



TLC VIRTUAL ACADEMY PARENT HANDBOOK

Welcome to TLC Virtual Academy! The information contained in this Parent Handbook will introduce you to the philosophy and organization of TLC Virtual Academy and serve as a quick reference to the daily operating policies and procedures. Your familiarity with them will help make your child's virtual education the most rewarding experience. TLC Virtual Academy was created to provide students and families with flexibility in learning. We look forward to working with you to provide an engaging virtual learning experience for your child to ensure successful growth and learning. Not all policies and procedures can be listed here. We will be happy to answer any questions you may have.

TLC Virtual Academy is an equal opportunity employer and provider.

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TLC Virtual Academy Philosophy

We believe that every learner is unique and requires a unique approach to learning. Children learn best when they are stimulated. We do not believe in a child adapting to our teaching approach, we believe in adapting to your child's learning style. With this in my mind, we ensure that we assess every child to ensure we are able to provide the high-quality education your child deserves.

Our programs are designed to provide flexibility in learning and empower students to reach their highest academic potential.

Our highly qualified and professional teachers will guide and encourage your child in every stage of his or her development. We firmly believe in the need for open and thorough communication between teachers and each family because we believe that a strong partnership between students, teachers and parents will produce the best learning experience



Educational Programs

At TLC Virtual Academy we know the importance of providing high-quality virtual education. We are passionate about learning and dedicated to curating customized virtual learning programs and curriculum, that meet the needs of each student. Our programs cater to students from Pre-K through the 12th grade. They are customized for each family's need and also provide a rich online learning experience with the same accreditation and accountability in-person learning offers. Enjoy unlimited support, complete flexibility, and personalized programs.

- Online Tutoring
- Virtual Pre-K
- Online Homeschool for Kindergarten through High School
- Virtual Learning Partner for International Families
- Virtual Learning for Student with Learning Disabilities
- Virtual Learning for Military Families

Online Tutoring

This program is specially designed for our students who need that extra help. Our online tutoring provides customized one – on- one support to students who need it. All of our instructors are experts in their field, so you will get the highest quality learning experience. Subject areas include Mathematics, Science, Writing, Reading and Social Studies.

Virtual Pre-K

Designed for our young learners, this program will ensure your child is ready for the next major milestone – kindergarten. The foundation we build for learning is very important which is why our programs for preschoolers are focused on having fun while learning, building social skills, and kindergarten preparation.

Online Homeschool

We offer homeschool for kindergarten through high school with the same accreditation and accountability in-person learning offers. We offer a variety of learning plans customized to meet the needs of every family, from pre-recorded, self-paced classes to live interactive classes. We determine the needs of each student and create a personalized learning plan that provides the highest quality learning experience.

Virtual Learning Partner for International Families

If you reside outside of the United States of America and need a partner to enhance your child's virtual education, you're in the right place. Our programs can be used anywhere, and we serve both schools and families worldwide. We are dedicated to helping our students excel – no matter where in the world they are.

Virtual Learning for Students with Learning Disabilities

Virtual learning is hard for many students and we understand the added hardship students with disabilities may face. Our proven computer-driven therapy program, combined with our customized curriculum, tailored to your child's specific needs, has proven to reduce this hardship and make learning fun and engaging for our students with learning disabilities.



Virtual Learning for Military Families

We are forever grateful to our military families. We know that ensuring your child receives high quality education is very important. This is why we have a dedicated team who specializes in helping our military families achieve their education goals no matter their location and commitments.



Assessment of Child's Progress

All age groups are assessed formally and informally to ensure that our educators plan their curriculum goals and activities to support personalized learning. Our educators observe, record and document children's development, participation and learning throughout the year. The assessments are ongoing, systematic and gathered from regular assignments, interaction and level of productivity.

TLC Virtual Academy uses variety of methods such as observations, checklists, rating scales, and individually administered tests. The assessment results are used to benefit children by informing sound decisions about children, teaching, curriculum and program improvement. When assessments identify concerns, appropriate follow-up, referral or other intervention is used. Our formal assessments are done twice a year, (October and May). All our assessments are kept in your child's online portfolio that you can view at any time. Our families are part of assessment process with regular communication, partnership and involvement. Once the formal assessments are completed the educator will schedule a parent conference.



Communicating with families

We believe that a strong partnership between students, teachers and parents will produce the best learning experience. In addition to conferences and assessments, we will be actively communicating with you to ensure you are aware of your child's assignments and progress.

Our methods of communication include but is not limited to:

- Daily or weekly bulletins
- Newsletters
- Telephone calls
- E-mails
- Notices
- Journals

CONTACT INFORMATION

Address: 122 West Ave, Suite 2, Brockport NY 14420 Phone: 585-637-0333 Fax: 585-637-3303 Website:
www.TLCVirtualAcademy.com



Learning Concerns

Children who are having difficulty for any reason engaging with our educators, submitting assignments or succeeding in our program will be given the opportunity to address these issues with our leadership team. The entire family and our leadership team will meet to discuss a plan and solution to resolve any issues your child is experiencing. We will take all necessary steps to ensure your child receives high quality education and provide feedback on what we believe will improve the learning experience.

When a parent has a concern about some aspect of our virtual learning program, we will take every step to help resolve the issue as promptly as possible, keeping the best interest of your family and our organization the number one priority.

TLC Virtual Academy is always open to suggestions and feedback to improve the way we serve you and your family.

Office Hours

Our corporate office is open Monday through Friday, 9 a.m. – 5 p.m. Saturdays and Sundays by appointment only.

TLC Virtual Academy is closed:

New Year's Day
Memorial Day
July 4th
Labor Day
Columbus Day
Christmas Day

You will be provided with a school calendar once you are enrolled. We follow most school district's academic calendar.



Financial Policies -Tuition Policy

Our team will work with you to determine a tuition plan that fit the needs of your family. There will be no refund for day's missed while your child is enrolled. There will be a \$35.00 returned check payment fee for all checks returned to us unpaid from the bank.

LATE PAYMENTS

There will be a \$35.00 late payment fee charged to each payment is received after the due date. It is the academy policy that children may be required to withdraw from enrollment when tuition is more than two payments in arrears.

WITHDRAWAL AND SCHEDULE CHANGING POLICY

Notice of 30 days is required before the withdrawal or schedule changing request of an enrolled child. If the child is withdrawn without prior notice, you will be billed for the remaining 30 days.