Parent/Guardian Enrollment Agreement, Virtual Learning Expectations & Policies

A Program of At The Outlet, Inc. | ATO Academy

Welcome to AMP'D Academics! Our goal is to provide a safe, inclusive, engaging, and productive virtual learning environment that supports academic growth, confidence, independence, and positive peer relationships.

By enrolling a student, the parent or legal guardian agrees to the following expectations and policies.

SECTION 1: Technology & Virtual Learning Readiness

Parents/guardians agree to:

1. Provide a functioning computer or compatible device, reliable internet access, and the information needed to join scheduled Google Meet sessions.
2. Ensure the student knows how to log in, join sessions, use the microphone and camera, and access instructional materials.
3. Help the student become familiar with Google Meet features and any supported annotation, interactive whiteboard, drawing, highlighting, or writing tools used during lessons.
4. Provide headphones or a headset when needed or reasonably requested to improve communication, reduce distractions, or maintain privacy.
5. Encourage camera participation when appropriate for instruction, with accommodations or alternatives available for disability-related, sensory, privacy, or technical needs.
6. Provide pencils, paper, notebooks, math manipulatives, and other reasonable instructional materials requested in advance. Families may discuss alternatives if materials are unavailable.
7. Establish a safe, organized, and distraction-reduced learning space, minimizing background noise, television, unrelated device use, and unnecessary interruptions.
8. Make an adult available for technical or accessibility support when the student's age or individual needs require assistance.
9. Notify AMP'D Academics promptly about technical difficulties or barriers affecting participation .

SECTION 2: Student Engagement & Participation

Students are expected to:

1. Attend scheduled sessions on time and be prepared to learn.
2. Participate actively to the best of their ability in instructional discussions, activities, and assignments.
3. Follow reasonable instructor directions and classroom routines.
4. Demonstrate effort, ask questions, and practice developing skills.
5. Use instructional time appropriately and minimize unrelated activities.
6. Respect the instructor's time and other students' opportunities to learn.
7. Complete their own work, with appropriate assistance and accommodations.

Participation may include speaking, typing, writing, drawing, movement, assistive technology, or other appropriate methods based on individual learning needs.

SECTION 3: Student Code of Conduct

AMP'D Academics maintains a respectful and inclusive learning environment.

The following behaviors are prohibited:

- Bullying, cyberbullying, intimidation, threats, or harassment.
- Profanity directed at others, abusive language, name-calling, or deliberate put-downs.
- Discriminatory comments, slurs, or ridicule based on race, ethnicity, disability, religion, gender, culture, or other personal characteristics.
- Mocking another student's academic performance, learning pace, communication, or abilities.
- Repeatedly interrupting or intentionally preventing others from participating.

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SECTION 4: Small-Group Learning Expectations

Small-group instruction provides opportunities to strengthen academic skills while developing communication, collaboration, confidence, and peer support.

Students agree to:

1. Take turns and allow classmates opportunities to participate.
2. Listen respectfully to other learners.
3. Encourage classmates and celebrate individual progress.
4. Respect different learning styles, abilities, communication needs, and learning speeds.
5. Participate cooperatively in group activities.
6. Refrain from distracting, embarrassing, excluding, or discouraging other learners.

SECTION 5: Behavioral Support & Corrective Action

AMP'D Academics recognizes that learners may have different developmental, communication, sensory, behavioral, and disability-related needs. When concerns arise, instructors may use positive redirection, reminders, breaks, accommodations, adjusted activities, and parent/guardian communication.Serious threats, harassment, or conduct creating an immediate safety concern may result in ending participation in the current session. Repeated behavioral concerns may result in a parent conference, collaborative support plan, modified instructional arrangement, or discontinuation of enrollment after appropriate review. Reasonable accommodations and disability-related circumstances will be considered. Any unused prepaid sessions will be handled according to the applicable refund and funding policies.

SECTION 6: Attendance, Cancellations & Rescheduling

24-Hour Cancellation Notice - Parents/guardians must provide at least 24 hours' notice to cancel or request rescheduling of an individual tutoring session without penalty.

When sufficient notice is provided, a makeup-session credit will be issued for the same duration and service type. Makeup sessions must be scheduled within 30 calendar days of the originally scheduled appointment, subject to availability. Late Cancellations - Cancellations made less than 24 hours before the appointment may result in forfeiture of the privately paid session fee or prepaid credit. AMP'D Academics may provide one courtesy late-cancellation makeup per family within a rolling 90-day period. Exceptions may be considered for illness, emergencies, disability-related circumstances, or events beyond the family's control.

Student No-Shows - The instructor will remain available for 10 minutes after the scheduled start time. If the student has not joined and no emergency or access issue has been communicated, the session may be recorded as a no-show. For privately paid appointments, a no-show results in forfeiture of the session fee, without an automatic makeup or refund.

Student Tardiness - Students arriving late may participate in the remaining scheduled time. Appointments will not automatically be extended. Small-Group Absences - Small-group instruction will proceed as scheduled when the required enrollment is met. An individual student's absence does not automatically qualify for a private makeup. With at least 24 hours' notice, families may be offered an equivalent available group session within 30 days, when appropriate.

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SECTION 7: Technology Interruptions

Families should notify AMP'D Academics promptly when experiencing technical difficulties.
Brief student-side connection interruptions do not automatically extend a session.
Significant technical disruptions will be reviewed individually.
When AMP'D Academics is unable to deliver instruction due to an instructor-side or platform failure, replacement instruction or an appropriate refund will be provided for undelivered services.

SECTION 8: Instructor Cancellations & Refunds

If AMP'D Academics cancels an appointment, the family will be offered a makeup session at no additional charge.
If a mutually acceptable makeup cannot be arranged, the family may request a refund for the undelivered session, subject to applicable payment and funding requirements.
Completed sessions and validly forfeited privately paid appointments are not refundable.
Families withdrawing from recurring services should provide written notice before their next billing period. Unused prepaid sessions will be reviewed for refunds or credits according to applicable law and the enrollment agreement.
Arizona ESA/ClassWallet-funded sessions are subject to applicable ESA requirements. AMP'D Academics will not represent undelivered instruction as a completed tutoring session, and ESA-funded no-show or cancellation charges will not be assessed unless expressly permitted by the program.

SECTION 9: Communication & Family Partnership

Parents/guardians agree to:

1. Review these policies and classroom expectations with their student.
2. Monitor scheduling communications, session reminders, and supply requests.
3. Provide reasonable assistance with technology, readiness, and behavior when needed.
4. Communicate accessibility needs, concerns, and helpful instructional supports.
5. Notify AMP'D Academics of cancellations through its designated scheduling system or email.
6. Support the student's academic independence without providing answers during informal assessments.

Cancellation notice is measured from the time the request is received, relative to the scheduled appointment in the family's confirmed local time zone.

Turn UP the Learning, AMPlify the Potential!

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