

Tuition Conversation Guide

A calm, respectful structure for talking with families about fees and payment.

These conversations are about partnership, not pressure. Lead with the family's situation, be clear about options, and agree a specific next step.

- 1 **Prepare**
 - Review the account: balance, history, and any prior arrangements
 - Know the options you can offer (plans, dates, hardship support)
 - Choose a private, unhurried time to talk
- 2 **Open with warmth**
 - "Thank you for making time — I wanted to check in and support you."
 - Assume good intent; many families simply need flexibility
- 3 **Understand their situation**
 - "Is there anything affecting payments right now that we should know about?"
 - Listen fully before proposing anything
- 4 **Offer clear options**
 - Present 2–3 concrete paths (e.g. instalments, adjusted dates)
 - Be specific about amounts and dates
- 5 **Agree a plan together**
 - Confirm what will be paid, how, and by when
 - Write it down and repeat it back
- 6 **Follow up**
 - Send a short written summary the same day
 - Diarise the agreed check-in date

AGREED PLAN

Family / student	Date of conversation
What was agreed (amounts, method, dates)	
Follow-up date	Handled by