24/7 Help Service

Often small gaps in knowledge or misunderstandings of key concepts can hold back a student's learning. This is particularly true in maths and the sciences. Throughout the school year students are able to text/email either their current tutor or another member of the team questions and should always receive a reply within 24 hours.

Support offered

This support can take various forms, such as the following:

- Quick help on a difficult question
- Advice on approach to revision
- General support on the subject
- Guided homework tasks

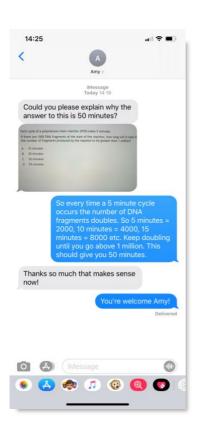
Examples of these scenarios can be found on the following page. All conversations are recreations of real conversations our tutors have had with their students.

Google Classroom

Beginning from the 2020-2021 academic year, the majority of '24/7 help' enquiries will be dealt with on dedicated forums within Google Classroom. The service is free to use and is designed specifically for this purpose.



Example Conversations



/		
	A	
	Alex >	
supposed	, I was wondering if I'r to be able to do ques 2017 paper?	
	in the split into line spectra of different colour nom three stars, X , Y and ζ , are shown, along and hydrogen.	
	star X star V star Z hefum	
	hydrogen Rum are both present in	
A star X only B star Y only C stars X and 2 D stars X and 2 E stars X, Y an	(only	
(ING OF	SECTION 1. NOW ATTEMPT THE QUESTIONS IN SEC YOUR QUESTION AND ANSWER BOOKLETT	TICH 2 C
	Hi Alex. That's in the c part of the Space topi covered that in class y will move on to that in or so.	c. You've not /et. I think you
		Deliver
Great that	nks Callum! 😊	
		0
A O		

14:03		ail 🕈 🗖
<	J	
	Jack >	
	iMessage Today 13:58	
	vas the homework you to do? Sorry I forgot to wn	
	Hi Jack. It was the 'Topic Nutshell - Similarity'. Her if you can't find it.	
	14191100	
	Simili	arity.pdf
Okay than	ks!	
	If you struggle with any p look over the textbook ex	
	page 145-148.	
	and a second states - statestates	Delive
	ks for your help.	Deliver
	and a second states - statestates	Deliver
	and a second states - statestates	Deliver
	and a second states - statestates	Deliver
	ks for your help.	Deliver



14:20		.ul 🕈 💽
<	R Rachel >	
	iMessage Today 14:01	
2% be there i	an, Sophie found out she low the A band do you s any point getting it ked at all? Thanks hope y II.	think
	Hi Rachel. Yes I would definitely worth doing students move up 3 r past. In the majority of isn't a change but be no risk of losing her f	g, I've seen marks in the of cases there cause she's at
differe compe	s! Just might make a ince for uni entrance if it? etitive. Thanks so much fo elp, you were great!	
	Yeah definitely wor worries at all it was	
		Delivered
	(Margano	
9 6	A) (iMessage	0
6	🙏 🀽 🎵 🔞	
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