

Tutoring Sessions Policy

At LGS, tutorings differ from traditional classes as they offer a space where teachers provide personalized support and guidance to students. Instead of following a rigid teaching structure, tutorings are designed to meet the individual needs of each student, giving them the chance to address their questions, delve deeper into challenging topics, and receive specific guidance to enhance their learning.

If the student needs support from the course teacher, there are three types of assistance available:

- **Cerebritto Plan Tutoring:** Students can opt for the Cerebritto plan to have access to a weekly one-on-one tutoring session. These tutoring sessions are live video calls with the course teacher and last up to one hour.
- **Additional Tutoring:** Students also have the option to purchase additional tutoring sessions as needed. These additional tutoring sessions can be purchased at any time, regardless of the student's current study plan. Refer to the "**Additional Tutoring**" section of this policy for more details.
- **Email or Google Chat Consultations:** These are short, specific queries that do not require a detailed explanation. They can be conducted via email or Gmail Chat using the institutional email. This type of support is available to all enrolled students, regardless of their study plan.

Nature of Tutoring

Tutoring sessions are designed to clarify doubts, provide support from the teacher with materials, reinforce lesson topics, and practice skills to enable students to complete assignments and quizzes independently. Students should come to tutoring sessions with a clear idea of what they want to work on with the teacher. This may include questions about the lessons they wish to reinforce or engage in practice to further develop their knowledge. Tutorings have a maximum duration of one hour, which cannot be extended or changed without school authorization.

For students enrolled in the English program or those who wish to improve their language skills, it is important to note that the tutoring sessions are not specific English language classes. However, the tutor can reinforce vocabulary, correct pronunciation, grammar, and other language aspects, but these will be focused on the course content.

It is essential for students to arrive at tutoring sessions having read the relevant lessons in advance to work effectively on those topics with the teacher. Otherwise, the teacher will continue to focus on the previous topic. The effectiveness of the tutoring sessions depends on the student's preparation and willingness to tackle new topics during the session.

During tutoring, teachers provide support to students as follows:

Elementary School:

- Assist students in clarifying doubts about previously read lessons.
- Students may request help with the assignment of the current unit and elaborate it along with the teacher. However, the teacher does not provide the assignment answers.

Middle and High School:

- Can help students clarify doubts about lessons previously studied at home.
- Students may request additional tools and materials for completing the current assignment. However, the teacher will not help the student to develop the assignment.
- The student can request practical activities to develop with the teacher and reinforce their skills.

Criteria for Scheduling a Tutoring

- Tutorings must be scheduled by the student using the institutional email. If scheduled using a personal email, the tutoring session will be canceled.
- Tutorings are not cumulative. If a student does not schedule their tutorings within the week, they cannot be accumulated for the next week. Additionally, if a student cancels a tutoring without a valid justification, it cannot be rescheduled.
- Tutoring must be scheduled at least 24 hours in advance.
- The student must specify the doubts or topics to be addressed in the session.

Tutoring Scheduling Process:

- Request the "Tutoring Schedule" link from the course instructor through your SSR or directly from the teacher.
- Once the link is obtained, the student selects the date and time that best suits them according to the teacher's availability. Then, the student must complete the requested information, including first name, last name, email (which must be the institutional email), course, and topics to be discussed in the consultation. To finish, click on 'book'.
- Upon scheduling the consultation, the student will receive an email confirmation of the tutoring session they scheduled.

Tutoring Attendance:

- Students must connect punctually for the scheduled tutoring.
- The teacher will wait a maximum of 15 minutes for the student to connect. After this time, the session will be closed, and the tutoring session considered as completed, and will not be recovered.
- As LGS uses Big Blue Button for these sessions, it is recommended that participants use a computer for better compatibility. Students should connect to the tutoring using a computer that meets the minimum requirements outlined in our [Requirements for Technology and Internet Access Policy](#).
- LGS recommends that students keep their cameras on during tutoring sessions for better interaction with the teacher.

- Students should connect from a noise-free and distraction-free environment to focus on the tutoring.
- Students participating in a tutoring session must adhere to our [Student Code of Conduct](#).

Cancellation of Tutoring Sessions and Sanctions

Cancellation by the Student

Students can cancel scheduled tutorings following these parameters:

- With a minimum notice of 24 hours and report it to the teacher via email or Google Chat.
- In cases of unforeseen circumstances or emergencies, immediately notify the teacher or SSR.

Sanctions

Failure to cancel the tutoring according to the above parameters may result in the following sanctions:

- **First instance of non-attendance and failure to cancel:** Warning notification for non-compliance with tutoring attendance.
- **Second instance of non-attendance and failure to cancel:** Second warning for non-compliance and notification of potential program change.
- **Third or subsequent instances:** Change to Homeschool program for 2 months. After this period, the student may switch back to a tutoring program, subject to availability.

Cancellation by the Teacher

The teacher may cancel tutoring sessions in the following cases:

- When the student schedules the session using a personal email instead of the institutional email.
- When the student schedules more tutoring sessions than allowed according to their study plan.
- When the student reserves more than one session per day without a valid justification.
- When the student with a homeschool plan schedules tutoring sessions on the teacher's tutoring calendar.

Additional Tutorings

Students or their representatives can purchase additional tutoring sessions at any time according to their needs. The cost of these sessions should be confirmed with the Payments Department. Payment is made per tutoring session, with a maximum of two additional tutoring sessions per week, in addition to the student's regular plan sessions. To purchase additional tutoring sessions, the student or representative must contact the Payments Department and

request the desired number of sessions. For more information see [Additional Services Purchasing Policy](#).