



Terms of Business

Terminology

- SLAN – Speak Like A Native
- Language guide – person running the club
- KS1 and KS2 – key stage 1 and key stage 2

Minimum and Maximum numbers

- Where possible we aim to have 1 language guide to every 12 children
- Maximum 12 children per club unless otherwise agreed
- Minimum numbers to be agreed in writing before the club is promoted
- Where SLAN and the school have agreed to run separate groups for KS1 and KS2, this can only happen if minimum numbers are reached. If minimum numbers are not reached, SLAN and the school will discuss if the groups can be put together, and if so, SLAN will advise the parents. Where this is not possible (e.g. if KS2 finish at a different time to KS1 or they are on a different site), SLAN will liaise with the school and advise if the club with the majority of bookings can still go ahead
- If minimum numbers have not been reached a few days before the club is due to start, SLAN may ask to delay the start date and for the school to re-promote the club in order to increase bookings

Bookings through SLAN

- If bookings are made directly with SLAN, key information is collected (e.g. emergency contact details / medical information) from the parents via our booking system for the purposes of running the club. Our privacy policy can be found here [/www.speaklikeanative.com/policies](http://www.speaklikeanative.com/policies)
- Parents pay for the term upfront. If a club is cancelled for any reason, we will issue a refund to the card used to pay
- Price increases – no price changes will be applied during the term as parents pay in advance; we reserve the right to increase prices for subsequent terms
- Re-booking – SLAN will contact parents of children already attending the club, to promote bookings for the following term
- SLAN will provide schools with a register in advance of the club starting

Bookings through the school

- If bookings are done directly through the school, SLAN request that the school advises SLAN of numbers of bookings as early as possible to ensure that minimum / maximum numbers are met
- The school should provide SLAN with club dates for the following term, including any inset days / days that the club cannot run
- SLAN ask for bookings to be done by term; where this is different the school should advise
- If minimum numbers are not met, SLAN will ask for the club to be delayed until the minimum numbers are reached; if this is not possible SLAN will advise if the club can go ahead

- SLAN will ask the school to send out information to the parents of children booked into the club e.g. our topic overview so parents know what the children are learning. SLAN are not able to do this directly unless contact details for the parents is provided to SLAN
- The register and any other information about a child attending the club remains the responsibility of the school, unless it is provided to SLAN

Language Guides

- SLAN language guides are all fluent speakers, and they have to pass our SLAN training before running a club at a school. SLAN guides are not required to be qualified teachers; they must follow the SLAN session manual which details the club plan for each week of the term. The language guides use resources provided by SLAN and should not use school resources
- SLAN will provide the school with an enhanced DBS and Safeguarding level 1 certificate for every guide
- Guides are not first-aid trained unless a school specifically requires this
- SLAN ensures that 2 references are obtained for each employee and that a criminal record check is carried out.
- If a guide is unable to run a session due to illness, SLAN will endeavour to find cover for the session. If cover can be found, the school will be advised and sent the paperwork of the cover guide (DBS etc). If cover can not be found, SLAN will advise the school as early as possible that the club will be cancelled. SLAN will email parents to advise them of the cancellation and ask them to collect their child at the end of the school day. Where a club is being cancelled on the same day, SLAN will phone the parents to let them know, as well as sending an email. When a club has been cancelled SLAN will liaise with the school to request a make-up session; if this is possible then parents will be advised. If a make-up session is not possible then parents will be refunded for the cancelled club session only
- If the school cancels a club session unexpectedly (different to the agreed term dates) e.g. Christmas show / parents evening then SLAN will not issue a refund to parents
- Where possible, we will have the same language guide at a school each term. However, if the guide is not able to continue, we will advise the school and send paperwork for the new language guide. This will include any school-specific paperwork
- As part of our SLAN best practise, we like to send a trainer along to one or two sessions per term to observe the language guide running the club. This is to ensure the language guide is meeting our SLAN standards and following our SLAN syllabus as set out in our training to guides. All documents for the trainer will be provided to the school in advance of them attending
- Occasionally the DBS paperwork for a new guide may be delayed. If this is the case, SLAN will ask the school if we can send a trainer along to accompany the new guide. The trainer would have their DBS documents and know that the new guide can not be left alone at any stage.
- If the DBS paperwork for the guide has been confirmed, but not yet received in the post, SLAN will send the school a copy of the Case Summary Report provided by the Agency used by SLAN as confirmation of the DBS
- SLAN can not provide personal details for our guides (either to schools or parents); all contact can be made through SLAN help@speaklikeanative.com

Requirements from the school

- Schools need to confirm club day, times and dates with SLAN as early as possible for the following term. SLAN will write to the school to suggest dates
- Schools need to advise SLAN of any inset days or days where the club cannot run (e.g. due to Christmas shows)

- Schools need to provide SLAN with any specific paperwork required by SLAN/the language guide to complete in advance of the start of term
- Promotion – we rely on schools to promote our clubs in order to get bookings. This includes sending out the information we provide by email and/or including the information in newsletters, Parent Mail, text, distributing leaflets etc. We also request that the school allow us attend assemblies, summer/winter fairs, PTA evenings etc. in order to promote our clubs. All details to be confirmed with schools as early as possible in advance of the following term

Lettings

- Where a school charges a lettings fee, SLAN can only pay the invoice once the total booking numbers are confirmed, in order to make sure minimum numbers are reached