CESL Tutoring and SIW policies

The following policies apply to tutoring and Skill Intensive Workshops at the University of Arizona’s Center for English as a Second Language.

Applications/payment
1. The application, proof of current MMR immunization and payment must all be received before tutoring/SIW can begin (except for online students, who do not have an MMR requirement).
2. No discounts may be applied to tutoring or SIWs.

Matching
1. Students should allow two weeks to be matched with their tutor/teacher.
2. Every attempt will be made to accommodate students’ needs and schedules. In some cases, it may not be possible to match a student or group with a tutor/teacher. In such cases, the students will receive a 100% tuition refund (application fee is non-refundable).

Refunds (for more information http://www.cesl.arizona.edu/refund-policy)
There are no refunds
1. If a student fails to respond to a tutor/teacher within two weeks of being matched, the student will lose the tutoring/workshop purchased.
2. Students must inform the tutor/teacher and Tutoring Coordinator immediately of all concerns.
3. Tutoring/workshop hours may not be transferred to other students.

Missing appointments
1. If a student or group must miss a tutoring/workshop appointment s/he must cancel with the tutor/teacher at least 24 hours before the appointment. Otherwise, the student(s) will be charged for 15 minutes of wait-time (at the rate of the type of tutoring).
2. If a student misses three tutoring/workshop appointments without proper (24 hour) cancellation, the student(s) will lose the remainder of their tutoring/workshop time, with no refund.

Tutoring/SIW requirements
1. Tutoring/SIW students must be at least 18 years of age unless there is an agreement with another institution.
2. CESL tutoring and SIWs must take place on the University of Arizona campus, unless there is an agreement with another institution or if the tutoring is online.
3. 10 hours of tutoring/workshop time should be completed within approximately 8 weeks.
4. Current CESL students are limited to 10 hours of tutoring/workshop time per week.
5. Current CESL students may not be tutored by their own teachers.
6. Tutoring/workshop students must abide by the UA Student Code of Conduct.

By signing, I affirm that I have read, understood, and will abide by the policies above.

__________________________________________  ____________
Tutor Coordinator or Tutor signature              Date

__________________________________________  ____________
Tutee signature                                Date