



Branches Learning Tutoring Policy

The Branches Learning Tutoring Policy outlines clear expectations for scheduling, attendance, and communication between families and tutors. It emphasizes consistent participation, notice for cancellations, and accountability for missed sessions to ensure steady academic progress. Overall, the policy promotes respectful collaboration and open communication so students, families, and tutors can work together effectively.

Scheduling Expectations

Tutoring sessions must be scheduled within **three business days** of tutor assignment. Once scheduled, that time is reserved exclusively for your student, supporting consistent progress and effective planning.

No-Shows & Missed Sessions

A student is considered a **no-show** if:

- They do not log in within the first **15 minutes** without prior notice.
- Their **camera remains off** for the entire session (per [Camera Policy](#)).

Guidelines

- One no-show is excused.
- After one no-show, the student receives a **one-week scheduling pause**.
- Continued no-shows result in removal from the program for **one semester**, with eligibility to return the following semester.

Make-ups: Missed sessions may be made up only if the tutor has availability and the parent provides 24-hour notice.

Technical Issues: Internet or device problems are not excused absences. Tutors wait up to 15 minutes before marking a no-show. For tech issues, call **323-955-0114**.

Cancellation Policy

Branches Learning follows a **24-hour cancellation policy**.

24-Hour Window: Families may cancel or reschedule without penalty.



Under 24 Hours

- The session is marked as a **late cancellation** and counted as used.
- Families receive **one free late cancellation per semester**.
- Additional late cancellations count as used sessions.
- After two late cancellations, the student enters a **one-week probation** with no sessions.
- Continued late cancellations result in removal for **one semester**, with the option to

Consistency & Program Participation

Regular attendance is required for academic progress. If scheduling stops:

- Tutors will reach out.
- If there is no response, the student will be **disenrolled**.
- Reactivation may be requested at **info@brancheslearning.org** (a different tutor may be assigned).

Partnership & Communication

Clear communication helps us support your student. Please respond promptly to tutor messages. For scheduling help or attendance questions, contact your tutor via email or email **info@brancheslearning.org**.