

GEEKS ROOM – TERMS AND CONDITIONS

Revised Date: March 2021 By Board of Directors

Our terms and conditions define our structure and materialise our philosophies and vision. These terms and conditions reflect the customs and practice of Geeks Room Community Interest Company and together with Policies and Procedures, Consents, Fees Structures, and Sessions Structures, form the basis of a legally binding contract between the parents/carers/ staff and volunteers and Geeks Room for the provision of social and educational services. These terms and conditions are intended to promote education, welfare, safeguarding and forward financial planning and development of Geeks Room.

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❖ Payments

Geeks Room and the parents/carers will agree a contract for their student to attend a fixed number of sessions per week which is an agreement on a termly/yearly contract. On accepting a place, the parents/carers will be asked to pay a non-refundable administration fee. Payments of admin fees, does not guarantee a place. The administration fee, deposit, reservation fee and the first sessions are non-refundable on cancellation of a place prior the start date. Siblings/twins will each incur their own administration fees.

➤ Payments of Fees

Fees are payable in advance on the last Friday of every month or as agreed in writing or shown on your invoice. Fees are due on the specified date on the invoice or through agreed recurring payments, even if an invoice is not issued prior to this date, as parents/carers are aware of their monthly charges. Fees can be paid in the following way:

- By cash in our office
- By Debit or Credit Card in our office or over the telephone
- By Internet / Telephone Banking / Merchant Voucher / Standing order/ BACs/ Paypal
- Through the Local Authority
- By a Voucher Scheme through your Employer or HMRC

➤ Late Payment Charge

If fees are not paid in full and **cleared** into our account by the end of business hours on the due date they are considered late. The Parents/Carers will automatically receive a late payment charge as stated in our Fees Structure. Unless a different payment due date is previously agreed in writing, the following procedure will apply:

- We may call, text or email the parents/carers asking for immediate payment.
- We will issue a late payment invoice due by the following Friday.
- If the account is not fully up to date by the following Friday or a reasonable payment plan is not agreed, all paid for sessions will be suspended with immediate effect.
- All previously invoiced sessions will remain due when a student place is suspended for non-payment of fees.
- We will **cancel** all paid for sessions on the second Friday after the oldest invoice due date if the outstanding fees remain unpaid.
- We will apply the normal termination notice period.
- On cancellation of a fee-paying place, if fees remain outstanding or a reasonable payment plan is not agreed within 5 working days, the debt will be passed to our solicitor to start the collection procedures.
- Parents/careers will incur additional charges such as Administration, Transfer, Collection, Legal, Court fee, interests etc.
- To agree a payment plan, parents/carers will be asked to provide evidence of their earnings and expenditures to help us assess how they can afford to repay the debt.
- We are unable to cancel already incurred late payment fees.
- We will charge any applicable late payment fee when transferring an account for collection.
- Geeks Room operates a Credit Scoring Verification System: This means that if your Experian / Equifax credit score is Good or Excellent, we may agree a different invoice due date (up to 10 days after the invoice due date). This may be helpful for parents/carers who fully rely on their salary to pay their student's fees. Parents/carers may email us a copy of their credit report and their preferred payment date. We will not charge any late payment fees during this period. We reserve the right to ask to see a new credit report every 6 months.
- We do not have to justify any of our charges.

➤ **Payments Using a Third Party**

Parents/carers are responsible for ensuring fees paid through a third party (Such as a Student Voucher Company) reach us on or before the invoice due date, as if fees are not cleared into our bank by the end of business hours on the due date they are considered late. We recommend that payments are submitted to us at least 5 working days prior to the invoice due date to avoid the risks of being charged late payment fees due to non-clearance.

We do not have a system in place to monitor third party payments. Therefore, we recommend checking with the third party that the payments have left their accounts and credited into our bank account at least 5 days before the invoice due date. If paying using a third party, the student's full name must be used as payment reference; this will minimise confusions and disputes. If paying for the first time using a third-party company, parents/carers should notify us in writing of the name of the company they are using and the reference provided. We are not responsible for late third-party payments.

➤ **Our Vision**

Community is at the heart of all that we do, we believe inclusion strengthens us all and education is for everyone

❖ **Operating Hours**

Geeks Room CiC is open (subject to availability and other conditions) between 9:30am – 6:00pm Monday to Friday, Saturdays 9:30am – 4:00pm except for Bank and Public Holidays. We are also open Monday to Friday and weekends at varying times for Special Code Clubs, Holiday Clubs and Bespoke Classes. We are closed:

- For up to 7 days over the year for staff training. The majority of this training will fall within the Christmas week.
- For school holidays for term-registered students. We adhere to the Leeds City Council school holiday calendar (not individual schools or the parents/carers university or college calendar).
- When following a risk assessment and we are unable to safely operate.

We do not swap sessions and parents/carers are expected to pay the full course fees for all the above closures. We offer several sessions. Please refer to our sessions structure.

❖ **Sessions**

We follow the Leeds City Council School calendar (not individual schools or the parents/carers, university or college calendar). Therefore, the normal fees are due if schools are closed for reasons such as staff training etc. Please note every session booked are on a termly/yearly contract minimum. Fees are due in case of absence such as sickness, holidays, school closures, Bank Holidays and Geeks Room staff training/meeting days etc. Fees are due in full if the student will be attending school fewer days than agreed. Parents/carers are responsible for keeping us informed of situations such as school closures, absence from school, trips etc. If the parent/carer would like a full day service because of school closure, they will be expected to pay for a full day service in addition to their normal after school charge.

Geeks Room, maybe required to swap or offer alternative sessions, up to one per term. If a booked session is missed, an absence form must be submitted to be considered for a session swap

All our sessions are 2 hours except specially designed programmes.

➤ **After School Club**

After-School Club sessions are more social, inclusive and maintains Geeks experience except otherwise stated. These sessions are from 4pm.

Parents/carers must make alternative care arrangements for students who are to be picked up later than the end of the session. Any late collection is at the manager's discretion.

➤ **Short Breaks**

A short break is any activity that gives a child or young person a positive, enjoyable experience independently from their parents or carers that can help them to socialise, form friendships and spend time with other supportive carers. We provide short breaks for SILCs. This will commonly operate between 10:00am – 3:00pm.

➤ **Holiday schemes**

Geeks Room provides opportunities at varying times and days during the holidays for Social Gaming, Programming and other courses. This helps to prevent boredom through a creative and training programme and a chance to try something new.

➤ **Flexible classes**

Flexi classes are sessions that do not run regularly for the full duration of a term. This can vary from, for example, multiple days a week, 2-week crash courses, and fortnightly sessions. We will provide the same curriculum as other sessions. Flexible classes are subject to availability of staff and space.

➤ **Weekend classes**

Geeks Room also offers a safe, caring and convenient place during weekends for students to upskill and acquire new skills in areas such as Programming, Computing, Media and Design. We encourage students to try new experiences, mix in a variety of social situations and generally have fun.

Weekend sessions are scheduled to run on Saturdays, 9:30am- 11.30am, 12pm-2pm, 2.30-4.30pm.

➤ **Weekday classes**

Same as above

Weekday sessions are scheduled to run on Tuesday-Friday 10am-12pm, 1pm-3pm and 4-6pm.

➤ **Free Sessions**

Geeks Room will hold regular free sessions (Coder Dojo and Code Club events for young people aged 7 – 18 years and volunteers. Please see our events on the coderdojo.org.uk and codeclub.org.uk websites for dates). The events are relaxed and fun programming clubs, and we will endeavour to ensure that everyone has the opportunity to learn code and to be creative with technology in a safe and social environment.

❖ **Taster and Tour sessions**

We provide a taster/tour session to new/potential students in order for them to see our facilities, meet our staff, and discuss which sessions will be best for them. These sessions are flexible and may last up to an hour.

❖ **Programmes**

Incorporated into every session at Geeks Room, via the guidance of the mentors, we strive to use techniques and strategies to build on ways to upskill our students, three of our key ways are:

▪ **GamEducation**

Our niche approach to GamEducation is to use social, inclusive and educational gaming to the advantage of mentoring young people within our setting. We challenge their perceptions, push their boundaries and build their community.

▪ **Geeks View**

Geeks View is where students can give their own opinions, views and elaborate on what they have learnt, all in a supportive community environment. Individuals expresses their views, while mentors listen

▪ **Life/Social Skills**

A tailored program is devised for each individual to help them develop and build essential skills, such as team building, communication skills, problem solving, as well as independent thinking. These skills will aid in enhancing their confidence, collaborative working and determination when dealing with real life situation within the community.

➤ **Core Sessions:**

➤ **Technical Gurus**

This course will develop skills in technology repairs, servicing and installation (Hardware and Software). Our training approach is 80% practical and 20% theory, with a mentoring approach.

➤ **Geeks Star Coders**

We teach block-based and text-based programming using methods which have been specifically designed to be accessible for younger students, some of which may have been introduced to a programming language before and others who may be coding for the first time.

➤ **Design Geeks**

Through our courses, students are able to develop their creativity and learn how to think outside the conventional boundaries of design to enable them to build their own creations. Learning how to design websites, Apps and games, also develop skills in Adobe, Corel etc and experiment with 3D design.

➤ **Media Geek**

Learn and develop skills in video, audio and photo editing. Video creation and editing skills with Final Cut Pro and Adobe Premier Pro. Practical experience in Photo editing, using CorelDraw and Photoshop

➤ **Bespoke**

In addition to our regular courses, we are open to providing more individually tailored courses for those who wish to learn a computer-related skill outside of the subjects of our standard classes. We provide a one-on-one experience, specifically targeted towards the individual and in line with their needs and goals.

❖ **Communication**

We will try our best to verbally remind parents/carers of upcoming events such as closures and events etc. However, parents/carers are responsible for checking our online calendar, parents' notice boards and displays to ensure that they keep up to date with what is happening. We communicate with parents using different methods:

- By post
- By email
- By displaying notes and posters
- Face to face
- By telephone or text
- Via our website and Social Media pages

Parents/carers are responsible for ensuring they read the information displayed around the premises and any emails sent to them.

❖ **Feedback at Pick Up Time**

When parents/carers come to pick up, the staff/mentors/volunteers will be readily available to briefly tell them how student has been and what they have enjoyed. Parents/carers are responsible for requesting progress reports on pick up. We operate an open-door policy; this means that parents/carers can come into the office at any time to speak to managers or mentors.

❖ Absence

➤ **Monitoring Students' Attendance**

As part of our requirements under the Statutory Framework and Guidance Documents we are required to monitor students' attendance patterns to ensure they are consistent and no cause for concern.

Parents/carers should inform Geeks Room prior to the student taking holidays or days off, and all sickness should be called in on the day, so management are able to account for a student's absence. This should not stop parents from taking precious time, but enables students' attendance to be logged so we know the student is safe.

➤ **Managements' Discretion**

If a student is absent due to illness or holidays, full payment for sessions will still be expected. It is at the Managements' discretion to offer concessions for unexpected, prolonged absence, e.g. hospitalisation. We ask parents/carers to notify us either by email, text or phone of the student's absence. We ask parents/carers to complete the holiday booking form if they wish to go on holiday or long-term absence. If parents/carers do not notify us of the student's absence we will ring, text or email to ask about the reason for the student's absence. If a student is absent due to long term health issues, we may ask to visit the student at home or hospital. Geeks Room, at its own discretions, may swap or offer alternative sessions, up to one per term, if a booked session is missed, an absence form must be submitted to be considered for a swap.

❖ Closures

➤ **Adverse Weather Closures**

If Geeks Room has to close due to adverse weather (e.g. Heavy snowfall) fees will be due as normal. In the event of any longer term or sustained closure, reductions will be at the Managements' discretion.

➤ **Closures for Reasons Outside of our Control**

If Geeks Room has to close due to reasons outside of our control such as loss of heating, power or water, Natural Occurrences and Disasters, War, Riots, Pandemics and Epidemics, fees will be due as normal.

❖ Early Drop Off / Late Pick Up Charges

It is essential that each student is collected on time. We advise parents/carers to arrive at least 15 minutes before the end of their session as they should have collected, received feedback about their student's day and left the building by the agreed end time. Parents/carers must not sign their student out until they are ready to leave the building. If the student has not been collected and left the setting by the end of their session parents/carers will incur a late collection charge as stated on our Fees Structure. It is important to note that in keeping with our policy, if a student has not been collected within 1 hour from the agreed collection time and we have been unable to contact an authorised adult, Geeks Room will contact the student's Relevant Authority to inform them that a student has failed to be collected.

Parents/carers must notify us immediately if they think that they will not be able to collect their student on time. If someone other than the usual people are collecting a student, parents/carers must notify us in advance either face to face or by phone. Parents/carers must provide us the full name, age and telephone number of the person nominated. We may also ask for a password and may ask to see an ID if we are not sure of the person's identity or age. Any person nominated to collect a student must be over 16 years and fit to look after the student.

It is essential that students are dropped off on or after the start of their session to avoid early drop off charge. Parents/carers if possible, should avoid coming into the premises early and should wait inside their car or outside of the premises until the start of the session. Anyone arriving before the start of their session will be asked to wait outside. Parents/carers can remind staff that they are on the early drop off list. Parents/carers are fully responsible for signing their student in and out to avoid extra charges or having an inaccurate attendance record. As a way of promoting the use of public transport, we will discretionarily allow parents/carers who are travelling by bus and those who are registered disable to drop off 5-10 minutes before the start of their sessions at no extra charge. Parents/carers must ask to be placed on the early drop off list if they meet any of the criteria. Late pick up and early drop off charges will be invoiced half-termly.

❖ Additional Sessions

If parents/carers need to book additional sessions, we require the fees to be paid at the time of booking. Fees are not refundable if you decide to cancel the session and the days cannot be changed.

To book an extra session:

- Speak to the management team in the office, call or email us to check availability.
- On confirmation of availability, complete our online booking form and make the payment. It is important to note that your booking will not be accepted if there is an outstanding balance in your account or if you do not make your payment.
- On receipt of the form and payment, we will add the student to the register.
- We will issue you with your invoice if we have not already done so. When we realise that parents/carers need more than 2 extra sessions per month, we will ask you to amend your permanent sessions.

❖ Flexible Sessions

All flexible sessions are at the sole discretion of Geeks Room. Request for flexible sessions must be submitted bi-weekly or monthly as previously agreed. Parents/carers must submit the online booking form no later than close of class on Fridays. When parents/carers fail to provide us with their sessions for the following week by the deadline, the latest sessions will be carried over to the following week.

Parents/Carers must take into consideration Geeks Room's staff training days and Bank Holidays when booking their flexi sessions, as if the flexi days coincide with Bank Holidays or training days, we are unable to switch the days of sessions and full fees will be due as normal. Geeks Room reserves the right to cancel the flexible sessions agreement at any time. For example, we might cancel your flexible sessions if offering you flexible sessions will affect our staff/student ratio. We require a minimum of 3 full sessions to be added on our flexible sessions scheme.

❖ Variation/Cancellation of Contract

Parents/carers are required to give us 4 weeks' advance notice to increase their student's sessions. However, we may on occasions accept a shorter notice. All variations are subject to availability and increased sessions will automatically be subject to our statutory notice period even if parents/carers no longer require the variation. Submitting a new variation or cancellation notice will automatically cancel the previous request and the notice period will apply from the date of the latest submission.

➤ The following notice must be given to reduce or cancel our contract

Private place notice must be given by the 20th of the month for our contract to end on the last Friday of the following month. Examples:

- Private Place notice given on the 5th January, our contract will end on the last Friday of February
- Private Place notice given on the 19th January, our contract will end on the last Friday of February
- Private Place notice given on the 21st January, our contract will end on the last Friday of March
- Private Place notice given on the 30th January, our contract will end on the last Friday of March

As a way of promoting parents/carers returning into work, we will discretionarily vary free sessions if parents/carers provide us with an employment contract showing the days they are required to work. We cannot vary the number of sessions, but we can discretionarily vary the days.

All variations and cancellations must be notified by submitting a form or email. Verbal variations or cancellations will not be accepted. Fees to cover the notice period "fees in lieu of notice" are due even if the parents/carers choose not to bring in the student, or if we cancel your student's place for non-payment of fees, or for breaching our parents' code of conduct.

➤ **Procedure for ending our contract**

We always advise that you speak to a senior staff member first if you are thinking of leaving us.

- Complete our online termination/cancellation form from our website.
- Pay your final invoice on the due or agreed date.
- Attend your sessions or complete the holiday request form for any days you will not be bringing the student prior to the end of agreement date.
- Let us know where the student is going to, to allow us to transfer their progress file and any family file we might hold.
- Bring the student in for their last sessions so they can say goodbye to their friends and mentors
- Collect the student's belongings on your last day of attendance.

Please note, if you are to return to Geeks Room after your last day of attendance, you must notify us of your visit prior to coming in. We have a number of Policies and Procedures in place. Withdrawing a student without giving the appropriate written notice, submitting the online termination form and paying the fees in lieu of notice is not admissible and can lead to serious financial issues. Concerns should be discussed with the Management team and dealt with in accordance with our Policies and Procedures. We always follow Safety and Safeguarding guidelines to remain compliant.

➤ **Unacceptable reasons for termination without notice include:**

Non-preventable accidents or incidents such as fighting, lost property, crying due to not settling in etc. If the student is moving to a different country or county, it is important that we are notified of where the student is going to live and with who. This will allow us to update the Local Authority of the student's whereabouts, so that they are not classified as missing in education. Geeks Room contractual agreement with parents/carers/schools and organisations are termly/school academic year

❖ **Refund of Deposit**

If a deposit is held, parents/carers can ask for a refund if they are changing from fee paying sessions to the free school/organisation or government funded sessions, or if they are leaving us subject to their student's account being up to date by end of business hours on the day of the final invoice due date. Our refund consists of crediting money towards your future invoices or cash into your bank account.

❖ **Free Government Funded Place - Extra Fees**

We ask parents/carers to contribute towards other activities if their student is being granted a free place. Parents/carers have the option to pay annually or termly within 2 weeks from the start of the term. Payments are calculated as follow:

- One-off payment to cover the full amount due for the year.
- 3 equal payments due within 2 weeks from the start of the term.

It is important to note that Free place extra fees (as any other fees) are due for holidays, sickness, staff training/meetings days, closures for events outside of our control etc. It is important to note that all fees are due for the full term even if the student is withdrawn before the end of the term.

❖ **Payments, Invoices and Accounts Enquiries**

Our staff/mentors/volunteers in the classrooms do not deal with the financial affairs of Geeks Room. Therefore, they will not be able to assist you. We ask parents/carers not to ask staff about how the payments, charges, invoices etc. operate as advice they give you may not be accurate. We have an account team that deals with accounts enquiries and disputes. Any question about accounts must be directed by email to our finance team. The email address is Finance@geeksroom.org.uk

❖ **Parents/Carers Partnership**

We work in partnership with all our parents/carers and welcome comments and suggestions at any time. Parents/carers are welcome to share opinions, suggestions and to make comments. It is important that parents/carers are honest with us; this will only help us to improve the quality of service we offer. Parents/carers can share information about their student at any time. Please refer to our Policies.

➤ **Our Parents/Carers' Portal**

Parents/carers can visit our parents' portal from our website to access all our forms. Also, the portal will have recent activities pictures in the gallery and a way to directly contact us.

- Photo Consent
- Cancellation / Termination
- Complaints Form
- Feedback and Suggestions
- Code of Conduct for Parents, Carers and Visitors
- Social Media / Communication Policy
- Absence Form

Parents/carers can access all these forms / Policies online at home and are advised to complete them at prior to coming in. We reserve the right to refuse admission if parents/carers refuse to complete the medical details form prior to leaving their student. We advise 10 to 15 minutes for completion of the medical details form and for the addition of any existing injuries or concerns we might need to know. If the forms have been completed at home, we advise up to 5 minutes to allow us to check them.

➤ **Parents/Carers' Involvement**

We organise the following:

- Stay and Play Sessions
- Parents' meetings

We may also ask parents/carers to help during outings and celebrations and run a parent volunteers club.

❖ **Loss and Damages**

We ask parents/carers and students not to bring anything of value to the premises. Geeks Room will not accept liability for any losses or damages. All found lost property will be kept in the lost property box for 10 days and disposed of if not claimed. Parents/carers must take all their student's belongings home at the end of their session. Any items left behind at the end of the day will be placed inside the lost property box and disposed of after 10 days. Staff will not look for lost items.

❖ **Equality of Opportunities / Inclusion**

This policy aims to ensure the best practice for admission into Geeks Room to enable a maximum number of students to access their Education Entitlement place, and through the delivery of flexible options and supporting parents, to access employment or training. Geeks Room will ensure that students are admitted in a fair and consistent manner and in accordance with this Policy and Procedure. All students (regardless of race, gender, religious belief or affiliation, intellectual or physical ability, social or cultural background) will have equal access to places at Geeks Room. Where oversubscription occurs, places will be allocated in accordance with the oversubscription criteria detailed below. Geeks Room implements equality and inclusion policies relating to the following key legislation:

- Race Relations Act (1976)
- Race Relations Amendment Act (2000)
- Disability Discrimination Act (1995, updated 2005)
- Disability and Equality Act (2010)
- Sex Discrimination Act (1975)
- Human Rights Act (1998)
- Schools Standards and Framework Act (1998)
- Children Act (2004)
- Children Care Act (2006)

❖ General Criteria

- A student has the right to attend Geeks Room from any part of West Yorkshire.
- Once admitted to the provision, a place would not normally be removed from a student unless the parent decides they no longer need it.
- If, at the application deadline date, there are more places available, all the students will be offered a place until the provision is full. Once full, students will be placed on a waiting list and places will be allocated in accordance with the oversubscription criteria below.

❖ Oversubscription Criteria

The following is the order of priority in which applications would be considered if sessions are oversubscribed:

- Students with Special Educational Needs and Disabilities (SEND), with Social Emotional Mental Health (SEMH) needs and/or are Not in Employment, Education or Training (NEET). Any student that has a statement for SEND, SEMH or NEET must be offered a place.
- Pupils in Public Care (Looked After Student) who:
 - ◆ Are looked after at the time of application.
 - ◆ Will be looked after at the time when the student is admitted to Geeks Room.
 - ◆ Have been previously looked after and left care under a residence 1 or special guardianship order.
 - ◆ Were adopted from care under the 2002 Act.
- Students already attending Geeks Room and families already established at the setting.
- Students with a sibling at Geeks Room, as this will ease pick up and drop off arrangements for parents/carers.
- Earliest date of application. If all other factors are equal then the earliest application will receive priority. Students applying for a place at Geeks Room in advance of their eligibility will be placed on the waiting list and the date of their application recorded.
- As a Private provider, Geeks Room is not required to prioritise Free Learning over Privately Funded Sessions. A place that supports working, training or studying parents will be guaranteed until the student advances. Therefore, any additional student hours will be guaranteed, unless we are unable to continue to offer those hours.
- Additional hours over and above the Free Education Entitlement will be charged as normal. Charges are still incurred for additional sessions booked if a student does not attend, whether or not this is due to sickness, holiday or parental choice. 4 weeks' notice must be given for cancellation of both paid for and Free Education sessions.

❖ Health and Safety

At Geeks Room, we provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe learning environment in which students learn and are cared for. To develop and promote a strong health and safety culture within Geeks Room for the benefit of all staff, volunteers, students, parents and carers, we provide information, training and supervision.

❖ Security

For the safety and security of our students and staff, we would like to stress to all our parents/carers and visitors not to let anyone in or out of the building. We ask all our parents/carers to ensure that the main door is firmly closed behind them when coming in or leaving the premises. Our Close Circuit Television and other devices covers Geeks Room Premises with audio/video recordings. Access to recorded data are limited/restricted to appropriate authorities.

Please refer to our Safeguarding Policy.

❖ Use of Mobile Phones and Recording Devices

Parents/carers and visitors are not allowed to use recording equipment or use their mobile phones to record within our premises. It is a breach of the parents' Code of Conduct to use recording equipment within the premises. Any pictures or video recording taken within the premises is a property of Geeks Room. Therefore, we will ask you to permanently delete the recording if this is taken without our written consent. For more details, please refer to our Privacy Policy and Code of Conduct for Parents, Carers and Visitors.

❖ Staffing and Mentoring System

Each student may be allocated a mentor when they start with us. We review our mentor list every term, considering student and staff migrations and attachments. The mentors list will be displayed within the premises and staff will introduce themselves as being your main point of contact. In our premises, we have some staff who work between our different premises and other affiliates. However, we will always ensure that the student has as much contact with a mentor as possible.

➤ Geeks Mentoring Strategy

Geeks Room uses varying types of interaction during sessions, referred to as mentoring, this strategy enables us to ensure all our students receive the best experience they can. Mentors take roles within the session room; these roles are structured to enhance the learning environment:

- **Mentor** – A mentor will take the key role direct support; this is to be able to step in and directly interact with a student who requires more guidance in order to complete their task.
- **Lead Mentor** – This mentoring role will be what most senior mentors take position in, while in sessions, being able to switch into and out of a direct support role. Mentors will watch and mentor all the students, while also being able to move from student to student and also that someone is on hand to instantly step in, when necessary.
- **Session Mentor** – This role can act as any of the above strategy, but primarily have an overview for each session. A session mentor will float between sessions. They will guide and lead mentors into their roles, and ensure everything is running smoothly, all students are catered for and that sessions are maintaining a relaxed environment.

These roles are interchangeable, and will utilise mentors for the best outcome.

Individual children/student outcomes and success are dependent on each individual child/student.

Mentors/carers/parents play a supporting role in aiding this outcome.

❖ Behaviour Management

We do use different techniques to manage the students' behaviour within our premises. Where possible, restorative steps will be taken to prevent reoccurrence of poor behaviour. Each student is unique and as such will be treated accordingly. We believe in dialogue, communication, promotion of self-reflection and self-discipline; an acceptance of responsibility and giving a commitment not to repeat the behaviour. Please see our Behaviour policy.

❖ Zero Tolerance Behaviour – Harassment from Parents/Carers

Harassment in any form from parents/carers is taken very seriously and is totally unacceptable. Harassment takes many forms ranging from tasteless jokes, abusive remarks, threatening behaviour, intimidation, and actual physical abuse. Examples include:

- Insensitive jokes and pranks
- Lewd or abusive comments about appearance
- Deliberate exclusion from conversations
- Displaying abusive or offensive writing or material
- Unwelcome touching
- Intimidating or aggressive behaviour
- Verbal abuse (e.g. raised voices, aggressive tones)
- Discriminatory comments

As harassment can seriously affect staff and volunteers' working life, any parents/carers displaying any of the above behaviour will be asked to calm down or to leave the premises. Geeks Room reserves the right to terminate a student's place with immediate effect for any of the reasons listed above and any termination fees in lieu of notice will be applied as stated on our Fees Structure.

For more information, please read our Code of Conduct for Parents, Carers and Visitors.

❖ **Special Educational Needs and Disabilities (SEND)**

At Geeks Room we are committed to the inclusion of all students. All students have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences, and develop and learn from each other. We provide a positive and welcoming environment where students are supported according to their individual needs and we work hard to ensure that no students are discriminated against or put at a disadvantage as a consequence of their needs. We believe that all students have a right to experience and develop alongside their peers no matter what their individual needs. Each student's needs are unique, therefore any attempt to categorise students is inappropriate.

We are committed to working alongside parents in the provision of individual needs to enable us to help students to develop to their full potential. We are committed to working with any student who has a specific need and/or disability and making reasonable adjustments to enable every student to make full use of Geeks Room's facilities. All students have a right to a broad and well-balanced learning environment. Where we believe a student may have additional needs that have previously been unacknowledged, we will work closely with the student's parents/carers and any relevant professionals to establish if any additional action is required.

Geeks Room is a place of acceptance, understanding and possibilities. We believe 'we all have This-Ability, That-Ability and a Dis-Ability.'

Geeks Room has a disabled lift and toilet, which they will endeavour to maintain, clean and service. These amenities are to be self-operated and for individuals to use.

We are happy to attend and share our progress with other members/organisations who are involved in the welfare of our student progress. A member of staff will endeavour to attend EHCP and relevant meeting, if needed

❖ **Social, Emotional and Mental Health (SEMH)**

Geeks Room will ensure an environment suited to accommodate SEMH, using an adaptive and always learning approach. We believe SEMH is not a lifelong condition that can stop individuals from moving forward and living a successful life. With more and more children in main stream and SEN schools facing challenges of SEMH Geeks Room will offer outlay to help throughout the challenging times.

As our director once said "Everyone has this-ability, that-ability and a dis-ability", our approach is to passively manage behaviour, emotion and mental health of everyone.

We will ensure staff are trained to:

- Acknowledge and accept
Geeks Room will acknowledge everyone is unique, and accept who they are. We will adapt proactive strategies
- We will praise and acknowledge when due
- Maintain a good parent/carer partnership
- To endeavour to eliminate any bullying or prejudice
- Use variation and adaptive mentor approach
- Regularly train staff and volunteers in and out of Geeks Room
- Ensure sessions try and maintain a serene, calming and relaxed atmosphere

❖ Young Adult Provisions

Young Adult Provisions referred to as YAP is adapted to individual needs and requirements. With a more practical technical YAP approach of everyday challenges a young adult may be faced with. Some of the practical/learnings/mentoring that YAP provide but not limited to are front office management, CV building, customer service, social interaction, marketing, mentoring etc.

❖ Website, Social Networking and Internet Safety Conflict of interests

Past and current staff are not allowed to add parents/carers or students on social networking sites such as Facebook; they could face a fine. Staff are not allowed to share their personal information such as home address, telephone number etc. with our parents/carers or students without Managements' prior written consent.

Geeks Room has a Facebook page and Twitter feed. We ask all our parents/carers to follow our social media pages or add us as a friend. When commenting on photos and posts on our social media accounts or pages, we ask that students and staff are not named. All comments will be monitored, and inappropriate comments will be deleted. We monitor the web for anything linked to Geeks Room and advise parents/carers to follow our complaints policy if they are not happy with any aspect of our service.

When bringing in party invitations for the students attending our sessions, please do not add staff members or students to the list if the party is not at a public location. For example, staff will not attend parents/carers home addresses for a party. However, they are able to attend a party in a public location with prior written consent.

We love technology and we monitor the students when using the internet. Please refer to our Safeguarding Policy and Social Media and Communications Policy.

❖ Liability

Geeks Room will not be in breach of these terms and conditions or liable to you because of a delay in performance or non-performance of our obligations due to any events outside of our control. These include events such as: Fire, Flood, War, Loss of utilities, Pandemics, Natural Disasters, Acts of terrorism or Strikes.

Geeks Room will not accept responsibility and will not be held liable for:

- Accidental injuries
- Loss or damage of any kind to a student's or parent/carer's property
- The conduct of our staff outside working hours
- The conduct of our staff through social networking sites

❖ Employment of our staff

By signing our contract, staff agree:

- Not to solicit any member of our staff for their own purpose.
- Not to recruit or make an offer of employment to any member of staff whilst employed or within 6 months of terminating employment with us.
- Not to solicit or add our staff on social network such as Facebook etc. If they do so without prior permission, they will be liable to a fine.

❖ Visits and Outings

At Geeks Room, we offer students a range of local outings including walks and visits on/off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the learning environment and extend students' experiences. To continue our vision, students also may be required to visit other Geeks Room branches to further enhance their skills. We always seek parents' permission for students to be included in such outings.

❖ Keyword Definitions and Jargon Busters

▪ **GamEducation**

GamEducation is using games as a primary learning tool to improve students' performance. GamEducation is the use of social, inclusive and educational gaming to the advantage of mentoring young people within our setting. We challenge their perceptions, push boundaries and build their community.

▪ **Geeks View**

Geeks View is the section of our classes where students share their own views, opinions and elaborate on what they have learned in a supportive and community led environment. They are also given a chance to demonstrate and apply their knowledge. We endeavour to have this in every session.

▪ **Geeks Experience**

The Geeks Experience Programme, gives us the chance to get to know the student and for them to know us. Using our four core subjects (coding, tech, media and design), we combine their best attributes to deliver a course, suited to building confidence, concentration, behavioural and social skills before moving into a more focussed session.

▪ **Learn 2 Play, Play 2 Learn**

Through GamEducation, our students learn key skills such as programming through our interactive and fun approach, and also learn how to play games in a more focussed, responsible way.

▪ **Meetings (EHCP / SENCO)**

Geeks Room staff are not obliged to attend any educational meetings for their registered students/children, however if they do so, any advice or contribution are not legal tender, and are advisory only.

▪ **Coder Dojo**

Coder Dojo is a global network of free, volunteer-led, community-based programming clubs for young people. Anyone aged seven to seventeen can visit a Dojo where they can learn to code, build a website, create an app or a game, and explore technology in an informal, creative, and social environment. We endeavour to run a Coder Dojo once a month.

▪ **Code Club**

Code Club is inspiring the next generation to get excited about computing and digital making.

▪ **One to one mentoring**

At Geeks Room, we believe in mentoring and a one-on-one approach, progress is based on the individual student's ability and needs. Mentors and Students work on a level learning field.

▪ **Social Gaming**

We have a gaming lounge offering the latest technology / games available in the market. The basic concept is to create a safe environment that provides all possible types of entertainment for young children which includes technology gaming, physical activities, educational activities, use of Nintendo, Xbox, Simulation and Virtual Reality.

▪ **Sensory Room**

A location within Geeks Room, that is designed for children/students, who require some personal time. It is a quiet room, designed to evoke the senses, such as touch, sound, sight. Thus, allowing them to relax and chill on their own or with a mentor.

▪ **GamEd Zone**

A place for the students to game together within their community.

▪ **Geeks Room Open Play**

This is an area in Geeks Room, where mentors and children/students get the opportunity to come off the computers, chill out and game offline. Such as Fussball, Air hockey, Lego, Pool, Board games and Table Tennis.

▪ **Partnerships/Affiliations and Organisations**

When stating our associations, with affiliations/partnership/organisations, we are not endorsing their actions or behaviours, nor are we obligated or responsible for the connection.

- **Events/Locations Hire**
Geeks Room CiC premises may be used for 3rd party events/hire, during this time Geeks Room is not liable for any incidents/accidents that may occur.
- **Donations of goods**
We welcome donations that help promote our vision at Geeks Room. Examples we appreciate are old gadgets, technologies, computers and books etc. Donations may be reused, sold, shared, re-donated or destroyed, without the consent of the donator.
- **Food & Drink**
We are providing this on a complimentary basis, and are not obliged to keep or restock these items. It is also the responsibility for the parent to inform us if the student is not allowed to consume any of these items (including allergies, dietary requirement etc). Hot & Cold water is readily available.
- **Online Chat / Profiles and Apps**
Geeks Room will endeavour to limited/restrict online chat/apps and profiles to the students on the premises. It is the parents/carers/schools/organisations and other responsible parties to inform Geeks Room, if they do not wish for their child/student to be online, however we do not have a complete oversight, and are not responsible for their actions. Geeks Room are not liable to grant access to any accounts made within or for Geeks Room purposes. It is at the management's discretion.
- **Photo Consent**
Geeks Room may take photos or video of students/sessions, for security, legal and promotional reasons; irrespective of the Photo Consent form, Geeks Room reserve the right to use these as they see fit. Occasionally we have external organisations/3rd parties, taking photos within our premises for their own purpose. We will endeavour to restrict other students being photographed, but cannot guarantee this will be possible at all times.
- **Accreditation/Certification**
As a growing company we will endeavour to offer accreditation/certification, through our courses. This may be as an accredited site, or offering accredited courses. Certification of attendance for some of our programmes/courses are also offered.
- **Damages**
Damage to goods or properties within Geeks Room or belonging to the community of Geeks Room, is chargeable to the relevant parties.
- **Special Geeks**
Focuses on supporting those who need extra support. Special Geeks are treated and given the same opportunity as everyone else. For all our Special Geeks, there are no set limits to potential.
- **Geeks Star**
Geeks Star are our classes with detailed tutorials in How to Become a Technician (**Tech Gurus**), Programming (**Geeks Star Coders**) and Design (**Design Geeks**). We remap specific games and subjects to meet the student's ability. Geeks Star will encourage trial and retriial until perfection. Geeks Star encourages the star in us.
- **3D Geeks**
This department will provide students with the opportunity to experience Virtual Reality (VR), Artificial Reality (AR), and 3 Dimensional (3D) technologies.
- **Little Geeks**
A play space for students to enjoy both physical activities and computer gaming. This will focus on education, social skills, and encouraging a growth mindset.
- **Upskilling**
This is using whatever skills already possessed and tailoring them to a productive use, promoting creativity.
- **Geeks hub**
Geeks Hub's is an affiliate company independent of Geeks Room CiC. They provide online classes to individuals of varying ability and ages. The aim of these sessions is to help young people connect,

build confidence and learn essential skills and concepts that will support them both at home and at school.

Mentors

A Mentor at Geeks Room provides guidance and support to individual students as and when required in a session. Ours mentors are classed in various roles (Mentors, Lead mentors, Session Mentors)

Special Courses

Geeks Room offer 'special courses, these are offered to all students who may have interest in that subject area. The duration of each course is dictated by the type of course and the course content. See Flexible Course for more info

▪ **Block Based Coding**

A graphical programming language that is an excellent first starting point for beginners, covering many of the key principles of programming. Examples include, but are not limited to: Scratch, Snap, Google Blocks, Alice, Tynker and Hopscotch.

▪ **Text Based Coding**

Programming using text and in-depth coding. Some of the languages and programmes we use (but not limited to) are listed as follows:

- **HTML/CSS**

The core languages used to build web pages. Our collection of resources assumes no prior knowledge and guides students from the basic site designs to a relatively sophisticated website.

- **JavaScript**

This language is one of the fastest growing and most useful in the world. It's the key language for making interactive websites, and a good follow-on for students who have learned both Scratch and HTML/CSS.

- **Python**

A popular and easy to learn text-based programming language used in everything from websites to data science.

- **Code Combat**

An interactive game-based programme for learning text-based coding, involving using different languages to write instructions for game sprites.

- **Unreal Engine**

Is a complete suite of creation tools for game development, architectural and automotive visualisation, linear film and television content creation, broadcast and live event production, training and simulation, and other real-time applications.

- **Unity**

A professional-level game development tool for creating detailed 3D games using pre-made models and textures. It is not suitable for beginners, but students who are familiar with some Python or JavaScript will be able to progress to it.

▪ **Mangahigh**

An online resource with educational games, aimed at improving students' skills in different areas of Maths.

▪ **Third Party Mentoring Programmes/Software and Applications**

At Geeks Room we use other programmes/software and applications to mentor our students. Some of these are but not limited to Tynker, Code Monkey, Code combat, Tinker Cad, Scratch, Unreal, Roblox, Minecraft, PC building simulator etc.

▪ **Wearables**

With our wearables resources, students will learn to create pieces of wearable technology and write code to control them.

❖ Enquiries Map

- Complaints: Speak to a member of the management team in the office.
- Formal Complaints / Safeguarding Concerns: Email admin@geeksroom.org.uk
- Accounts Disputes / Enquiries / Refunds: Email the account team at finance@geeksroom.org.uk.
- Bookings and Sessions: Speak to a member of the management team and submit the appropriate form.
- Termination of Contract: Speak to a member of the management team and follow our procedure.
- Absence: Speak to any of the staff member or complete our absence/holiday notification form.

