



Babble and Speak Ltd

Learn a language at your pace, at your place!

PO BOX 4924
Sheffield
S8 2JT
www.babbleandspeak.com

Customers, please contact

Katie Shipley
07960 768974 / katie@babbleandspeak.com

Tutors, please contact

Katharine Wellings
07734 350749 / katharine@babbleandspeak.com

About Babble and Speak Ltd

Thank you for your interest in our home and web tuition service. Here is some information about our company, which we hope you will find useful. If you have any further enquiries when you have read this information, please contact Katie Shipley (contact details above).

The Benefits of Tuition at Home or via the Web

We provide individual or small-group tuition within the customer's home or via webcam, and feel that this is the ideal way to learn a language.

It is

- Convenient. Your tutor will come to your home, or contact you over the internet, at a time to suit you.
- Flexible. You can arrange your lessons around work, family and social commitments. Lessons don't have to be at the same time each week; you can have them as often as time and budget allow.
- Productive. You can go at the right pace for you and cover the topics which are relevant to your needs.
- Customer-focused. You will get your tutor's undivided attention, rather than having to share it with up to 30 other students at the typical evening class.
- Friendly and unintimidating. Our tutors are expert at putting you at your ease and catering for all ages, from 4 to 94!

Quality Control

We want you to be entirely satisfied with the tutor we find for you, so we match your needs carefully with the qualifications and teaching experience of the tutor. Tutors who are English nationals have a BA in their foreign language and some have MAs and PhDs. They hold QTS (Qualified Teacher Status), and if you have asked for a tutor to help with exam preparation

then we will provide a tutor who has previous experience of teaching the exam in schools.

There are many native speakers working as Babble and Speak Ltd tutors. They all have the equivalent of our BA level degree from a university in their home country and some also hold a certificate of education.

We always ask for two professional references for each tutor, and referees are asked to provide details on the competence of the tutor, their reliability, integrity and ability to interact with others.

We interview all our potential tutors before we accept them onto our data base. We want to talk to them about their competency as a teacher in their chosen field, but just as importantly to check that they are friendly, approachable people who can communicate well and are enthusiastic about their subject. We aim to ensure that there is a good working relationship between the tutor, the customer and Babble and Speak Ltd.

For students who are minors, tutors will be asked to provide a CRB certificate dated within the last 5 years. The unique reference number will be kept by Babble and Speak Ltd. If the tutor does not hold a current CRB certificate, the parents or carers of the child will be informed and asked how they would like to proceed. Parents and carers of minors are asked to ensure that they are home at all times when a lesson is taking place.

We seek feedback from our customers on a regular basis and welcome any comments about your experience as a customer of Babble and Speak Ltd.

Client Confidentiality

We ask for clients to provide us with their contact details on a Customer Requirement Form before we match them up with a tutor. This is so that we can find the best tutor-customer match, both in terms of the tutor's prior experience and qualifications and in terms of the proximity of the tutor's home to the customer's, the times of day of the lessons and the level of language of the customer.

We only make the Customer Requirement Form available to the tutor you choose as best suiting your needs.

We do not sell our customer data base to third parties.

Study Materials

Before your first lesson you will be able to explain to your tutor exactly what you want to get out of the classes, how you like to learn, your strengths and weaknesses, etc.

Past experience has taught us that it is extremely beneficial to customers to follow a course book. Using a course book means that the customer knows what the overall structure of the course will be and can work independently between classes. If your tutor feels it is appropriate to your needs then he/she will recommend a course book to you. You will be expected to

purchase a copy. Your tutor will photocopy relevant pages for the first few lessons, until you have a chance to buy the course book.

Price of Lessons

The price per hour of one-to-one tuition in your home is £33.

If you have a group of people who would like to learn together, please contact us for a quote. Group lessons are a fun and cost-effective way to learn.

Invoicing and Payments

Invoices will be made retrospectively in the middle of each month; you will not be asked to pay for lessons you have not yet had. You will never need to pay your tutor up front for a lesson.

Payments can be made by cheque or by telephone or internet money transfer. Cheques should be made payable to Babble and Speak Ltd and sent to Babble and Speak Ltd, PO Box 4924, Sheffield, S8 2JT. All our bank details are given in your invoice, to facilitate payment by phone or internet.

Payments are due within ten days of issue of invoice. We reserve the right to charge interest on late payments. When a payment is overdue we will first contact you to discuss the matter. If the payment remains unpaid seven days after this discussion we will start to charge interest according to the Bank of England base rate.

Cancellations

In order that our tutors do not suffer financially in the event of cancellations we will charge the full price of the lesson if it is cancelled less than six hours before it was due to start, or if the customer is not present when the tutor arrives, either in person or via webcam. We will contact you if there are excessive cancellations to discuss the matter.

Health and Safety

Before accepting a new tutor on our data base we ask them for proof of address and ID, and ask them to sign a Criminal Record disclosure form.

We ask all new customers for proof of their ID and address before their Babble and Speak Ltd language lessons begin. This is to ensure the safety of our tutors.

We have a health and safety policy for all our tutors; please ask us for a copy if you would like to see it. We ask tutors to carry out a brief health and safety check of the rooms they are likely to use during their lessons (eg. living room, hall and WC) when they visit a customer for the first time.

Language tuition is a low-risk activity, but we do ask tutors and customers to be vigilant and to draw attention to anything that could constitute a risk to health and safety.

If you have contacted us for a language tutor for your son or daughter and they are under the age of 18, please be aware that you should be in the house **at all times** during the lesson.

Complaints

We hope that you will be very happy with the service we provide; however if you have any complaint please contact Katie Shipley on

07960 768974

katie@babbleandspeak.com

or write to Katie Shipley, Babble and Speak Ltd, PO BOX 4924, Sheffield, S8 2JT

We are always very grateful for any feedback from our customers, and if there is a problem we are keen to get it ironed out as soon as possible, so please do let us know.

Enjoy your tuition, and good luck with your studies! We are sure you will get a great deal of enjoyment and satisfaction from learning a new language.



Katie Shipley and Katharine Wellings
Babble and Speak Ltd