

Coaching Policies

- Infinity Learning requires at least 24 hours advance notice of ANY and ALL cancelations. The student must contact the coach via voice mail message and/or text message using the phone number provided to you. The coach will offer the same courtesy to all students.
- No refund after 1st 48 hours of start of program. Refund is for unused hours only.
- Any unused hours may be held as a credit or transferred to a family member. No refunds.
- An agreed upon calendar between the parent(s) and teacher is set by the first of each month and takes into consideration holidays, workdays, extra-curricular activities, etc. in order to prevent missed sessions.
- Any outside meetings, phone conferences, and parent meetings lasting longer than 15 minutes will be billed at your coach rate.
- Sessions will start and end at the scheduled times according to the agreed upon schedule. If the student arrives late, the session will still end at the original time.
- ALL and ANY paid hours and packages must be utilized, completed, and finalized within 12 months/one year from the date of the initial coaching session.
- A parent, guardian or designated adult 18 or over must be present for all in home tutoring for students under the age of 18
- The initial session **will not** take place until payment has been received and processed.

Enrollment Process

- Complete this enrollment form.
- Once this initial consultation is complete, and payment is processed, an appropriate coach will be assigned to the family.
- The coach will then contact you in order to schedule an initial coaching session and sessions for the coming month.
- Continuing students from the previous summer or school year must register in order to update information.
- Please register for a minimum of ten (10) hours to begin your coaching sessions based on administrative recommendation.
- **Check payments are not accepted**

Individual Coaching/Tutoring Rates

- \$35 per hour for individual coaching
- \$55 per hour for hourly/emergency sessions (minimum of 2 hours)
- Additional hours may be added to any initial package -Please ask administrative staff

Group Coaching Rates

Variable rates - Please ask your consultant or coach to learn more.

Online Tutoring Privacy and Protection

Children's Online Privacy Protection Act (COPPA)

COPPA applies to commercial companies and limits their ability to collect personal information from children under 13. By default, advertising will be turned off and no personal student information is collected for commercial purposes. The company's use of student information is solely for education purposes and will not be shared with Zoom or any other outside party. For more information on COPPA, please click here: <https://www.ftc.gov/tips-advice/business-center/guidance/complying-coppa-frequently-asked-questions>

Child Internet Protection Act (CIPA)

Infinity Learning is required by CIPA to have technology measures and policies in place that protect students from harmful materials including those that are obscene and pornographic. No materials such as these will be allowed in any classroom, "chat," private or group setting. For more information on CIPA, please click here: <https://www.fcc.gov/consumers/guides/childrens-internet-protection-act>

Family Educational Rights and Privacy Act (FERPA)

FERPA protects the privacy of student education records and gives parents the rights to review student records. Under FERPA, schools may disclose directory information but parents may request the school not disclose this information. Please let us know if you would not like your contact information shared with the rest of the class for directory purposes. For more information about FERPA, please click here:

<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Upon acceptance of these terms, I give permission for my child to participate in online sessions with Infinity Learning staff.

I confirm that I have read and understand the following: Under FERPA and corresponding Georgia law, a student's education records are protected from disclosure to third parties. My signature below confirms my consent to allow my student's education files/records to be stored by Infinity Learning and in locked Google Drive folders. Infinity Learning will not share your student's information with any third party, but you have the right to request access to your child's records at any time.