



WELCOME BOOKLET



TOWNHOUSE EDUCATION
PRIVATE TUITION

TABLE OF CONTENTS

- 01 Welcome
- 02 Our Commitments To You
- 04 What We Ask Of You
- 06 Get The Most Out Of Your Tuition
- 09 Townhouse Tutors
- 10 Things To Note
- 12 Testimonials
- 13 The Process
- 14 Perks Of The Job
- 15 Our Services
- 16 What's Next?
- 17 Contact Us



WELCOME

Welcome to Townhouse Education!

We are delighted to welcome you to Townhouse Education and look forward to supporting your family throughout your educational journey.

Our goal is to provide exceptional, personalised tuition and an educational experience that is rewarding for parents, students and tutors alike. We work closely with families to remove complexity, offer clarity, and deliver a service that is as thoughtful as it is effective.

At Townhouse Education, we believe outstanding education is built on strong relationships, consistency and care. Our tutors and team are dedicated not only to academic progress and success, but also to building confidence, motivation and a lifelong love of learning.

This welcome booklet has been carefully created to guide you through how we work, what to expect, and how to make the most of your time with us. Should you need anything at any point, our team is always on hand to support you.

We look forward to working with you and supporting your family every step of the way.



OUR COMMITMENTS TO YOU

Personalised Tuition, Designed Around Your Child

01

At Townhouse Education, we recognise that every student is unique. That is why we provide a carefully tailored approach to tuition, designed around individual strengths, goals, and learning styles. Our personalised service ensures your child receives the right support at the right time, throughout every stage of their academic journey.

Clarity and Confidence for Families

02

We understand that today's education landscape can feel complex and, at times, overwhelming. Our commitment is to bring clarity, structure, and calm to the process. Through clear communication, access to high-quality resources and the guidance of exceptional tutors, we aim to remove uncertainty and reduce stress, allowing families and students to feel confident, supported, and empowered.

Building Success Beyond the Classroom

03

Above all, our commitment is to your child's long-term success. We focus not only on academic progress, but on building confidence, independence and a genuine love of learning. Every session is designed around individual strengths and goals, delivered by tutors chosen not only for their subject expertise, but for their ability to inspire.

Safety First

04

Your child's wellbeing is central to everything we do. All Townhouse tutors are carefully vetted and held to the highest professional standards. We maintain clear safeguarding practices and ask that lesson-related communication takes place through our approved channels, helping us provide a secure and professional learning environment.



A Seamless Experience for Students and Parents

05

We are committed to delivering not only outstanding tuition, but also an experience that is simple, supportive, and rewarding.

For students, this means expert, tailored tuition aligned with their individual goals and needs; helping them stay on track with school demands while building confidence, and realising their success and progress.

For parents, this means clear communication, seamless scheduling, meaningful insight into your child's learning journey, and access to additional resources, partner benefits, and exclusive programmes designed to add value beyond the classroom.

WHAT WE ASK OF YOU

To help you get the most of your tuition, we kindly ask these things of you. These are small points, highlighted to help you and your child in their educational journey with Townhouse Education.

Timing

01

To make the most of each tutorial, we kindly ask students to be ready to begin on time. This can be as simple as testing the Zoom link or asking your child to get their pencils and workbook ready 5 minutes before the lesson is due to start. If a student arrives late, the lesson will still finish at the originally scheduled end time, as tutors often have sessions scheduled back-to-back.

Mutual Respect and Collaboration

02

Please treat your tutor with respect and consideration. They are professionals here to support you and we will not tolerate any abuse to them.

Keep Us Informed

03

To help us make your tuition as effective and efficient as possible, please share any changes to your goals, timelines, or schedule as promptly as possible. Please keep Townhouse and your tutor up-to-date with your child's school reports and any areas of difficulty you would like addressing. Please bear in mind, that unless we know there is an issue or change, we can't address it.

Honest Feedback

04

We greatly appreciate your feedback, so please get in touch and tell us what really works for you and what could be refined. From scheduling lessons to feedback about your tutors, we want to hear from you! Your insights allow us to elevate our services, so please, be honest.

Accounts

05

Please pay all invoices on time. This helps us ensure our tutors are paid on time too. If you have any questions regarding an invoice, please get in touch with us as soon as possible. Our accounts team is on hand to ensure your billing experience remains clear and straightforward. Should you have any questions regarding invoices, payments, or lesson packages, please contact us and we will be happy to assist.

At Townhouse Education, we pride ourselves on offering a highly personalised service. If you ever have questions, feedback, or would like additional support, our team is always available.

We value long-term relationships with our families and are committed to providing an exceptional experience throughout your time with us.



GET THE MOST OUT OF YOUR TUITION



At Townhouse Education, we believe exceptional outcomes come from strong partnerships between students, families and tutors. The following tips are designed to help maximise the impact of each session and create the most effective learning experience possible.

Create a Calm Learning Environment

A calm environment allows students to focus fully and make the most of valuable learning time. We recommend having tutorials in a quiet, well-lit space in your home where your child feels comfortable and there are minimal distractions, such as a study or quiet kitchen. Please provide a desk or table for your child to work from and comfortable seating for both them and their tutor.

Arrive Prepared and Ready to Learn

In the 5-10 minutes before a tutorial, make sure your child has the required materials ready for the lesson. This could include stationary (a pen or pencil, paper, eraser etc), books, or homework. This will help you and your tutor maximise on tuition time, and help the lesson begin smoothly and with focus.

Maintain Consistency

Regular weekly tutorials build momentum and confidence over time. Consistent attendance helps ensure progress and success, and allows tutors to plan effectively and tailor learning to your child's ongoing progress.

Encourage Open Communication

Communication is key to educational success. Learning is most effective when students feel comfortable engaging actively with their tutor, so please encourage your child to ask questions and share when they are unsure about a topic. Similarly, if you notice them struggling in a certain area, let your tutor know and they will help

Support Learning Between Sessions

We learn best through repetition, so if your tutor sets homework please do your best to complete it before your next lesson. Not only does it help reinforce learning and understanding, but can help your tutor see how your child handles work independently which in turn can enable them to provide more effective tuition for your child's specific needs.

Check Technology Ahead of Time

To help avoid any technical errors during a tutorial, please check that devices are charged, internet connections are stable and required platforms are accessible before the lesson begins.

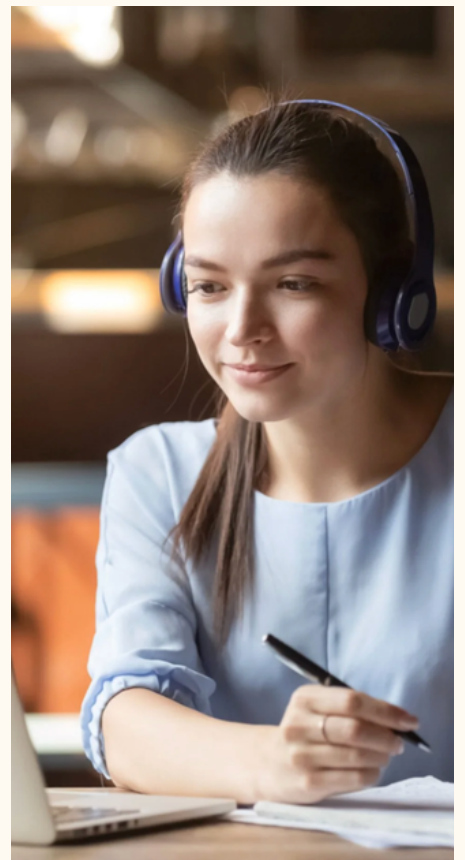
If your tutorial is online, it's your tutor's responsibility to provide links to apps like Zoom or Teams to host the tutorial, however, it is yours to ensure suitable access to the required technology. Similarly, if your student requires technology for in-person tutorials, you must provide this; for instance, if your child is writing GCSE coursework, they will need to bring their own laptop.

Put Down the Phone

It's important that your child can focus during their tutorials so to minimise distractions, we encourage you to ask them to leave their phones in their room, or at the very least, put them on silent mode and turn off notifications. The same goes for any games, apps or tabs on a laptop or computer,

Encourage Camera Engagement

For online tutorials, we encourage you to use the camera. Being able to see their students, helps tutors read engagement levels and adapt their teaching style to better support them. We fully appreciate some students are not comfortable with this, and if so, please let us know in advance so that we can inform your tutor and avoid any unnecessary questions or delay to the start of a tutorial.



TOWNHOUSE TUTORS



At Townhouse Education, our tutors are at the heart of everything we do. Each member of our team is carefully selected for their subject expertise, teaching ability, and professional experience. Every tutor brings strong academic credentials and extensive tutoring experience, ensuring your child receives exceptional, high-quality support. All Townhouse tutors also hold Enhanced DBS checks, providing families with complete peace of mind.

Founded by Charlotte, an experienced tutor herself since 2012, Townhouse Education is built on a deep understanding of the UK education system and a clear vision of what truly makes great tuition. This first-hand experience shapes our standards, our tutor selection process, and our commitment to educational excellence.

Rather than working with large volumes of tutors, we have chosen a more considered approach. Our carefully curated team is made up of a smaller group of highly experienced educators, selected for their proven track records, strong qualifications, and ability to build meaningful learning relationships with students. This allows us to maintain consistently high standards and a truly personalised service.

We also remain closely aligned with ongoing developments across the National Curriculum, school and university entrance requirements, and UK public examinations. This insight is shared regularly with our tutors, ensuring teaching remains current, relevant, and aligned with the latest academic expectations.

At Townhouse Education, our tutors are not only experts in their subjects — they are dedicated educators committed to inspiring confidence, progress, and long-term success.

THINGS TO NOTE

To help your experience with Townhouse Education run as smoothly as possible, we've highlighted a few important points below. Some are part of our terms and conditions and other are useful bits of information you may wish to know.

Cancellation Policy

We kindly ask for at least 48 hours' notice if you need to cancel a tutorial. Please let your tutor know via the Townhouse WhatsApp chat as soon as possible. If a cancellation is made with less than 48 hours' notice, the tutor may choose to charge for the session (it is at their discretion).

If you wish to cancel tuition entirely, please provide 2-weeks' notice,

These policies help us support our tutors, most of whom are self-employed, full-time educators who rely on regular, scheduled lessons for their income.

Communication

Email

Unless requested otherwise, all invoices will be sent to you via email.

WhatsApp

Once you have confirmed your tutor, we will create a dedicated WhatsApp group chat including yourself, your tutor, and the Townhouse Education team. This provides a simple and efficient way to communicate regarding lesson scheduling, cancellations, or any questions related to your tutorials.

Phone, WhatsApp or Email

Our team is always here to support you. Whether you have questions about our services, would like to share feedback, or need guidance regarding your child's education, please feel free to contact us using whichever method is most convenient for you. Our full contact details can be found on page [16].

Feedback

We feel it's important that you are kept up-to-date with your child's progress and learning and provide feedback in a number of ways.

Your tutor may informally share feedback after tutorials. Parents are welcome to ask their tutor for updates at this time, though please be mindful that your tutor may need to commute to another student's home after your lesson so may have time constraints.

On request, your tutor can provide termly lessons plans and monthly reports which will outline what has been taught in the past month, how your child has managed this work and areas that need further support. If you would like either of these, please let us know.

If you would like more structured feedback or have specific academic goals in mind, our team would be happy to discuss how we can best support your child.

Payments

At Townhouse Education, we offer two simple ways to pay for your tutorials.

Our standard option is monthly invoicing. At the end of each month, you will receive a detailed invoice from our accounts team covering all tutorials delivered during the previous month.

For families seeking greater value and convenience, we also offer discounted pre-paid lesson packages. These are available in bundles of 10 sessions or as a full-term package. Packages do not expire, allowing any unused lessons to roll seamlessly into the following term. We will manage your package balance on your behalf and notify you approximately two weeks before your package is due to be completed. If you would like to explore our package options, please contact our team and we will be happy to assist you.

If you have any questions regarding invoices, payments, or packages, we encourage you to contact our accounts team as soon as possible. This allows us to resolve any queries efficiently and ensure your account remains up to date.

TESTIMONIALS



We strongly recommend Townhouse Education and our tutor, Charlotte! Her expertise, dedication and unwavering support have been instrumental in preparing our son for the 7+ exams at 3 top tier schools. Thanks to her guidance, our son not only excelled academically but grew in confidence and resilience which made all the difference during this rigorous process. Charlotte tailored her teaching approach to suit our son's unique needs, ensuring that every session was engaging, challenging and productive. She consistently went above and beyond providing invaluable feedback, resources and encouragement every step of the way. Her ability to simplify complex concepts, instil a love of learning with a great balance of empathy at times too is truly remarkable. We are deeply grateful to Charlotte for her exceptional work and would not hesitate to recommend her to any family

My daughter struggles a lot in school and needed a lot of help. Charlotte has helped her exponentially. She is more confident in school and can do work on her own now. I am getting a lot of positive feedback from the school around how she's working and how much she has improved since Charlotte started tutoring her. She enjoys the sessions with Charlotte so much, she is an amazing tutor and I highly recommend Charlotte.



Charlotte has been my son's tutor for the last 6+ months. He is 5 years old in Year 1. Charlotte works with Alex on his Phonics and Handwriting predominantly as those are my son's weakest subjects. They also cover maths and science and some history lessons based on the time of year. I'd 100% recommend Charlotte as a tutor - she has been brilliant. She has been creative with lessons and my son has really improved. He is scoring well in Phonics in class and enjoys learning a lot more now!

THE PROCESS



Getting to Know You

01

We begin by taking the time to understand your child's academic needs and goals. This can be done by phone or on Zoom and gives us both an opportunity to ask any questions and find out how we can best support you.

Finding Your Tutor

02

Using this information, our team carefully selects a tutor who is well suited to your requirements. Every tutor is thoroughly vetted and chosen not only for subject expertise, but also for their ability to build strong, supportive learning relationships.

Trial Lesson

03

Your trial lesson provides an opportunity for you and your child to meet their tutor. This session allows both student and tutor to establish rapport, assess learning needs and ensure the pairing feels right. Following the trial, we will check in with you to confirm next steps.

Moving Forward

04

Once you're happy with your tutor, regular tutorials will begin. Consistent tuition allows tutors to plan effectively, track progress, and tailor lessons to your child's development. Our team remains available throughout this stage to support scheduling, communication and any adjustments you may need.

We'll be in touch each month, either to send your monthly invoices and reports (if applicable). But, if you ever need further support from Townhouse, we're just a phone call away.

PERKS OF THE JOB

At Townhouse Education, we believe tuition should be a rewarding experience, both inside and outside the classroom. At Townhouse Education, your journey comes with thoughtful extras designed to inspire, motivate and make every step memorable. Here are some of the ways you can reap the rewards of tuition.



Referral Rewards

01

Invite a friend to join Townhouse, and you'll both enjoy £20 off the next tutorial when they commit. Learning is always better with friends.

Exclusive Partnerships & Discounts

02

Access special offers from our curated partner brands, including This Bear Can Read, HappySelf Journal, and MelScience. Enrichment beyond the lesson, made effortless.

First Look at New Resources

03

Be the first to explore our latest learning materials and exam papers — giving you an edge and keeping your study experience on course.

Reward Programme for Younger Students

04

Celebrate effort and excellence! Students receive a Townhouse sweatshirt and can earn iron-on stars during tutorials—a fun, tangible way to recognise achievement.

OUR SERVICES

At Townhouse Education, we offer more than tuition. Our services are designed to support students both academically and personally, while making the learning journey easier and more enjoyable for families.

Learning Resources

01 Harnessing our tutors' years of experience as educators, Townhouse Education has created a range of bespoke learning resources and practice exam materials to support lessons and independent study. These resources help reinforce key topics, strengthen exam technique, and encourage effective revision habits. To explore our resources, visit our shop.

Extra-curricular Tutors

02 Alongside academic subjects, we can also connect families with specialist tutors across a range of extracurricular areas, including sport, music and other creative disciplines. This allows us to support well-rounded development beyond the classroom.

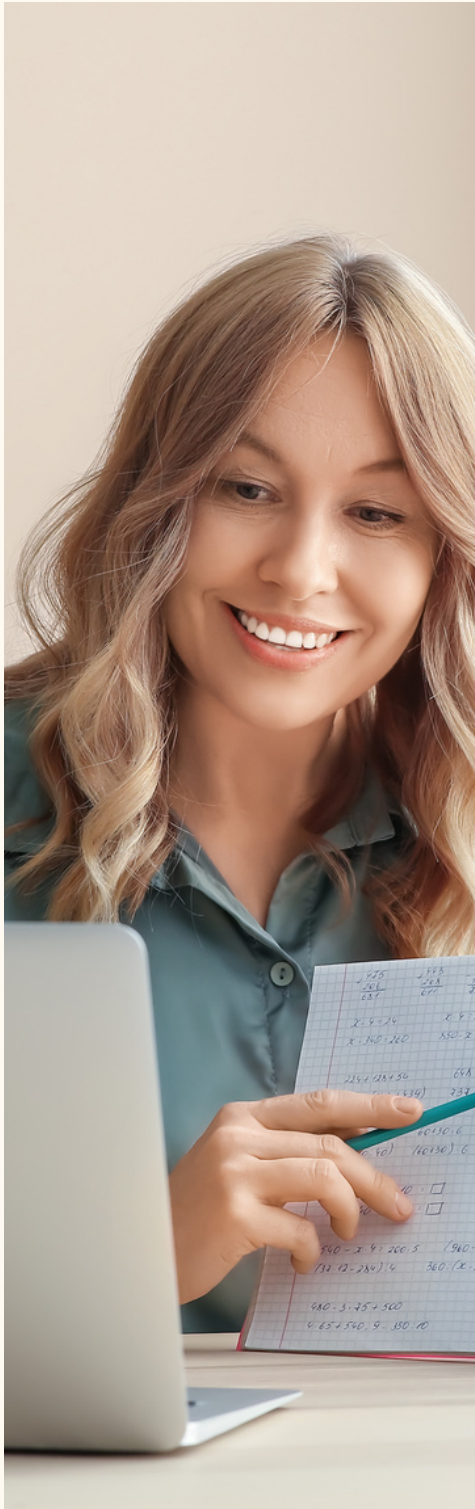
Revision Courses

03 Townhouse runs GCSE and A Level revision courses over Christmas, Easter and May Half Term holidays, carefully timed to support mock exams and final assessments. Unlike traditional group programmes, our 1-2-1 courses are tailored to your child's strengths, areas for improvement and target grades. Across a wide range of subjects and exam boards, each course is designed to close knowledge gaps, refine exam technique and build the confidence needed to achieve their very best results.

Residential Tutors

04 We work with a number of tutors who specialise in providing residential tuition for families travelling and for whom school isn't an option. These wonderful tutors will accompany your family on your travels while ensuring academic continuity for your children.

WHATS NEXT?



01

After an initial call with you to discuss your needs, we will send you a Tutor Profile for the tutor we think is best suited to your needs. Please review their profile and let us know if you are happy to move forward with them.

02

Once you confirm that you're happy with your tutor, we will introduce you to each other in a dedicated Townhouse WhatsApp group chat. This will be your main space for lesson-related communication, scheduling and any quick questions.

03

The next step is to arrange a trial lesson. We will have discussed your availability with the tutor and they will confirm their corresponding availability with you to find a day and time that works for all. This session allows you and your child to meet the tutor and begin building a strong learning relationship.

04

Following the trial lesson, we will check in with you to confirm whether you would like to move forward with tuition. If so, we will let your tutor know and confirm your regular, weekly tutorial time and date in the WhatsApp chat. If not, we will discuss what worked and what didn't meet your expectations and go back to step 1 to find you a more suitable tutor for your needs.

05

Once tuition is confirmed, you can let us know your preferred payment method — either monthly invoicing or a pre-paid lesson package. Our team will take care of the setup and ensure everything is clear and straightforward.

GET IN TOUCH

The team at Townhouse Education is here to make your educational journey smoother and better, so if you require support in any way, please don't hesitate to get in touch. Whether you want to change your payment plan, would like to start receiving monthly reports or would like to leave feedback for your tutor, we're always happy to hear from you. Please find our contact details below.

Phone & WhatsApp Number

07776480985

Email

General Enquiries hello@townhouseeducation.co.uk

Tuition Support charlotte@townhouseeducation.co.uk

Accounts accounts@townhouseeducation.co.uk



TOWNHOUSE EDUCATION
PRIVATE TUITION