Procedures

Payment Policy

Payment for each tuition session must be made within 24 hours of the session concluding.

If payment has not been received within this timeframe, we will send a payment reminder to the email address we hold on file.

If payment remains outstanding by the time the next scheduled lesson is due to take place, we may cancel that lesson until the outstanding balance has been settled.

Repeated Late or Missed Payments

Where payment has not been received within the required 24-hour period on four or more occasions within any rolling two-month period, we may take further action.

Depending on the circumstances, this may include:

- Where payment has not been received before the next scheduled lesson, we may cancel that lesson and apply a late payment penalty. The penalty will be the full lesson fee plus a £10 administration charge.
- Requiring four tuition sessions to be paid for in advance each month before further lessons take place.
- Suspending tuition services until outstanding balances have been cleared or, where appropriate, terminating tuition services altogether.

Where advance payment has been made and tuition is subsequently suspended or terminated, any unused credit will be refunded in full.

We will make every reasonable effort to communicate with you before any of these measures are implemented. However, you remain responsible for ensuring that payments are made within the required timeframe, regardless of whether a reminder or further notification has been received.

Full Payment Policy

This section provides a summary of our Payment Policy. The full Payment Policy is available on our website and forms part of our Terms and Conditions.

Complaints Procedure

We take concerns seriously and aim to resolve them quickly, fairly, and confidentially. Please follow these steps:

Type 1: Complaint about a Tutor

If your concern relates to a tutor, contact Jack Suppree (Principal Tutor) via email or WhatsApp. Include details such as the student's name, the tutor's name, relevant dates, and a description of the concern. Alternatively, email: feedback@suppreetuition.com

Type 2: Complaint about the Principal Tutor

If your concern involves Jack Suppree (Principal Tutor), please contact Becca (Head of Tutors & Operations Lead). She can be reached through the Suppree Tuition WhatsApp Support Line or via email. Becca will review your concern impartially and, if needed, involve another member of the senior team or an outside organisation to resolve the issue.

Response Times and Escalation

We aim to acknowledge complaints within 2 working days and provide an outcome within 10 working days. If you are not satisfied, you may request an escalated review by another senior leader. All complaints are handled confidentially and logged for quality assurance.

Contact details for the senior leadership team can be found on page 3.

Frequently Asked Questions (FAQs)

WHAT TO BRING FOR MY FIRST SESSION?

Be in a quiet, comfortable space with a stable WiFi connection. Have a notepad ready to take notes, and bring any resources or exam questions you want to discuss.

HOW ARE SESSIONS SCHEDULED?

We assign a fixed weekly lesson slot that suits both you and your tutor. Consistency helps both parties plan effectively.

CAN LESSON TIMES BE CHANGED?

Yes, simply contact your tutor to arrange a new time that works for both of you.

DO I NEED ANY SPECIAL EQUIPMENT

You'll need a laptop or tablet with a stable internet connection. For STEM subjects, a tablet and stylus may be used if available, but they are not essential.

ARE THERE ANY HIDDEN FEES?

No. All fees are included in the lesson price unless otherwise stated.

DO YOU HAVE A REFER A FRIEND SCHEME?

Yes! You'll get 20% off your next session when someone signs up using your name.

IS THERE AN OPTION FOR IN-PERSON SESSIONS?

Most tutoring is online due to tutors being nationwide. Some local tutors may offer in-person lessons, usually with a small additional fee. Contact your tutor or the senior leadership team to discuss.

WHAT IS WIFI CAUSES ISSUES DURING THE SESSION?

Tutors are trained to troubleshoot connection problems. If the tutor's connection causes issues, sessions may be extended or extra time added next lesson. If your WiFi is the problem, tutors will handle it fairly on a case-by-case basis.

GET IN TOUCH

www.supreetuition.com
hello@supreetuition.com
07356 052 445

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