



Blue Ridge Sponsored Tutoring: Attendance, Cancellation, and No-Show Policy

Blue Ridge sponsors tutoring through Branches Learning and reserves tutoring time in advance for participating students. Because tutoring spaces are limited and Blue Ridge pays for reserved sessions regardless of student attendance, consistent participation is required.

The purpose of this policy is to ensure that sponsored tutoring spaces are used consistently and remain available to students who can participate.

Definitions

Excused Cancellation:

Cancellations made **12 hours or more** before a scheduled tutoring session are considered *excused*. The session may be made up if the tutor has availability; however, a makeup session is not guaranteed.

Unexcused Cancellation:

Cancellations made **less than 12 hours** before a scheduled tutoring session are considered *unexcused*. These sessions will not be rescheduled.

No-Show:

A *no-show* occurs when a student does not attend a scheduled tutoring session and fails to provide notice of the absence.

Cancellations

- **First unexcused cancellation:**

If a parent cancels a session with less than 12 hours' notice before the scheduled time, it will be recorded as an unexcused cancellation. The session will not be made up and will be counted as one of the four free sessions per month. The family will receive a reminder of the attendance policy.

- **Second unexcused cancellation:**

The student will lose their recurring tutoring time and will be removed from the current tutor's roster. All scheduled sessions will be removed. The parent/guardian may request to resume Blue Ridge-sponsored tutoring after 30 calendar days by emailing info@brancheslearning.org. Please do not re-enroll the student directly. Return to tutoring will be based on available space and is not



guaranteed. If space is available, Branches will assign an available tutor, which may differ from the student's previous placement.

- **Any additional cancellations after reinstatement:**

The student may lose eligibility for Blue Ridge-sponsored tutoring for the remainder of the school year unless Blue Ridge administration approves an exception.

- **Excused cancellations:**

If a parent cancels a session with **at least 12 hours' notice** before the scheduled time, it will be recorded as an *excused cancellation*. The session may be made up if the tutor has availability; however, a makeup session is not guaranteed. If excused cancellations become frequent, Blue Ridge may release the student's recurring tutoring time so that the space can be offered to another student.

No-Shows

- **First no-show:**

The no-show will be excused. The missed session is forfeited and cannot be rescheduled and will be counted as one of the four free sessions per month. The family will receive a reminder of the attendance policy.

- **Second no-show:**

The student will lose their recurring tutoring time and will be removed from the current tutor's roster. All scheduled sessions will be removed. The parent/guardian may request to resume Blue Ridge-sponsored tutoring after 30 calendar days by emailing info@brancheslearning.org. Please do not re-enroll the student directly. Return to tutoring will be based on available space and is not guaranteed. Branches will assign an available tutor and schedule based on current availability.

- **Any additional no-shows after reinstatement:**

The student may lose eligibility for Blue Ridge-sponsored tutoring for the remainder of the school year unless Blue Ridge administration approves an exception.

- **Pattern of Missed Sessions:**

Blue Ridge may also review a student's tutoring placement when there is a pattern of missed sessions, including a combination of cancellations, no-shows, or other absences that result in the student's reserved tutoring space being regularly unused.

Reinstatement and Availability



A student who loses a reserved tutoring time is not guaranteed placement with the same tutor on the same day or time or immediately upon requesting reinstatement.

Reinstatement is subject to:

- available tutoring capacity;
- Blue Ridge approval;
- the student's ability to attend consistently; and
- any other program requirements established by Blue Ridge or Branches Learning.

Students returning after an attendance-related removal may be placed on a waiting list if no tutoring spaces are available.

Administrative Exceptions

Blue Ridge administration may make exceptions when circumstances warrant them, including emergencies or other significant events outside the family's control.

Exceptions will be considered on a case-by-case basis. Blue Ridge administration retains final discretion regarding continued participation in sponsored tutoring.