



GCSE / A-level Terms & Conditions

We want every student and family to feel supported and welcome at **Arts in Action: Education**. The policies below are here to help us all work together smoothly. We also know that every child is unique – so if your child has any additional needs (SEND, mental health, or other health-related needs), we may be able to make adjustments, but these need to be discussed individually.

Registration

- You will need to register your child using the form link.
[🌐 Art In Action Class Registration Form](#)
- You will need to provide all details to comply with our insurance and safeguarding policy and regulations. (if there is an issue please talk to us)
- You will need to tick that you have read and understood and **agree** to the terms and conditions detailed below.

Term Dates

- Courses usually run during term time only.
- Any advance/ planned cancellations will be shared in advance.
- Updated term dates will always be given on the invoice/ WhatsApp group.
- Occasional 'INTENSIVE' days and 'MOCKS' for year 11's will be available for additional fees. These will be communicated near the time.

Attendance & Punctuality

- Regular attendance helps students make steady progress.
- If your child is unwell or there's an emergency, please let us know as soon as you can via the parent WhatsApp group or drop Heidi a message on 07938162444. She will

respond if she can. Please note that she may not see it until the end of the day. If there is an emergency please ring.

- Missed sessions are usually **non-refundable**, though we understand special circumstances may arise – these can be discussed with Heidi

Drop off and pick up :

- Please try to be on time for drop-off and pick-up, as our workshop space has a quick turn around.
- If you need to drop or pick up early or late, please arrange this with Heidi . We try and accommodate as much as we can.
- If unaccompanied, your child will either stay in the studio room with Heidi, or in the waiting area.
- If your child is walking / getting Taxi, please make sure you add this permission to the registration form, or send a text to Heidi to give permission.
- If someone else is collecting your child who is unknown to Heidi, please let Heidi know in advance.
- Any one on site needs to sign in.

Parents in sessions :

- Whilst for GCSE we encourage learners to attend the sessions independently. Some learners need their parent or helper with them to help them access the session. This is fine with prior arrangement . If this is long term and not the parent and is from an outside agency / company with DBS please let Heidi know as it helps with our own compliance and safeguarding policies to have a copy. If you are attending the sessions long-term you may be asked to apply for a DBS.
- Parents are free to leave, stay in session if needed or go into the waiting areas on site, we have several suitable areas for parents to wait, relax or work if they need to remain on site, but are encouraging independence.
- All persons on site need to sign in and out.

Independent Work & Study Habits

- Progress at GCSE or A Level comes from a mix of lessons and independent practice.
- We will set regular assignments and activities to be completed at home so learners know what to work on between sessions.
- We encourage parents and carers to support learners with time and space for independent work , they may at times need assistance logging on to something or setting up an email etc.

- If your child finds this difficult due to SEND, mental health, or other challenges, we'll happily talk about adaptations that suit their needs.

Materials & Equipment

ART:

- We'll provide most of the general day to day essentials for general drawing, painting, printmaking, and basic sculpture materials for art.
- We have a stock of 130-180gm toothy mixed media papers- 300gm sugar papers, water colour paper, news print etc included in sessions. If your child needs multiple or large scale papers (>A2+) or specialist papers such as larger scale watercolour, acrylic paper, oil paper etc and canvas boards, Box canvas or page canvas. These will need to either be charged from our art shop (at discount bulk buy prices, we don't make profit) or be provided by the parent.
- If one of these items are needed in class and the child needs it, we will get them to text you for permission.
- Each student will also need a **sketchbook and/or display folder** to keep their coursework organised. Sketchbooks need to be a minimum of 160gm paper, mixed media grade. They can be any size or they can work on sheets and folders. We have a stock of specially made sketchbooks, and pass them on at cost price in a4, a3 and a2. We also supply paper / card packs at hugely discounted prices and display folders. These items need to be paid via Cash or Pay pal - heidi@artsinaction.co.uk as we sell them at cost price. If you wish to pay by BACS then an additional 20% tax will need to be added.
- If your child chooses to explore specialist techniques (digital art with a drawing pad, or needs specialist software), parents may need to provide these for learners to work on in class and at home. We only have 1-2 in class and these are not guaranteed in all lessons.

Textiles:

- In textiles, the above art details - plus sample amounts of fabrics, threads, beads, felt samples, base calico and fixings. Once your learner is making larger pieces and outcomes, they will need to provide their own materials.
- Learners will need their own sewing machine and if required a mannequin/ dressmaking dummy. We do have some available, however availability and condition can not be guaranteed.

Graphic Communication:

- For Graphic Communication learners will need their own tablet and stylus, plus a laptop device is recommended. They will need to charge this prior to lesson. An apple i-pad is not necessary one like Lenovo M11 with stylus (£110-140) will be fine. They can download Sketchbook pro - The extended paid version is recommended for a £8 one off fee). They will need an **email address set up**, and **must know their**

password. If your child often forgets their password, I recommend setting up a g-mail address for Art purposes and call it for example ‘

AdamBrownartgcse@gmail.com’ - and keep the Password to **Artgcse1!** So that I can access their folder if they can't! A google drive account is also recommended. They will then be invited to join our Canva Class account through a link to their email. Some may also need a sketchbook.

- We can use Canva and other free apps like Photopea for editing. However Adobe photoshop is recommended. They do have a Home-ed discount for the whole of Adobe creative suite for £280 rather than £600 and PopArt Home education site have a link for £35 for the year if you sign up with them.
- At the end of the course your learner may wish to print their portfolio or graphical outcomes for examination. We can recommend printing options.

Photography / Moving image / Film :

- Learners will need their own laptop device (or tablet but its fiddly). They will need a camera either DSLR or their phone. They will need to charge this prior to lesson .
- Much of the photography is completed outside of lesson time as they are on different themes.
- They will need an email address set up, and **must know their password. If your child often forgets their password, I recommend setting up a g-mail address for Art purposes and call it for example ‘ AdamBrownartgcse@gmail.com’** - and keep the Password to **Artgcse1!** So that I can access their folder if they can't! A google drive account is also recommended. They will then be invited to join our Canva Class account through a link to their email.
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- Please make sure you child knows how to turn on a laptop and open and save files etc . A bit of PC navigation is needed prior to lessons.
- At the end of the course your learner may wish to print their portfolio and outcomes for examination . We can recommend options.

Note:

- Where health, SEND, or financial circumstances create barriers, please speak to Heidi and we'll look for solutions together.

Health & Safety

- Please tell us about any **medical conditions, allergies, or SEND needs** when registering.
- We want to create a safe, inclusive, and positive environment for all learners. There will be some instructions they need to follow with certain materials and kit.

- Learners are expected to follow safety guidance from tutors during workshops.
- Any accidents must be recorded in the first aid log.

Behaviour & Respect

At Arts in Action: Education, we believe creativity thrives in a **kind, safe, and respectful space**.

- All students are expected to treat tutors, classmates, and materials with respect.
- We celebrate individuality and encourage students to support and encourage each other.
- Bullying, unkind behaviour, or discrimination of any kind will not be accepted.
- If challenges do arise, we will always aim to resolve them **positively and supportively**.
- For children experiencing SEND, mental health, or other difficulties, we'll work with families to understand behaviour in context and agree on strategies that help.
- Please let us know if there are any triggers.

Our goal is to create a community where every learner feels valued, safe, and free to express themselves and we need to make sure that attendees also adhere to this.

Flexibility & Adjustments : SEND / ND/ Disability /Health/ Mental Health

- We know that every child learns differently, and some may need additional flexibility.
- If your child has SEND, mental health, or health needs, please let us know so we can help and work around any issues. we use a responsive teaching and learning approach.
- Please let us know if your child is affected by PDA, as a different approach is needed.
- Some annotation / writing is needed in the GCSE course is needed, however we have lots of ways to support this via, scribe, typing or even typed voice notes made via 1-2-1 questions or scaffolding question sheets.
- Heidi will be happy to work with you to agree on reasonable adjustments that ensure your child has the best possible learning experience.

Results & Outcomes

- We're committed to offering high-quality, personalised responsive teaching and learning to support each student's growth **but we can't do the work for them!** We can support, guide offer resources and feedback, **but they will need to put the time and effort in to fulfil the assessment objectives.**

- **We can't promise specific grades**, we do promise to provide guidance, encouragement, and resources to help each learner reach their potential. We will keep you updated on their progress and approximate working at grade.
- We give approximate working at grades, however **the boundaries move each year**, and we don't know them, **so we cannot guarantee a specific grade.**
- We will take your lead on the pressure and expectations. You know your child and what they want to aim for.
- If we think a grade you are wanting is unattainable, we will tell you and explain why. If we think your child could attain higher with a bit more work, we will tell you.
- Progress depends on a mix of motivation, attendance, and independent effort, The higher grades are dependant on several hours a week at home per week.
- We'll always celebrate every success, each learner achieves and has their own goal.

Booking into an exam

- You will need to book your child in to the linked Exam Centre at additional cost. These fees are set by the examination centre.
- We currently are linked to Tutors and Exams Coventry. Please see their website for the prices, our learners get 12% off their listed price.
- The exam is only released once per year on Jan 2nd. They will get a theme to make a project around, then sit a 10 hour practical exam. The exam is split over 2 days with breaks. Exams are in exam conditions, I'm there but can't help. They cannot talk. They take their own materials. (MORE INFO WILL BE PROVIDED) The exam I play down and say its more like 10 hours making something you planned! They must sit 3 hours of the exam in one sitting in order to pass the course. They can leave after this minimum time - if needed (not recommended) .
- The exam centre has its own marking team that remarks the work after I mark it. **The standardisation team can lower or raise my teacher marks, to fit their rank order of the whole cohort. Sometimes the external moderator (examiner) then lowers or raises the whole cohort or subgroups marks by looking at a sample - this adjustment depends on the standards in the exemplar material they are provided with by the exam board each year. This is out of AiA / your tutors control.**
- The coursework needs to be finished in the December prior to the exam.
- For exams you will need:
 1. ID- Passport - driving licence or a citizens card which is purchased via a company and needs to be signed off by your GP etc.
 2. SEND reports if needing special considerations. (EHCP plans- dyslexia reports etc)
 3. Your details and your child's details.
 4. A clear recent passport style photo of them ready to upload
 5. You may also need a utility bill.

*If you are in a school or alternative provision, they may choose for your exam to be at their site if they are an exam centre.

Payment Policy

- To keep everything running smoothly, please make sure payments are made on time.
- Payments are made termly. If you need a different arrangement. Please contact Heidi.
- Payment details will be shared in parent groups. Direct payments can be made to:
 - If you need invoice please ask Elly or Heidi

Name: Arts in Action CIC

Sort code: 08-92-99

Account number: 6742475500

- Business Account not personal. It is a charitable community account if that is an option
- **Late payments** after 30 days, if not discussed/ explained may incur a 20% surcharge for the increased admin, though we understand there may be times families face difficulties. If this happens, please reach out to Heidi so we can agree on a solution.

Requests for Reports or Meetings

Sometimes AIA CIC is asked to prepare reports or paper work for applications, PIP, schools and Local Authority EHE reports, EOTAS & EHCP reports etc (not exhaustive list) or attend meetings. We have a small team and Heidi has to prepare most of these in addition to her other work . Please note the following:

- Reference for a place at a School , College or University- (Free)
- Tutors report for SEND exam requirements/ Normal way of working - (Free)
- Short report (under 15 minutes, 200 words) for parent funded child for LA , EOTAS, EHCP / PIP - (£10)
- Short report (under 15 minutes, 200 words) for EOTAS / EHCP funded child for LA , EOTAS, EHCP / PIP- (£15)
- Detailed report (under 30 minutes, 200 +words) for parent funded child for LA , EOTAS, EHCP / PIP- (£20)
- Detailed report (under 30 minutes, 200+ words) for EOTAS / EHCP funded child for LA , EOTAS, EHCP / PIP - (£25)
- Any paper work including lengthy forms, collation of work or data for PRU/ AP/ SCHOOLS that are funded by EOTAS / EHCP or the LA - £60 per hour (1 hr min)
- Meetings on-line or in-person required for SOCIAL SERVICES, LA, EOTAS, EHCP or by specific PRU/ AP'S / Schools - £60 per hr (or part of - 1 hr minimum)
- Meetings to other locations than AIA Studios also are charged at £0.45 per mile and parking costs from our office address CV100EL.

Cancellation & Withdrawal From The Course

- If you miss a session due to illness or a holiday unfortunately we are not in a position to remove this from your invoice, due to needing to keep your space and still meeting overheads. If you are travelling away for a longer period of time (4weeks+) please let us know and we will see if there is an arrangement. But this is not always possible as we run on tight margins. It may be that your learner is offered some remote feedback etc, so they can continue making progress whilst away. But this cannot be guaranteed as 1-2-1 time is usually priced at £50p/h.
- You are enrolled on a GCSE COURSE which usually takes 18-24 months on average to complete. Once you have registered you have agreed to take that spot. If you'd like to withdraw your child from the course, please give at **least 8 weeks written notice via email: Heidi@artsinaction.co.uk**

'why cant I withdraw straight away and why do I have to pay for the rest of the term / 8 weeks ?' -

We are a small organisation trying to help as many children as we can, margins on rent and the viability of the scheme are tightly managed, and we have to fill spaces in order to meet the bills and run. We endeavour to be as flexible as we can and cost effective for parents- which is why we don't ask for payment for the full year upfront and we keep the tutoring sessions including materials as low as we possibly can.

Cancellation due to illness from staff

- On rare occasions we may need to cancel a class due to unforeseen circumstances. If this happens, we'll always offer a refund or an alternative session with Heidi in replacement **IF** another member of staff is not scheduled to cover the session. Anyone covering will be AIA CIC staff, will most likely know the children and will be qualified for the position, DBS checked and will be part of the team.
- You will be informed of any unexpected cancellation on the day. PLEASE CHECK THE WHATSAPP PARENT GROUP prior to travelling. We aim to inform parents by 8:30 am. We cannot contact everyone in person.

Data Protection (GDPR Compliance)

Your trust matters to us, and we take privacy seriously. In line with **UK GDPR**, here's how we use and protect your information:

What We Collect:

- Student and parent/carer names

- Contact details (email, phone number, address) for insurance and safeguarding.
- Relevant tuition information (e.g. SEND or health needs)
- Marks and grades for exams and coursework
- Photo examples of the learners work as needed.
- Refund bank details, if a refund is needed.

How We Use It:

- Communicating about lessons, feedback, and assignments
- Invoicing and payments
- Educational materials , sharing resources and support materials.

How We Keep It Safe:

- Stored securely on password-protected devices and trusted platforms (Zoom, Google Classroom, Google drive, Bank Accounting / Invoice system etc.) Parents are required to join the WhatsApp parent update group for their session. They can choose to hide their number from others by using their own settings system.
- Never shared with third parties, unless legally required or essential for service delivery.
- In the unlikelyhood of a mistake being made due to human error, we will inform you straight away and tell you the nature.

Ownership of learners coursework.

The work produced during the accredited course is owned by the examination board and the school/ organisation or Exam centre that submitted it (in our case, the tutor company and AIA). This work may be utilized as examples, in educational resources, and for teacher training or examination standardization materials. In some instances, once graded, the examiner may opt to retain all the work as a standardization example for in-person training sessions for moderators and teachers. Additionally, images of the work may be included in the examination board's sample documents available on their website for course deliverers. Neither tutors nor parents/learners can prevent this. If physical work is taken, it will be returned within twelve months. Typically, this pertains to work that is well-marked or exemplary for a specific grade. (I once had twenty-five children's projects selected in a single year! However, this is quite rare and only happens if you happen to have been allocated a lead examiner.) AIA CIC retains photographic evidence of work for exemplar material and for standardisation and for our portfolios of work. Any work used will be anonymised unless the learner would like to be credited. We have included this information to ensure you are aware that such occurrences can happen. The child's name , identity and GDPR elements are always protected in all instances.

By booking lessons with **Arts in Action: Education**, you agree to these terms.

Complaints Procedure

- If you have a concern, please raise it directly with Heidi as soon as possible so we can resolve it quickly. If the issue is not resolved, you can request a formal review of your concern in writing and address to Heidi@artsinaction.co.uk. We will endeavour for a quick resolution. The full complaints procedure is on the website.

Safeguarding

- Heidi Pendergrast is our Designated Safeguarding Lead. Please see our full **Safeguarding Policy** on the website.

First Aid

Heidi Pendergrast is First Aid Trained and certificated.

Updates to Policies : Last updated April 2025.

- These policies may change from time to time as we grow and adapt.
- The latest version will always be published on our website and given out to parents.
- If major changes are made, we'll notify parents and carers by email or send the link on WhatsApp.