

Student Success Centre

Tutoring Appointment Agreement

MaKami College strives to support student success. The resources in the Student Success Centre (“SSC”) are offered to every MaKami student at no charge and are, therefore, in high demand.

The student acknowledges and agrees:

1. To provide notice of cancellation or rescheduling of any tutoring¹, within twenty-four business hours of the scheduled session(s), either by email (tutor-edm@makamicollege.com), in person at the SSC² or calling at 780-4683454 ext. 221.
2. To be on-time for tutoring. If the student is fifteen minutes late for tutoring, we have the right to cancel your appointment and re-assign the tutor to another duty. The student will be considered a no-show.
3. To come prepared for tutoring. This includes studying course materials and completing any quizzes or assignments beforehand.
4. For all practical tutoring and examination, the student must bring a participant (anyone over sixteen years of age) and sheets.
5. Breaking of any of the above SSC policies will result in one of the following, chosen by the student:
 - a. Suspension from booking tutoring for thirty (30) days.
 - b. Tutoring will be suspended after three "no-show no-calls", repeated cancellations, repeated rescheduling or lack of participation. Tutoring will be reinstated by contacting the Learning Strategist.
6. No tutoring will be booked during scheduled class times. If the student wishes to have tutoring on a day that class is scheduled with a special circumstance, student will need to have a conversation with a Learning Strategist to get approval.
7. In the case of a tutor’s absence or change of schedule, students with scheduled tutoring will be notified by email of the absence or schedule change. Students will be given the option of rescheduling with another tutor around the same time of their originally scheduled session or rescheduling to another day.
8. To have the most effective tutoring session, it is recommended that you arrange childcare. In the event you are not able to arrange childcare, children over the age of 5 are permitted in the SSC. Please note you will need to notify to the SSC if you are going to bring your child to the tutoring

9. session so arrangements can be made. **During the tutoring session, the primary caregiver must provide direct supervision over the child.**
10. At the end of your tutoring session, we would like you to fill the tutor evaluation form. The information from this form, helps us to ensure the tutoring service is effective.

Due to the high demand for tutoring, it is imperative that students attend their sessions. By doing so ensures this valuable resource is effectively managed and all students are receiving the support they require. Thank you for your understanding and cooperation.

¹ Tutoring includes one-on-one tutoring sessions, practical examinations and exam rewrites/review.

² An exception may be made to those who can present valid documentation excusing their absence.

³ A missed session is a late-cancelation or no-show to a scheduled session.

⁴ Class begins at 8:30am sharp and ends at 4:00pm.