

SLOUGH 2022-2023 YEAR 5 11+ COURSE

The SDE 11+ Course has been created for students preparing for the Berks CEM and Bucks GL Assessment® 11+ tests and comprises:

- ✓ **4 Assessments at the beginning of the Course** (English, Verbal Reasoning, Maths and Non Verbal Reasoning)
- ✓ **“A technique-focused approach to learning for the 11+”** (unlike many 11+ course providers we *teach* your child how to approach each 11+ question using Susan’s carefully developed *techniques*)
- ✓ **Susan Daughtrey M.Ed Course structure, lesson plans and materials** are used in class
- ✓ **2 hours of tuition per week** during term time; 32 lessons in total
- ✓ **2 additional ‘Mini Mock’ Sessions (2 hours each)** are undertaken in January and March 2023 to introduce the students to formal examination and to help monitor progress (extending the Course to 34 Weeks in total)
- ✓ **SDE 11+ Mock Exam Session A (either Berks CEM-style or Bucks GL-style)** (2 ½ hours – spring 2023) is included in the Course fee (additional Sessions can be added as an optional extra – see below)
- ✓ For periods of self-isolation or other exceptional circumstances, your child is invited to join a classroom-based lesson via our **fully interactive Hybrid Classroom technology**
- ✓ Access to our **weekly pre-recorded video tutorials which have been devised and narrated by Susan Daughtrey M.Ed and cover all of the weekly lesson content** – these video tutorials enable you as a parent to understand what is being taught in the classroom and the teaching methods used; they are also an invaluable resource if your child needs to recap or for revision purposes
- ✓ **Fully qualified and experienced teachers**
- ✓ **Our teachers are dedicated to your child’s success in the 11+ exams** – SDE’s Year 5 class teachers are usually **invested partners in our 11+ tuition business, SDE (Tuition) LLP**
- ✓ **Weekly-set Homework** using **homework resources provided by SDE in an attractive Prep Bag** (included in the Course fee)
- ✓ All test and homework results can be recorded on your child’s **Online Record Table**, providing **comparative data and analytics**

- ✓ **Small groups: in 2020/21 our average Year 5 class size was only 9 students**
- ✓ Classroom Administrative Assistants are employed **so the teacher can focus exclusively on your child's educational needs**
- ✓ All SDE staff are **carefully vetted**, including an **Enhanced DBS check**
- ✓ As an Ofsted-registered childcare provider, **at our tuition venue in Langley we accept Childcare Vouchers and Tax-Free Childcare payments – save at least 20% on our Course fees**

Optional extras:

- ✓ **6 x Susan Daughtrey 11+ Mock Exam Sessions** held between April and September 2023; mix and match from hundreds of options including Berks CEM-style and Bucks GL-style (cost: **£330 spread over 11 months; £30 per month**) – added by 86% of parents in 2020/21;
- ✓ **10 ½ hour Refresher (Revision) Course** at the end of August 2023 (cost: **£275 spread over 11 months; £25 per month**) – added by 70% of parents in 2020/21; and
- ✓ **8-hour targeted 11+ Workshop** at May half term or in the Summer Holidays in either Verbal Reasoning, Non Verbal Reasoning, Maths or English to address your child's weakest subject – you will be given a choice of Courses and dates which will be released after Easter 2023 (cost: **£242 spread over 11 months; £22 per month** – added by 60% of parents in 2020/21).

Classes are held at Langley College, East Berkshire College, Station Road, Langley SL3 7BY.

Group P: Thursday, 4.30pm to 6.30pm Group R: Saturday, 10.00am to noon Group S: 12.30pm to 2.30pm

The total cost of the SDE 11+ Course is £2,700, plus any of the optional extras that you wish to add to your booking.

The Course fees are payable by way of an initial deposit of £225 followed by 11 monthly payments of £225 beginning on 1st October 2022 and ending on 1st August 2023.

www.sde11plus.com/online-registration/

A full outline of the SDE 11+ Course appears below.

The Susan Daughtrey Education 2022-23 11+ Course takes account of all the known requirements of the Berkshire CEM® and Buckinghamshire GL Assessment® 11+ tests making the SDE 11+ Course a very thorough and effective preparation of your child. Many thousands of hours have been spent by Susan (author of the highly successful Verbal Reasoning *Technique and Practice* series of books) writing and refining the Course (including its structure, lesson plans and materials). All of the material Susan has written for the SDE 11+ Course is unpublished and is therefore only available to students attending the Course.

Initial Assessments

The Course begins (Weeks 1 and 2) with initial assessments in English, Verbal Reasoning, Maths and Non-Verbal Reasoning. The results of these assessments will be accessed via your secure Parent Login to your online SDE Account and you will be given access to anonymised comparative data so you can see how your child's performance compares to a larger group of SDE Year 5 students.

Prep Bag and Homework

At the first lesson, your child will be given an attractive Prep Bag containing the first half term of classwork and homework, as well as various published books that are referred to as part of the homework programme. Weekly homework varies depending on the topics taught in class and is supplied to your child half termly in advance in specially printed homework books that are personalised with your child's details. Additional homework is set over the school holidays to maintain continuity and to revise, test and extend the work already completed in class. Your child will be provided with additional published books as part of the Course, in order to further supplement and practise the significant amount of homework that Susan has written. All results can now be recorded online in your child's SDE Account, which also gives you access to comparative data for all exercises.

A technique-focused approach to learning for the 11+

During Weeks 3 – 24 (with the exception of the two 'Mini Mock' Weeks mentioned below), the Course concentrates on **teaching** every aspect of the English, verbal reasoning, maths and non-verbal reasoning components of the CEM® and GL Assessment® 11+ tests:

- Your child will be **taught** Susan's **techniques** to help her/him correctly and speedily approach English and verbal reasoning questions (including comprehension, cloze, proofreading, shuffled sentences, vocabulary and the '21 types' of verbal reasoning);
- The Maths component involves the **teaching of the entire three-year Key Stage 2 Maths syllabus** (which begins when the child is in Year 4 at school and concludes at the end of Year 6) as well as the application of Key Stage 2 Maths knowledge to 11+ style problem Maths questions; and
- The **techniques for all types of NVR question (including spatial reasoning) are taught** as part of the Course.

Hybrid Classroom Interactive Video Link

At the SDE Tuition Centre in Beaconsfield, all three of our classrooms are equipped with Hybrid Classroom technology. If your child is unwell or self-isolating, you can request a Zoom link from the SDE Office.

The Hybrid Classroom is a fully interactive design, so your child will be able to participate in the class much as if they were attending in person (there are three large screens and a speaker/microphone system fitted in each classroom). The Classroom SmartBoards provide a secondary output feed to Zoom to give your child a clear view of the board work.

The Hybrid Classroom facilities have been activated hundreds of times to support children who are unwell or during periods of self-isolation.

Pre-recorded Video Tutorials

All of the teaching content from the SDE 11+ Course is now available as pre-recorded video tutorials which have been devised and narrated by Susan Daughtrey M.Ed. These are released weekly through the Course and can be accessed via your online SDE Account.

The video tutorials form a full record of the SDE lesson content. As a parent, this allows you to see exactly what was taught in class and the teaching methods used. Any missed lessons that were not attended in person or via the Hybrid Classroom facilities can be caught up using the pre-recorded video tutorials. The video tutorials are also invaluable if your child needs to recap on any of the lesson content and for revision purposes later in the Course.

Weekly Mini Tests

During Weeks 3 – 24 of the Course (with the exception of the two 'Mini Mock' Weeks mentioned below), progress tests in all subjects are administered in the first 10 – 12 minutes of each class. These 'Mini Tests' test your child's vocabulary (which is set as part of the weekly homework assignment), verbal reasoning and/or maths and in doing so not only provide additional weekly practice in all subjects, but fundamentally, assist the teacher to closely monitor the progress of each student.

SDE 11+ 'Mini Mocks'

In 2022 two new 'Mini Mock' Sessions were added to the SDE 11+ Course for the first time, extending the Course from 32 Weeks to 34 Weeks.

- **Mini Mock 1** is held following Week 11 of the Course (w/c 23rd January 2023)

- **Mini Mock 2** is held following Week 18 of the Course (w/c 20th March 2023)

The Mini Mocks are designed to:

- 1) provide an early and gentle introduction to formal 11+ style exam testing; and
- 2) help monitor each student's individual progress on the SDE 11+ Course.

Each Mini Mock Session is held in an Exam Hall rather than in the normal classroom setting. You will be invited to make your Mini Mock reservations once the Course has commenced. There will be a choice of times/dates/venues to choose from. This means there will be a mix of children including many from other SDE Year 5 Groups present at your child's Mini Mock Sessions.

The Mini Mock test papers are multiple choice format and we also use audio administration for the first time – both features of the final CEM[®] and GL Assessment[®] 11+ exams. However, unlike the 'full' SDE 11+ Mock Exams which commence after Easter of Year 5, the Mini Mock test papers only test the students on the subjects and topics that have already been taught on the SDE 11+ Course up to each Mini Mock week. As such, each Mini Mock also acts as a Progress Test so you can see how your child is developing on the Course. As with the 'full' SDE 11+ Mock Exams (see below), you will receive detailed comparative data and analytics as part of the online feedback (accessed via your secure online SDE Account) after each Mini Mock.

Berks CEM[®]-style and Bucks GL Assessment[®]-style 11+ Mock Exams (Exam Hall-based)

The 'full' SDE 11+ Mock Exams then begin after Easter and are attended in addition to the regular weekly classes. Each 11+ Mock Exam Session is the equivalent of the real 11+ exam day.

All students attending the SDE 11+ Course are invited to attend Session A in spring 2023 and the cost of this first formal SDE 11+ Mock Exam is included in the standard Course fee.

For those who require further exam practice, a set of six additional Mock Exams can be added as an optional extra at Registration (see below). SDE 11+ Mock Exams are available in both Berks CEM[®]-style and Bucks GL Assessment[®]-style and you can book any combination of these Mock Exam styles to best suit the schools you are targeting. **In 2020-21, 86% of SDE Course parents opted to add the SDE 11+ Mock Exams - this option is strongly recommended for those students who are intending to appear for the real Bucks or Berks 11+ tests in September 2023.**

Berks CEM[®]-style and Bucks GL Assessment[®]-style 11+ Practice Tests

During the summer term (Weeks 25 to 30) and in the lead up to the 11+, practice CEM[®]-style and GL Assessment[®]-style 11+ tests take place in class under examination conditions in order to revise, in a structured

fashion, all the topics taught on the Course, to familiarise the students with the format of the paper (as far as possible) and the procedure of the day, and to continue the continuous assessment of the students.

These 11+ practice tests are separate to the SDE 11+ Mock Exam test papers. Each 'class-based test-paper experience' will culminate in a review and discussion of the questions that appeared on the test paper to ensure the children benefit from a full explanation of the correct procedure/technique of answering the questions, and to equip the children to attempt a similar question more successfully in the future.

As the lessons focus on reviewing the most difficult areas of the test papers, there is often not time in class to review every question that appeared on the practice test. To address this 'gap' and give every child a full explanation for every question they individually answered incorrectly on the test, some of the test papers used as part of the Course are also supported by **Susan Daughtrey 11+ Dynamic Video Tuition®**. For these, there is a video tutorial for each question on the test papers which parents and students can access from home, via their secure online SDE Account. Each video contains:

- The test question and multiple-choice answer options that appear on the question paper;
- Where relevant (e.g for VR questions), an explanation of the technique or method that Susan Daughtrey recommends your child uses to answer the question, devised and narrated by Susan Daughtrey, and which is consistent with the technique taught in class;
- Where relevant (e.g for Maths questions), working out is shown on screen in a step-by-step fashion, with Susan Daughtrey explaining the process she recommends your child should follow to answer the question correctly; and
- Finally, the correct answer is shown on screen.

It is recommended that parents and children watch the video tutorials for the questions the child answered incorrectly, as an additional item of homework, to help reinforce the classroom learning and to ensure your child learns from their mistakes.

Summer Holiday Homework

Your child will be set summer holiday homework to continue, through the school summer holidays, the practice and familiarisation of all the subjects your child has learned. The final two lessons will take place just a few days before the actual Berkshire CEM® and Buckinghamshire GL Assessment® 11+ tests.

The Role of Parents

The Course is rigorous, demands a lot of work and dedication on the part of your child and requires a very determined and positive attitude. If your child has these attributes, most parents tell us that their children

thoroughly enjoy the lessons, improve enormously at school generally, make many new, good friends and develop a very strong sense of how to study and what is required to learn and achieve.

We encourage parents to play a major and active role in their child's study and we see you as an essential contributor to this process. You are an integral and important part of your child's exam preparation and performance on this Course.

Parents are asked to oversee the completion of the homework and to mark it using the answers provided in each weekly 'Parent Homework Pack'. Scores are then recorded by the parent on a paper Record Table and can also be recorded on the Online Record Table within your SDE Account, providing you with access to comparative data.

Parents are asked to bring any homework problems to the attention of the teacher, so these can be addressed as part of the homework review which takes place at the beginning of each lesson.

Course Objective

The objective of all SDE Courses is quite explicit - to offer a first-class, quality Course where every effort is made to address the student's weaknesses, to maximise her/his examination performance and to extend each student to his/her fullest potential so the child has the best possible chance of success in the 11+. Everybody who works at Susan Daughtrey Education is striving for excellence and every possible effort is made to achieve it.

The Course is designed for a child who will benefit from lots of teacher contact, support and reinforcement and who will more ably cope with the subjects when spread over a longer period of time.

Optional Extras

Book with confidence: you can remove any of the following optional extras from your booking at any time prior to the commencement date of the relevant service, for a full refund of any instalments which have already been collected in respect of the optional service which is being removed. If you are unsure whether you need any of the options, you are advised to add them at Registration and then contact us by email at office@sde11plus.com for a full refund if you decide any of these additional optional services are no longer required.

11+ Workshops

By Easter of Year 5, we usually find that each child has a clear subject-specific weakness in either English, Maths, Verbal Reasoning or Non-Verbal Reasoning and that she/he would benefit from some additional instruction to help address this 'challenging subject'. The 11+ Workshops, which were first offered to our 2020/21 Year 5 students, have been developed to respond to this need. They are short subject-specific Courses (8 hours of teaching over two days), which take place during May half term and the early part of the School Summer Holidays.

If you opt for an 11+ Workshop at Registration, you will be provided with a range of booking options (subjects, dates and venues) at the beginning of the School Summer Term. Your child's SDE tutor will recommend the 11+ Workshop subject she/he recommends for your child, although the final choice is made by you. We know some parents may ask to book a second 11+ Workshop, in another subject, which will be permitted, but will be subject to availability at the time. **The cost of each 11+ Workshop is an additional £242 if booked at Registration with the cost spread as shown in the table below. (In 2020-21, 60% of SDE Course parents opted for an 11+ Workshop.)**

11+ Refresher Course

The Refresher Course comprises 10 ½ hours of additional revision sessions spread over three days at the end of the summer holidays (these sessions are likely to take place during the final two weeks of the school summer holiday and there is usually a choice of times and dates). The Refresher Course is a final revision Course and is fundamentally different to the 11+ Workshops, where we re-teach the basics to help your child address their personal 'weaker subject'. **The cost of the Refresher Course is an additional £275 if booked at Registration with the cost spread as shown in the table below. (In 2019-20, 76% of SDE Course parents opted for the Refresher Course.)**

11+ Mock Exams

Susan Daughtrey Education is a leading provider of 11+ mock exam sessions. We offer seven Sessions (A, B, C, D, E, F and G) for CEM and a further seven Sessions (also A, B, C, D, E, F and G) for GL Assessment which have been carefully designed to complement your child's 11+ exam preparation. The test questions on the two different styles of 11+ paper are different so you can book any combination. You can find further information about these sessions on our website: www.susandaughtreyeducation.com/mock-exams/ Session A (you can choose either CEM-style or GL-style) is included for all students attending the SDE 11+ Course. **The cost of the additional six Susan Daughtrey Mock Exams is an additional £330 if booked at Registration with the cost spread as shown in the table below. (In 2020-21, 86% of SDE Course parents opted to add the SDE 11+ Mock Exams.)**

Each Mock Exam Session comes with access to the **Susan Daughtrey 11+ Dynamic Video Tuition®** service. With Dynamic Video Tuition, for each question your child answers incorrectly on the Mock Exam tests, you will be provided with:

- 1) Your **child's wrong answer option for the question;**
- 2) A **link to a video tutorial**, which can be streamed from home, which includes the following:
 - a. The **test question number, test question and multiple-choice answer options** that appeared on the question paper;

- b. Where relevant (e.g for VR questions), an **explanation of the technique or method that Susan Daughtrey M.Ed recommends your child uses to answer the question, devised and narrated by Susan Daughtrey M.Ed;**
- c. Where relevant (e.g for Maths questions), **working out is shown on screen in a step-by-step fashion**, with Susan Daughtrey M.Ed talking your child through the process he/she should have followed to answer the question correctly; and
- d. Finally, the **correct answer is shown on screen.**

You can pause, rewind and re-watch the video tutorials as many times as you like up to the date of the real Berks and Bucks 11+ tests in September 2023.

Dynamic Video Tuition has been devised with the specific objectives of giving your child the opportunity to:

- 1) **learn from their mistakes;** and
- 2) **improve future exam performance.**

This is a unique and innovative resource, which **responds to your child's individual learning requirements** by identifying only the questions your child answered incorrectly on the test papers and addressing those wrongly answered questions through the deployment of a video tutorial.

Updates and Amendments

The SDE 11+ Courses are constantly updated to help us give your child the very best chance of success in the 11+ exams. This can sometimes involve changes to the Course (usually in the form of enhancements or adjustments) after you have booked the Course. For example, if the real 11+ test provider changes, or the test content changes, we would normally update the Course, so it best caters to the needs of the children in attendance. You agree that we can make these changes in our absolute discretion, even where this would mean the Course differs to the description provided above.

Cost

The total cost of the SDE 11+ Course, to include the cost of all tuition, the four assessments, 2 Mini Mock Sessions, SDE 11+ Mock Exam Session A, the Prep Bag of books and resources provided as part of the homework programme and online learning resources is £2,700.

The cost of the Course is payable in instalments, as follows:

Date	SDE 11+ Course fee	6 x 11+ mock exams (optional extra)	8 hour 11+ Workshop in English, Maths, VR or NVR (optional extra)	10 ½ hour Refresher Course (optional extra)	Payment method
At registration	£225	-	-	-	Direct Debit or Childcare Vouchers/Tax-Free Childcare
11 monthly payments from 1 st October 2022 until 1 st August 2023	£225	£30	£22	£25	Direct Debit or Childcare Vouchers/Tax-Free Childcare
TOTAL:	£2,700	£330	£242	£275	

Registration

For your convenience, registration for the SDE 11+ Course can be made online via the SDE website. If you are reading this document on-screen, please click the link below (if you are using a PC you should simultaneously press the 'Control' button on your keyboard) or otherwise type the following address into your web browser:

www.sde11plus.com/online-registration/

To register, please follow the simple two step procedure:

Step 1 – please fill in your details on the online Registration Form

Step 2 – please set up the online Direct Debit instruction

We hope you have found all the information contained in this Prospectus helpful. However, if you have any queries about any detail of it, please email office@sde11plus.com or call 01494 680190 and we will be pleased to help.



Susan Daughtrey M.Ed

Dates for your Diary

Thursday dates (Group P)

October 2022:	13 th , 20 th
November	3 rd , 10 th , 17 th , 24 th
December:	1 st , 8 th
January 2023:	5 th , 12 th , 19 th , Mini Mock 1 (booked separately - see below)
February:	2 nd , 9 th , 23 rd
March:	2 nd , 9 th , 16 th , Mini Mock 2 (booked separately - see below), 30 th
April:	20 th , 27 th
May:	4 th , 11 th , 18 th , 25 th
June:	8 th , 15 th , 22 nd , 29 th
July:	6 th , 13 th
August:	24 th , 31 st (assuming 11+ test dates during w/c 4 th September)
Mini Mocks 1 and 2 take place w/c 23 rd January and w/c 20 th March respectively. You will be asked to book these (for no additional fee) shortly after the Course commences in October. A choice of days and times will be available to choose from.	

Saturday dates (Groups R and S)

October 2022:	15 th , 22 nd
November	5 th , 12 th , 19 th , 26 th
December:	3 rd , 10 th
January 2023:	7 th , 14 th , 21 st , Mini Mock 1 (booked separately - see below)
February:	4 th , 11 th , 25 th
March:	4 th , 11 th , 18 th , Mini Mock 2 (booked separately - see below)
April:	1 st , 22 nd , 29 th
May:	6 th , 13 th , 20 th , 27 th
June:	10 th , 17 th , 24 th
July:	1 st , 8 th , 15 th
August:	26 th (assuming 11+ test dates during w/c 4 th September)
September:	2 nd (assuming 11+ test dates during w/c 4 th September)
Mini Mocks 1 and 2 take place w/c 23 rd January and w/c 20 th March respectively. You will be asked to book these (for no additional fee) shortly after the Course commences in October. A choice of days and times will be available to choose from.	

OBJECTIVES

“The primary objective of the Course is to offer a first-class quality Course where every effort is made to address the student’s weaknesses, to maximise his/her examination performance and to extend each student to his/her fullest potential so the child has the best possible chance of success in the 11+.”

In order to create the best learning environment for each pupil, all reasonable efforts will be made to achieve the following objectives:

- That each pupil is able to learn in a safe environment;
- That each pupil’s progress or ability to learn and improve his/her performance is enhanced by a focused learning environment, free from distractions and not impeded by the poor conduct or behaviour of other children in the class; and
- That each pupil shows courtesy and respect to the teacher of the class, the other children in the class and any other persons he or she comes into contact with on the course and/or while at the course venue.

TERMS AND CONDITIONS

1. Definitions

In these Terms and Conditions, the following terms have the meanings stated below:

- “**Child**” means the child who is registered to attend an SDE course and whose name appears on the Registration Form;
- “**Client**” means the parent or guardian of a Child registered to attend an SDE course whose name appears on the Registration Form; and
- “**SDE**” means in the case of the 11+ Course, the 11+ Workshops (if opted for) and the 11+ Refresher Course (if opted for), SDE (Tuition) LLP, a limited liability partnership registered in England with LLP number OC422318 and in the case of the 11+ Mock Exams Sessions (if opted for), Susan Daughtrey Education LLP, a limited liability partnership registered in England with LLP number OC381033.

2. Parties etc.

- 2.1. This agreement is between the Client and SDE. Neither the Client nor the Child has any direct or indirect contractual or other relationship with any other person or entity other than SDE.
- 2.2. This agreement supersedes and replaces any previous agreement(s) between the Client and SDE.

3. Safety

- 3.1. The Client shall, prior to the commencement of the course and at regular intervals during the continuation of the course, emphasise to the Child the importance of remaining under the supervision of the teacher at all times during class and while at the course venue. The Child should be instructed not to leave the course venue under any circumstances unless accompanied by the Client or the person nominated by the Client to deliver and collect the Child from the course venue.
- 3.2. The Client shall ensure that he or she or, where relevant, the person with responsibility to deliver and collect the Child to and from the course venue on the relevant course date personally:
 - 3.2.1. delivers the Child to the custody of the teacher in charge of the Child’s course; and
 - 3.2.2. collects the Child from the teacher in charge of the Child’s course.

4. Medical conditions, medication and treatments

- 4.1. The Client shall notify SDE in writing at registration if the child suffers from any medical injury, condition (including any allergies) or disability that ought properly to be brought to the attention of SDE so that an assessment of the needs of the child can be made.
- 4.2. In the event that the child develops a medical condition (including any allergies) while attending an SDE course, the Client shall inform SDE in writing in advance of the lesson so that an assessment of the needs of the Child can be made.
- 4.3. The Client shall ensure that any medication or treatment that the Child is receiving (either at the time of registration on the course or during the continuation of the course) is brought to the attention of:
 - 4.3.1. prior to registration, or at such time during the course as the medication or treatment commences, to SDE by notice in writing; and
 - 4.3.2. at the commencement of each lesson, to the teacher of the class.
- 4.4. SDE and its teachers are not trained or insured to administer medications and, accordingly, are unable to administer medications to children attending SDE courses. If required, the Client shall administer the medications having first advised SDE of the circumstances.
- 4.5. SDE reserves the right at any time and without further notice to the Client to refuse to administer medication or treatment. Such refusal to administer medication shall extend, without limitation, to a decision, to be made by the teacher or relevant SDE employee, consultant or agent who may need to make such a decision following the development of a medical condition or emergency situation while the Child is in the custody of SDE. In such circumstances the teacher or relevant SDE employee, consultant or agent may contact the emergency services and/or the Client if they consider it appropriate to do so.
- 4.6. In the event that SDE is notified that a pupil in a class has a food allergy (or other similar condition), the teacher will take reasonable precautions to protect that pupil from exposure to the cause of the allergy (or other similar condition) but SDE cannot guarantee non-exposure.

5. Payment

All course fees are to be paid on the date(s) set out in the Registration Form and, in the event that the Client fails to make payment on the due date(s), the Child shall not be entitled to attend the course and SDE reserve the right to cancel the Child's place and to allocate the Child's place to another pupil without further notice. Cancellation in such circumstances is without prejudice to the other remedies SDE may have against the Client in respect of such non-payment.

6. Withdrawal / Cancellation / Curtailment / Non-attendance

- 6.1. If you wish to cancel the Child's place on the Course at any time, including before the Course has started, you may do so by notifying SDE in writing by email to jdaughtrey@sde11plus.com. You will not be liable for any direct debit instalments due after the date of notification of withdrawal, however you will not receive a refund of any payments made or due prior to or on the date of withdrawal. Once you have withdrawn your child from the Course, your child is not entitled to attend any further lessons. You are not required to return any homework materials (such as the Prep Bag) supplied to your child prior to the date of withdrawal.
- 6.2. The Client is assured that SDE will use its reasonable endeavours to deliver the course on the date(s) and time(s) set out in the Prospectus. However, there may be exceptional circumstances in which it is necessary for SDE to cancel the course, for example, where a teacher becomes unwell and is unable to deliver the course or a course venue is, for some reason, no longer available. In the extremely unlikely event that a course is cancelled part way through its delivery, SDE will refund a pro rata amount of the course fee to take account of the part of the course which is not delivered and the Client's entitlement to such a pro rata refund will be its sole remedy against SDE in these circumstances.
- 6.3. At any time on or prior to the date on which the first lesson of a course is to be delivered, SDE reserves the right to cancel:
 - 6.3.1. the course; or
 - 6.3.2. the Child's place on the course;

and, in such circumstances, the Client's only remedy against SDE shall be to a refund of the payment(s) he or she has already made to SDE for such course.

6.4. SDE reserves the right to remove a Child from one or more classes (or, where appropriate, the remainder of the course) in the event that the Child's conduct or behaviour is, in the opinion of SDE, such that it:

- 6.4.1. prevents or inhibits (or is likely to prevent or inhibit) SDE from meeting the objectives (stated above these Terms and Conditions) for the benefit of all pupils on the Child's course; or
- 6.4.2. interferes (or is likely to interfere) with the proper management of the class by the teacher having regard, in particular, to the health and safety of all pupils, the teacher and any other persons who are (or may be) present at the course venue.

For the purposes of this clause 6.4, SDE's decision as to what constitutes behaviour or conduct which has the effect(s) (or is likely to have the effect(s)) set out above shall be final and binding on the parties.

6.5. In the event that a Child is for any reason unable to attend a class, application may be made in writing to SDE to arrange an alternative date in another class to be provided by SDE (if any). SDE shall make reasonable efforts to accommodate the child but accommodation shall at all times be subject to availability (including, for the avoidance of doubt, sufficient space, in the opinion of SDE, for the Child to attend in addition to the pupils already scheduled to attend such class). In the event that no alternative class is available, or if the Child is unable to attend an alternative class offered to the Client by SDE, SDE shall, on request, indicate the work the Child should complete at home (where possible). For safety and logistical reasons, no Child shall be admitted to an alternative class where prior arrangement has not been made with SDE by following the procedures set out in this clause.

7. Customer satisfaction

- 7.1. In the unlikely event that you are not happy with the services provided by SDE, in the first instance please raise your concerns with the course teacher at the first available opportunity.
- 7.2. In the event that having raised your concerns with the course teacher the matter has not been resolved to your satisfaction, please contact Susan Daughtrey Education's head office by email to the following email address providing as much information as possible about your circumstances jdaughtrey@sde11plus.com.

8. Intellectual Property

- 8.1. It is hereby acknowledged by the Client that SDE has certain valuable intellectual property rights including, without limitation, copyright, trademarks, trade names and trade secrets (e.g. techniques) with respect to the provision of its courses and other services which are provided by SDE (together "Intellectual Property").
- 8.2. All Intellectual Property provided to the Client and/or Child (howsoever supplied, including without limitation, in hard or electronic form):
 - 8.2.1. shall remain the sole and exclusive property of SDE and no right, title or interest in such Intellectual Property shall transfer to the Client and/or Child under these Terms and Conditions (or otherwise) and no right is given to duplicate or transmit (by electronic means or otherwise) such Intellectual Property (in part or in whole) and no right is hereby or shall be given or implied unless and until stated by SDE in writing; and
 - 8.2.2. shall remain the confidential information of SDE and must not be disclosed, transferred or provided to (whether to review, retain or take copies of) any other person without the prior written consent of SDE.
- 8.3. Most of the Intellectual Property has been written by SDE for the Susan Daughtrey course. This involves many thousands of hours of writing, reviewing, typesetting and proof reading work. Whilst considerable effort is made to ensure the Intellectual Property is of the highest standard, due to the considerable volume of work involved in the preparation of the Intellectual Property and the need to regularly update this work to best cater to the requirements of the 11+ tests, we cannot guarantee that the works will be entirely error free. SDE does not accept any liability in respect of any errors in or omissions from the Intellectual Property.

9. Updates and Amendments

The SDE 11+ Courses are constantly updated to help us give your child the very best chance of success in the 11+ exams. This can sometimes involve changes to the Course (usually in the form of enhancements or adjustments) after you have booked the Course. For example, if the real 11+ test provider

changes, or the test content changes, we would normally update the Course, so it best caters to the needs of the children in attendance. You agree that we can make these changes in our absolute discretion, even where this would mean the Course differs to the description provided in the Prospectus.

10. Personal data

10.1. We will use the personal data that you give us to:

10.1.1. provide the tuition services; and

10.1.2. inform you about similar products or services offered by Susan Daughtrey Education.

10.2. We may store personal data in hard or electronic form and it may be given to, or accessed by, other legal entities (and their respective personnel) trading under the "Susan Daughtrey Education" or "SDE" brand. We will not give, or provide access to, personal data to any third party.

11. Exclusion and Limitation of Liability

11.1. Without prejudice to clause 10.2, SDE's maximum aggregate liability for breach of these Terms and Conditions (including any liability for the acts or omissions of its employees, consultants or agents), whether arising in contract, tort (including negligence), misrepresentation or otherwise, shall in no circumstances exceed the amount of course fees paid by the Client to SDE for the SDE course(s) the Child is registered to attend.

11.2. Nothing in these Terms and Conditions shall in any way limit:

11.2.1. either party's liability for death or personal injury caused by its own negligence; or

11.2.2. any liability which cannot be excluded by law.

11.3. These Terms and Conditions set forth the full extent of SDE's obligations and liabilities in respect of the course and/or other services provided by SDE including as to its quality, the chances of a Child's success in the examinations (which, for the avoidance of doubt, is not guaranteed by SDE). Any other condition, warranty, or other term concerning the course or other services to be provided by SDE which might otherwise be implied in or incorporated within these Terms and Conditions, whether by statute, common law or otherwise, is hereby expressly excluded.

11.4. The performance of any Child in the actual 11+ examination is ultimately the sole responsibility of the Child and SDE shall not be responsible or liable for:

11.4.1. a Child failing the exam(s) or not performing in the exam(s) as expected by the Client and/or Child; or

11.4.2. without prejudice to the generality of the foregoing provisions of this clause 10.4, any indirect or consequential loss or damage (whether relating to the circumstances provided for by clause 10.4.1 or otherwise).

12. Novation

Client agrees that SDE may transfer the benefit and burden of this contract to another entity trading under the 'SDE' and 'Susan Daughtrey Education' names. If this happens, SDE will write to Client informing Client of the change.

13. Third Parties

Nothing in these Terms and Conditions is intended to give any person any right to enforce any term of these Terms and Conditions which that person would not have but for the Contract (Rights of Third Parties) Act 1999.

14. General

- 14.1. Any notice to SDE should be in writing, in an envelope marked "Confidential" and addressed to Susan Daughtrey, Susan Daughtrey Education, at the current Registered Office address of SDE as registered with Companies House with a copy of the same sent by email to jdaughtrey@sde11plus.com
- 14.2. Any notice to the Client shall be sent to the address of the Client on the Registration Form or as notified to SDE from time to time.