



Student & Parent Handbook

Toya's Next Level Tutoring, LLC 

Prepared by: LaToya Lightning, Founder & Lead Academic Tutor

Policies, Expectations, and Academic Success Guidelines

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Welcome

Welcome to **Toya's Next Level Tutoring, LLC** 🏰!

We are excited to partner with you and your students on their academic journey. Our goal is to provide personalized, high-quality tutoring that builds confidence, strengthens academic skills, and leads to measurable success.

At Toya's Next Level Tutoring, we understand that every student learns differently. That is why we focus on individualized instruction, strategic learning techniques, and consistent support to help each student reach their full potential. Whether your student needs help improving grades, preparing for an important exam, or building foundational skills, we are committed to delivering results.

We pride ourselves on creating a positive, structured, and encouraging learning environment where students feel supported and motivated to succeed. Through clear communication, progress tracking, and tailored instruction, we ensure that both students and parents remain informed and confident throughout the process.

We look forward to helping your student grow, achieve, and reach the next level academically.

Meet the Tutor 👑

LaToya Lightning is the Founder and Lead Academic Tutor of **Toya's Next Level Tutoring, LLC**, where she provides personalized, results-driven tutoring for students in grades K–college. With over five years of tutoring experience, LaToya specializes in **Mathematics, English, and Test Preparation**, including ACT, LEAP 2025, and End-of-Course (EOC) exams. She is known for her ability to break down complex concepts into simple, easy-to-understand steps, helping students build both confidence and academic success.

LaToya holds a **Bachelor of Business Administration from the University of Louisiana at Monroe** and a **Master of Science in Criminal Justice from Grambling State University**. Her strong academic background, combined with her passion for education, allows her to effectively support students at all levels and learning styles.

As the sole tutor of Toya's Next Level Tutoring, LaToya has developed a structured and proven approach known as the **TNLT ELEVATE Method** 👑, which focuses on evaluating, teaching, engaging, and tracking student progress to ensure measurable improvement.

LaToya is dedicated to creating a supportive, structured, and motivating learning environment where students feel encouraged to grow, succeed, and reach the next level academically.

Mission Statement

The mission of Toya's Next Level Tutoring, LLC is to empower students through personalized instruction, strategic learning methods, and consistent academic support that leads to long-term success. We strive to create a learning environment that promotes confidence, discipline, and academic excellence.

Services Offered

Toya's Next Level Tutoring, LLC provides a variety of services designed to support students at all academic levels.

3.1 Academic Tutoring

Academic tutoring services are available for students in:

- Elementary school (Grades K–5)
- Middle school (Grades 6–8)
- High school and dual enrollment

These sessions focus on strengthening foundational skills, improving grades, and increasing subject comprehension.

3.2 Test Preparation Programs

Test preparation services are designed to help students perform successfully on standardized exams.

- **ACT Elevate™** – Focused instruction on ACT subject areas, test strategies, and timing techniques
- **EOC Ascend®** – Preparation for End-of-Course (EOC) and LEAP 2025 exams through structured practice and review

3.3 Performance Plans

Structured tutoring plans are available to support consistent academic progress:

- **Core 4 Academic Success Plan** – A short-term plan designed to target specific academic challenges

- **Mastery 8 Intensive Plan** – A long-term plan designed to build mastery and improve overall academic performance

Tutoring Process

The tutoring process is designed to be simple, structured, and effective:

1. The client completes the intake form
2. A tutoring session is scheduled
3. The student is assessed during the initial session
4. A customized tutoring plan is developed
5. Ongoing sessions are conducted with progress monitoring

The TNLT ELEVATE Method

At Toya's Next Level Tutoring, LLC, we utilize a structured and results-driven approach known as the **TNLT ELEVATE Method**. This method is designed to help students build confidence, strengthen academic skills, and achieve measurable improvement over time.

The ELEVATE Method ensures that every tutoring session is purposeful, personalized, and aligned with the student's academic goals.

ELEVATE Framework

E – Evaluate

Each student's academic level, strengths, and areas for improvement are assessed during the initial session. This allows for a clear understanding of the student's needs.

L – Learn

Students are taught key concepts using clear explanations, guided instruction, and step-by-step problem-solving strategies.

E – Engage

Students actively participate in the learning process through discussion, practice problems, and interactive instruction to reinforce understanding.

V – Validate

Student understanding is checked through guided practice, questions, and real-time feedback to ensure mastery of the material.

A – Apply

Students apply what they have learned to new problems, assignments, and test-style questions to strengthen their skills and build confidence.

T – Track

Student progress is monitored consistently through session summaries, performance checks, and ongoing assessment.

E – Elevate

Based on progress, instruction is adjusted to challenge the student further and help them reach the next level academically.

Pricing Structure

Academic Tutoring

- Elementary (K–5): \$45 per session
 - Middle School (6–8): \$60 per session
 - High School/Dual Enrollment: \$75 per session
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Test Preparation


- ACT Elevate™: \$85 per session
 - EOC Ascend®: \$80 per session
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Performance Plans

Performance plans are recommended after an initial session based on the student’s academic needs.

What Each Session Includes

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All tutoring sessions at Toya's Next Level Tutoring, LLC are structured using the **TNLT ELEVATE Method**  to ensure students receive high-quality, results-driven instruction.

Each session includes:

Personalized Instruction

Every session is tailored to the student's specific academic needs, learning style, and current skill level.

Concept Teaching & Review

Students receive clear explanations of key concepts, along with step-by-step guidance to improve understanding.

Guided Practice

Students work through problems with support to reinforce learning and build confidence.

Progress Monitoring

Student performance is continuously assessed during each session to track improvement and identify areas that need additional focus.

Session Notes & Feedback

After each session, students and parents receive a summary of:

- Topics covered
- Strengths
- Areas for improvement
- Tutor recommendations

Test Prep Strategies (if applicable)

For students enrolled in ACT Elevate™ or EOC Ascend®:

- Test-taking strategies
- Time management techniques
- Practice with exam-style questions

Customized Recommendations

Students may receive recommendations for:

- Additional sessions
- Performance Plans (Core 4 or Mastery 8)
- Targeted practice areas

Scheduling Policy

All tutoring sessions must be scheduled in advance and are subject to availability.

Sessions are conducted virtually via **Zoom or Google Meet**.

A secure meeting link will be sent prior to each session. Students are expected to join on time using the provided link.

Clients are encouraged to book sessions in advance to ensure availability for preferred days and times.


Technology Requirements

To ensure a smooth and productive tutoring experience, students must have access to the following:

Device Access

Students must use a reliable device such as:

- Laptop (recommended)
- Desktop computer
- Tablet (limited use)

 *Cell phones are not recommended, as they may limit visibility and participation.*

Stable Internet Connection

A strong and stable internet connection is required to prevent interruptions during sessions.

Camera & Audio

- A working camera is strongly encouraged to support engagement and communication (not required)
- A functioning microphone or audio system is required

Virtual Platform Access

Students must be able to access tutoring sessions through:

- Zoom (primary platform)

- Google Meet (if needed)

A meeting link will be provided prior to each session.

Materials & Tools

Students should come prepared with:

- Notebook and pencil
- Calculator (if applicable)
- Any assignments, notes, or study materials

Learning Environment

Students should be in a quiet, distraction-free environment to maximize focus and productivity during sessions.

Payment Policy

Payment is required prior to each tutoring session. Sessions are not confirmed until payment has been received. Failure to complete payment may result in cancellation of the scheduled session.

Cancellation and No-Show Policy

Clients must provide at least 24 hours' notice to cancel or reschedule a session.

Cancellations made within less than 24 hours may result in a forfeited session. No-shows will result in a forfeited session with no refund.

Session Expectations

Students are expected to arrive on time and be prepared with all necessary materials. Active participation is required during each session. Students must maintain respectful behavior to ensure a productive learning environment.

Progress Tracking

Student progress is monitored through session summaries, skill assessments, and ongoing feedback. This allows for adjustments to be made to ensure continuous academic improvement.

Performance Plan Recommendations

Based on student performance and academic goals, structured plans may be recommended. These plans provide consistent support and are designed to improve both short-term performance and long-term academic success.

Parent Communication

Parents will receive regular updates regarding their student's progress, including session summaries and recommendations. Open communication is encouraged to ensure the student's success.

Code of Conduct

Students are expected to demonstrate respectful, responsible, and appropriate behavior during all tutoring sessions. To maintain a productive and positive learning environment, the following expectations must be followed:

✓ Respectful Behavior

Students must always treat the tutor with respect. Disrespectful language, inappropriate comments, or disruptive behavior will not be tolerated.

✓ Active Participation

Students are expected to actively participate in sessions by engaging in instruction, completing practice problems, and asking questions when needed.

✓ Preparedness

Students should arrive on time and be prepared with all necessary materials, including assignments, notes, and required tools.

✓ Focus & Environment

Students must be in a distraction-free environment and remain focused throughout the session to maximize learning.

✓ **Appropriate Technology Use**

Students must use their device appropriately during sessions. Excessive distractions (phones, games, unrelated browsing) are not permitted.

⚠ **Violation of Expectations**

Failure to follow the Code of Conduct may result in:


- A warning
- Session termination
- Suspension or discontinuation of tutoring services

No refunds will be issued for sessions terminated due to inappropriate behavior.

First Session Expectations

The first tutoring session at Toya's Next Level Tutoring, LLC is designed to establish a strong foundation for the student's success. This session may differ from regular sessions, as it focuses on assessment, planning, and initial instruction.

During the first session, the tutor will:

- Evaluate the student's current academic level
- Identify strengths and areas for improvement
- Review any current assignments, materials, or areas of concern
- Introduce key concepts using the TNLT ELEVATE Method 
- Begin developing a customized tutoring plan tailored to the student's needs

Students are expected to come prepared with any relevant materials, including assignments, notes, or topics they need assistance with.

Parents and students should understand that the first session may focus more on assessment and planning rather than full instruction. This ensures that future sessions are targeted, structured, and effective.

Refund Policy

All payments made to Toya's Next Level Tutoring, LLC are final.

Refunds are not issued for:

- Completed tutoring sessions
- Missed sessions (no-shows)
- Late cancellations (less than 24-hour notice)

Clients are responsible for managing their scheduled sessions and adhering to the cancellation policy outlined in this handbook.

In rare or exceptional circumstances, a refund or credit may be considered at the sole discretion of Toya's Next Level Tutoring, LLC.

Academic Responsibility Disclaimer

Toya's Next Level Tutoring, LLC is committed to providing high-quality academic support and effective tutoring strategies. However, academic success is influenced by multiple factors, including student effort, attendance, participation, and consistency.

While we strive to help students improve their performance, **specific grades, test scores, or outcomes cannot be guaranteed.**

Students are expected to actively engage in sessions, complete recommended practice, and apply learned strategies outside of tutoring sessions in order to achieve the best results.

Privacy & Confidentiality

Toya's Next Level Tutoring, LLC respects the privacy of all students and families.

All personal information, academic records, and communication shared during tutoring sessions will be kept confidential and used solely for the purpose of providing tutoring services.

Student information will not be shared with third parties without consent, except where required by law.

All virtual sessions are conducted in a secure and professional environment to ensure the protection of student information.

Agreement

By enrolling in Toya's Next Level Tutoring, LLC, clients agree to follow all policies outlined in this handbook.

Contact Information

For all inquiries, scheduling, and communication, please use the contact information below:

 **Email:** info@toyasnextlevel.com

 **Website:** www.toyasnextlevel.com

 **Book a Session:** <https://toyasnextleveltutoringllc.as.me/>

 **Business Hours:**

Monday – Friday: 2:00 PM – 10:00 PM

 **Response Time**

All emails and inquiries will be responded to within **24 hours** during business days.

 **Communication Guidelines**

- Email is the primary form of communication
- Please include the student's name when reaching out
- For scheduling, please use the booking link provided