

Freelancer:

Each freelancer is responsible for booking and confirming their sessions. Once they have booked a session they will either send an enquiry via Compass online or email via FX Plus account to the student confirmation using the standard wording below:

Dear/Hi XXXX

This message is confirming your booked support session:

Date: XXX

Time: XXX

Location: XXXX

Support type: XXXX

I look forward to seeing you then.

Regards/best wishes

XXXX

The freelancer will save this email to the student's compass case as either a file or a case note with a copy and paste of the email. If they choose the copy and paste method the copy must include the email address/time/date/subject as well as the main body of the text. Confirmation of booking must occur between 1 and 7 working days before the appointment.

In House:

Dyslexia Skills tutors will confirm their own bookings between 1 and 7 working days before each appointment. Each tutor is responsible for managing this task but it is suggested that the confirmation is sent out 2 days in advance:

- Monday confirm Wednesday's appointments
- Tuesday confirm Thursday's appointments
- Wednesday confirm Friday's appointments
- Thursday confirm Monday's appointments
- Friday confirm Tuesday's appointments

The confirmation will be through a compass enquiry using the standard wording. There is a template for each tutor in Compass. Standard wording:

Dear/Hi XXXX

This message is confirming your booked support session with XXname of tutorXX:

Date: XXX

Time: XXX

Location: XXXX

Support type: XXXX

XXName of tutorXX looks forward to seeing you then.

Regards/best wishes

XXXX

If a Dyslexia Skills Tutor has a full calendar (i.e. 5 appointments), or if they are on leave, the Accessibility and Inclusive Learning Administrator will do the confirmation enquires. The tutor must inform Nikki Brown that they need this support so she can coordinate it.