



## U of A's

### Critical Languages Tutoring Program (CLTP) and the Critical Languages Tutor Training Certification Program (CLTCP) Application Payment and Refund Policies

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#### Applications/payment

- Application, MMR proof and payment must all be received before tutoring/SIW can begin.
- No discounts may be applied to tutoring or (CLTCP).
- NASILP member discounts are available for CLTCP.

#### Matching, re-matching, refunds, transfers

- Students should allow two weeks to be matched with their tutor.
- Every attempt will be made to accommodate students' needs and schedules. In some cases, it may not be possible to match a student or group with a tutor. In such cases, the students will receive a 100% tuition refund (application fee is nonrefundable).
- Once the students receive their tutor's contact information, they should contact their tutors. If a student makes multiple attempts and fails to establish contact with a tutor within one week, the student must inform the Tutoring Coordinator immediately. The student can then be re-matched with a new tutor or receive a 100% refund of the tuition (application fee is nonrefundable).
- If a student fails to respond to a tutor within two weeks of being matched, the student will lose the tutoring/workshop purchased.
- If a student/group has had one meeting with a tutor (approximately 1 hour or less) and is not satisfied, the student(s) must inform the Tutoring Coordinator immediately. The student(s) can then be re-matched with a new tutor or receive a 90% refund of the cost (however, application fee is non-refundable).
- If 2 hours or less of tutoring/teaching have taken place and the student(s) are not satisfied, the student(s) must inform the Tutoring Coordinator immediately. The student(s) can then be re-matched with a new tutor or receive a 50% refund of the tuition (however, application fee is non-refundable).
- Students must inform the tutor and Tutoring Coordinator immediately of all concerns.
- *Missing three tutoring/workshop appointments without proper (24-hour in advance) cancellation will result in a loss of remaining tutoring/workshop hours.*
- Tutoring/workshop hours may not be transferred to other students.



Tutoring/SIW requirements

- Tutoring/SIW students must be at least 18 years of age unless there is an agreement with another institution.
- CLP tutoring and SIWs must take place on the University of Arizona campus, unless there is an agreement with another institution.
- 10 hours of tutoring/workshop time should be completed within approximately 15 weeks.
- If a student or group must miss a tutoring/workshop appointment s/he must cancel with the tutor at least 24 hours before the appointment. Otherwise, the student(s) will be charged for 15 minutes of wait-time.
- Current CLP students are limited to 5 hours of tutoring/workshop time per week.
- Current CLP students may not be tutored by their own teachers.
- Tutoring/workshop students must abide by the UA Code of Conduct:  
<https://deanofstudents.arizona.edu/policies-codes>
- Current UofA students must have permission from a language program director, if the language is offered for credit in a non-CLP department.

Tutor signature and date: \_\_\_\_\_

Tutee signature (Parent if under 18) and date: \_\_\_\_\_