



Frequently Asked Questions

At Math Plus Tutors Learning Centre we provide you with one-on-one personalized tutoring service for your student. We often get the question; how does your service work? Following you will find a collection of frequently asked questions from prior customers. If you still have a question after reading through, please contact us and we will be able to answer your question. Thank you for your interest in Math Plus Tutors' services.

- **Does your service provide one on one support? Or a group support?**

We provide literally one on one personalized tutoring (i.e. one student working with a tutor for the whole session) that addresses your student's needs.

- **What are the qualifications of your tutors?**

Our tutors are mostly Ontario certified teachers. We also have highly qualified professionals, with a Master's or Ph.D. degrees in their fields, amongst our tutors

- **How long is a session?**

Our sessions range from 45 minutes to one hour according to the student's grade.

For students grade K-6, their sessions are on average 45 minutes, and will run twice a week. For grades 7-12 the session duration is an hour.

Frequency varies according to the student's need

- **Do I get to choose the frequency and duration of my student's sessions?**

As mentioned above session duration is fixed according to the grade level.

In case you want to have your grade K-6 student doing their sessions once a week, we'll request that their session will run for one hour.

Frequency of session is set according to your need

- **What is the service deposit for? What happens after I use it up?**

Service deposit is used to secure your spot, and will be put towards your first 4 sessions.

After you deplete your deposit, we will be invoicing you. Invoices are sent out by the end of the month with your balance (or credit). Invoices are due upon receipt

- **What's your hourly rate?**

For grades K-6, sessions (45 minutes) are \$39 each.

For grades 7&8, the rate is \$52 per hour.

For grades 9-12 our hourly rate is \$55.

For college and university our rate varies according to the subject and level of difficulty starting at \$55



- **How to start the service?**

When you contact us, we'll send you a copy of our service agreement. By filling and signing our service agreement indicating the *start date*, *end date*, *frequency*, and the *payment of our registration deposit* you'll be ready to book your first appointment. We will use your availability, and book your session with the first available tutor. If we don't have a matching time with yours, we will work with you on finding an alternative time that suits our schedule.

- **Can I stop the service at any time? Or cancel/reschedule a session?**

As per our agreement, you provided us with an ending date. If you wish to stop the service prior to that date, we require two weeks' notice in advance. This requirement comes after completing the first four mandatory sessions. Please refer to our cancellation/rescheduling policy for details

- **What if my child didn't get along with their tutor?**

We have availability of more than one tutor for each program/subject. We'll work with you and your student to match them with another tutor

- **Is my session time fixed? Or can I change it according to my changing schedule?**

We encourage you to fix your session at the start of the service to a suitable time for your schedule. Changing the session time doesn't guarantee you to get the time slot you're looking for. Tutors may be busy with other students. If you don't have a regular time, we will try to book your session based on first come first served basis.