

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

