



BUILDING CONFIDENCE

ACHIEVING POTENTIAL

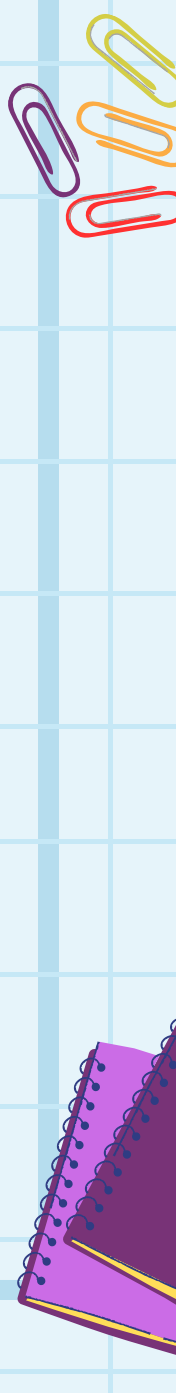
PARENT HANDBOOK

Information · Policies · FAQs

2026/2027

Contents Page

Welcome	1
Communication	2
Meet your Tutor	3
About Love 2 Learn	4
Weekly Lessons	5
Mock Tests	6-7
Revision Week	8-9
Behaviours & Expectations	10
Parking	11
Payment & Attendance	12
Illness Policy	13
Medicines Policy	14
Safeguarding	15
Collection of Children	16
Special Educational Needs	17
Compliments & Complaints	18
FAQs	19
Contact Details	20
Thank you	21
Parent Agreement	22



Welcome



Welcome to Love 2 Learn!

Thank you for choosing Love 2 Learn to support your child's learning journey

My aim is to provide a friendly, encouraging and supportive environment where children can grow in confidence, develop their skills and enjoy learning.

This handbook contains important information about lessons, behaviours, policies and procedures.

Please keep it for future reference

COMMUNICATION



Before you message...

Please check the following first:

- ✓ This Parent Handbook
- ✓ Mock Test Information
- ✓ Revision Week Information
- ✓ Terms & Conditions
- ✓ Frequently Asked Questions

Many common questions are answered in
these documents.



I always aim to reply to messages
within two working days.

MEET YOUR TUTOR



Fully Qualified
Teacher

Over 20 years of
experience

Enhanced DBS

Heather

My Teaching Philosophy:

Every child can succeed with the right support, encouragement and belief. My aim is not only to improve children's academic abilities but also to build confident, resilient learners who enjoy coming to lessons and believe in themselves. I celebrate effort as much as achievement and work hard to create a nurturing environment where every child feels valued, challenged and inspired to do their very best.

ABOUT LOVE 2 LEARN

SMALL GROUPS

Small class sizes
mean every child
receives
individual
attention

QUALITY RESOURCES

All resources are
carefully
selected and
provided

FACE TO FACE

A more
personal and
individualised
feel to teaching

SUPPORTIVE ENVIRONMENT

A positive, calm
and freindly
space where
children feel
safe to learn

BUILDING CONFIDENCE

We celebrate
progress and
encourage a
growth mindset



WEEKLY LESSONS



Lessons take place at my home in Westgate



Class sizes are small groups of 8-9 pupils



Each lesson lasts 1 hour



£16 per week



Payment to be made termly, in advance



All resources are provided. Children may bring a small bottle of water.

MOCK TESTS

WHAT TO EXPECT



TIME

9.00am - 12:30pm



COST

£40



WHAT TO BRING

A drink and a snack (no nuts or products containing nuts)
Grapes must be cut in half.



PAPERS & STATIONARY

All will be provided



A detailed results paper will be emailed within 7-10 working days

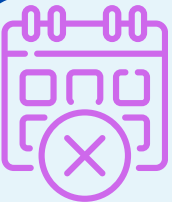
MOCK TESTS

POLICIES



PAYMENT

Payment is due one week before the Mock Test.



CANCELLATION POLICY

As places are limited, the following applies:

More than 48 hrs before the Mock Test	50% refund
Within 24 hrs of the Mock Test	No refund (fully chargeable)
No show on the day	No refund (fully chargeable)



TEST PAPERS

Mock Test papers remain the property of Love 2 Learn and cannot be taken home or given to parents or pupils

REVISION WEEK

WHAT TO EXPECT

SESSION TIMES
(Monday-Friday)



MORNING
9.00am - 12:30pm

AFTERNOON
2.00pm - 5:30pm

Your allocated session will be confirmed when booking



COST £199 (£205 from the 1st of November)

WHAT TO BRING



All resources are provided. Your child may bring a drink and a snack (no nuts or products containing nuts). Grapes must be cut in half.



A Mock Test will take place on either the Thursday or Friday.

A detailed results paper will be emailed within 7-10 working days

REVISION WEEK

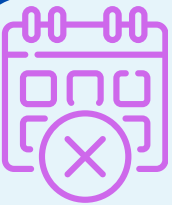
POLICIES



PAYMENT

£35 deposit is made payable immediately to secure your child's place.

The remaining £160 (£170 price increase) balance is due two weeks before Revision Week begins.



CANCELLATION POLICY

As places are limited, the following applies:

Deposit	Non-refundable
More than 1 week before the Revision Week	50% refund (minus deposit)
7 days or less before the Revision Week	No refund (fully chargeable)
No show on the day	No refund (fully chargeable)



TEST PAPERS & RESOURCES

All resources remain the property of Love 2 Learn and cannot be taken home or given to parents or pupils

BEHAVIOURS & EXPECTATIONS

To ensure everyone can learn and feel confident, we ask all children to:



BE RESPECTFUL

Treat others with kindness and respect



LISTEN CAREFULLY

Listen to instructions and each other



WORK POSITIVELY

Try your best and stay on task

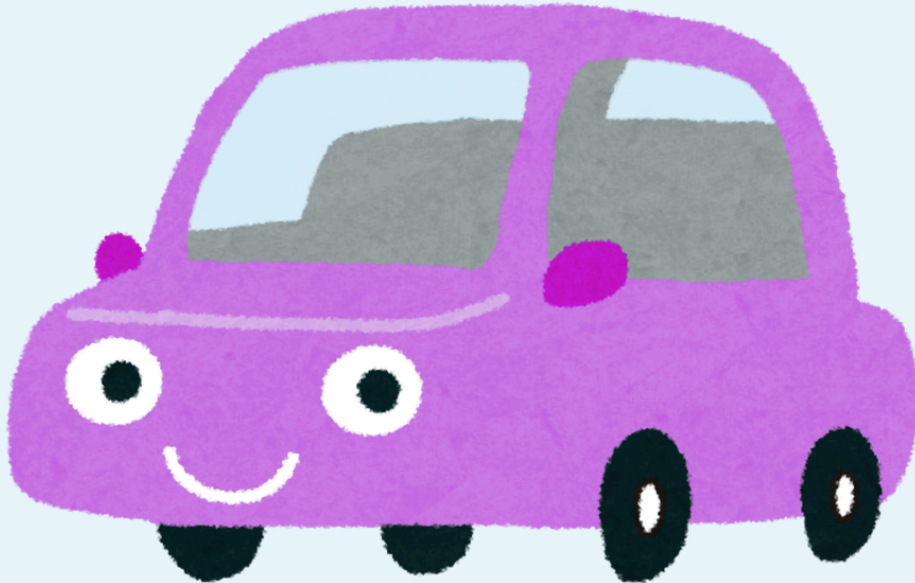


TAKE CARE

Look after all resources and equipment

If behaviour significantly effects the learning of others, I will contact parents to discuss. If behaviour does not improve after reasonable warning, I may ask your child to leave.

PARKING



There is plenty of parking
available on the opposite side
of the road.

Please do NOT block my neighbours'
driveways, even for a couple of
minutes.

Your consideration is greatly
appreciated!

PAYMENTS & ATTENDANCE



PAYMENT

- ✓ £16 per lesson
- ✓ Paid termly
- ✓ Invoices are sent before the start of each term
- ✓ Payment is due the evening before the new term begins



ATTENDANCE

Your payment reserves your child's place in the class.

Unfortunately, refunds or replacement lessons cannot be offered for sessions missed due to illness, holidays or other commitments.



NOTICE PERIOD

If you wish to withdraw your child from weekly tuition, I require two weeks' written notice. Fees remain payable during the notice period.

ILLNESS POLICY

Following the guidance for schools and nurseries issued by Public Health England

Please do not send your child to lessons if they:



Have a high temperature



Have had sickness or diarrhoea within the past 48 hours



Have a contagious illness



Are too unwell to participate



If your child becomes unwell during a lesson, I will contact you and ask for them to be collected as soon as possible.

MEDICINES POLICY

Your child should bring any necessary prescription medications to lessons, such as an inhaler, EpiPen, etc.

Your child is responsible for their own property and should be capable of self-administering.

All medicines brought to lessons should be recorded on the Pupil Information Document you are required to complete on enrollment.

All medications must be in the original packaging, labelled with your child's name, the dosage required and the date it was prescribed.



If your child requires regular medications, please administer these before attending. Refer back to the illness policy to ensure it is appropriate for your child to attend and that they are fit and well.

SAFEGUARDING

Safeguarding the children in my care is of paramount importance to me, and I would like to draw your attention to my legal and professional responsibilities within this.

All children have the right to grow up in a safe, secure and nurturing environment. They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect.

In the event that I have concerns regarding your child, I will act upon them. Wherever possible, the concern will be discussed with you. From this discussion, a decision will be made as to whether further action should be taken.

Where it is decided further action is necessary, this may be to seek advice or make a referral to children's social care, the designated social worker or, if appropriate, the police. Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child.

As the main tutor supervising your child, I have undergone all disclosure and barring service checks. All other adults within the property, who may on occasion come into contact with the children, have also undergone disclosure and barring service checks.



COLLECTION OF CHILDREN

Please collect your child on time as there may be other lessons following.

If you are going to be late collecting your child, please let me know as soon as possible.

After 30 minutes, if I have been unable to contact you or any other authorised persons named in your pupil contacts, I shall assess the situation and contact the relevant authorities.

A child will only be released into the care of their parent/guardians or other authorised persons. If you wish to authorise others to collect your child, please inform me.

If an unauthorised person comes to collect your child, I will endeavour to contact you. If any doubts, then your child will not be released.

SPECIAL EDUCATIONAL & ADDITIONAL NEEDS

At Love 2 Learn, every child is welcomed as an individual. I understand that every learner has different strengths, challenges and ways of learning, and I aim to create a calm, supportive and encouraging environment where children feel confident to ask questions and develop their skills.

As a qualified teacher with over 20 years of classroom experience, I have worked with a range of educational needs. I also have both professional and personal experience of supporting neurodivergent children, allowing me to adapt my teaching where appropriate.

Please let me know if your child has any diagnosed or suspected additional needs, including (but not limited to):

ADHD

Autism

Dyslexia

Dyspraxia

Dyscalculia

Speech and Language difficulties

Anxiety

Sensory needs

Any medical condition that may affect learning

Working Together

Parents know their children best, so I encourage open communication. If there are strategies that work well at home or in school, please let me know so that we can work together to provide the best learning experience.

COMPLIMENTS & COMPLAINTS

I always aim to provide a safe, secure and happy environment for children to learn and develop.



Any positive feedback is greatly appreciated and can be shared as a review on Facebook or Google search.

I accept that despite my best endeavours, there may be occasions where you feel you have received service less than perfect. In this case, please contact me directly, and I will always adopt a sympathetic but fair approach in dealing with your concerns.

FREQUENTLY ASKED QUESTIONS



Does my child need to bring anything?
No, everything is provided.



Can my child bring a drink?
Yes, a small bottle of water is allowed.



When are invoices sent?
Invoices are sent at the start of each term and are due the evening before the first lesson.



When will I receive Mock Test results?
Results are emailed within 7-10 working days. Please do not message to chase results before this timeframe.



What if my child misses a lesson?
Unfortunatley, missed lessons are still charged, as payment reserves your child's place in the class for the entire term.

GET IN TOUCH



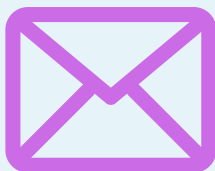
MESSAGE

Send me a message via WhatsApp



PHONE

07779885006



EMAIL

heatherwaller.love2learn@gmail.com



LOCATION

Westgate



FACEBOOK

@Love2Learn

*I look forward to helping your child
learn, grow and achieve!*

Thank you!

Thank you for trusting Love 2 Learn to be part of your child's journey.

Working together helps your child reach their full potential.



PARENT AGREEMENT

By enrolling your child in weekly tuition,
you confirm that you have read,
understood and agree to the information
and the relevant policies set out in this
handbook.

For enrolment, you will be sent Terms and
Conditions and a Pupil Information
document to complete and return before
your child attends their
first lesson.

Please Remember!



Book early for Mock Tests and Revision Week.



Payment deadlines help secure your child's place.



Check the handbook first—it saves us both time!



Together, we can help your child shine!

