

Tutoring and Academic Support Policy

Purpose & Scope

Royal Ontario Academy (ROA) is committed to supporting student success in an asynchronous learning environment. This policy explains:

- the academic support included in course tuition;
- expectations for reading and applying teacher feedback;
- AI-powered tutoring support available in select courses at no additional cost, and
- live virtual tutoring options for students who require real-time support beyond standard assistance.

This policy applies to all students enrolled in ROA courses.

Asynchronous Learning Model and Student Expectations

All ROA courses are delivered in an **asynchronous format**, allowing students to study when and where it is most convenient and to progress at their own pace. This flexible approach requires:

- consistent weekly engagement,
- strong time management and self-discipline,
- independent learning skills, and
- timely communication with ROA staff when support is needed.

Teacher Feedback and Student Responsibility

ROA teachers provide detailed written feedback on assignments, tests, and projects to help students learn, grow, and improve. Feedback is a key part of the learning process and is intended to guide students toward stronger future performance.

Teachers aim to provide feedback in a timely manner, generally within 24–72 hours of submission. Feedback timelines may be longer on weekends, and on statutory holidays.

Students are expected to:

- carefully read and review all teacher feedback,
- apply the feedback to future submissions, and
- use feedback to address recurring errors, improve skills, and strengthen achievement.

ROA teachers invest significant time and professional effort in providing individualized feedback. Students who do not review or implement feedback may experience slower progress and repeated mistakes that affect achievement.

Standard Academic Support Included in Course Tuition

ROA provides standard academic support to all students, which may include:

- clarification of assignment expectations and course requirements,
- responses to course-related questions (within reasonable limits),
- guidance to appropriate course resources, and
- academic progress monitoring and check-ins when needed.

This support is designed to help students move forward independently and does not include continuous real-time instruction.

AI-Powered Tutoring Support (No Additional Cost)

ROA offers AI-powered tutoring assistance in select courses to provide students with additional support anytime and anywhere, at no additional cost. AI tutoring is intended to help students:

- review concepts and skills,
- receive guided explanations and examples,
- practice independently, and
- build confidence outside of regular teacher feedback.

Example: Mathematics AI Tutor

In Grade 11 Functions, Grade 12 Functions, and Grade 12 Advanced Functions, students may access an AI tutor through: royalontariotutor.com.

Availability and access may vary by course. Students should follow course instructions or contact ROA if they are unsure whether an AI tutor is available in their course.

AI tutoring tools are intended to support learning and practice. Students are responsible for:

- completing work independently,
- following ROA's academic integrity expectations, and
- using AI support to learn and understand concepts (not to submit AI-generated work as their own).

Live Virtual Tutoring (Additional Paid Support)

At a student's or parent/guardian's request, ROA can offer live virtual tutoring sessions for students who need extra help beyond standard academic support. For some students, this level of support may be strongly recommended (or required as part of an academic support plan) depending on their learning style—similar to having a coach who helps a student stay motivated, focused, and on track.

Tutoring sessions are personalized to meet each student's needs and can be scheduled at mutually convenient times. **However, live tutoring is an additional paid service** and must be arranged in advance.

When Live Tutoring May Be Recommended or Required

Live tutoring may be strongly recommended (or required as part of an academic support plan) when a student:

- frequently requests ongoing real-time help beyond reasonable course support,
- continues to struggle despite written guidance and teacher feedback,
- is significantly behind pace and requires intensive support to complete the course, and/or
- needs consistent real-time instruction to understand expectations, feedback, or course content.

ROA will communicate recommendations clearly and work with the student/parent/guardian to determine appropriate next steps.

Fees and Minimum Booking

- \$45 per 45-minute session
- Minimum booking: 5 sessions (tutoring is booked as a package)

Tutoring fees are separate from course tuition.

Scheduling Requirements

- Tutoring must be requested with at least two (2) weeks' advance notice to allow ROA to arrange staffing and scheduling.
- Tutoring availability is subject to staff availability and scheduling capacity.

How to Book

To request a tutoring package, please email: info@royalontarioacademy.com

Payment

Payments for live tutoring can be made through: royalontarioacademy.flywire.com

Additional Notes

- ROA staff will always do their utmost to support students within the scope of standard academic assistance.
- Students are expected to use teacher feedback as their primary tool for improvement and progression.
- AI-powered tutoring tools provide flexible, on-demand support in select courses, but do not replace teacher feedback or live instruction.
- If a student requires constant live support (frequent real-time help, ongoing coaching, or continuous instruction), this support must be arranged through the paid tutoring service and scheduled in advance.

Review and Updates

ROA may revise this policy as needed to maintain clear expectations and to strengthen student support services.

Review and Approval

This policy is reviewed periodically to ensure clarity, fairness, and alignment with ROA operational requirements and Ontario Ministry expectations. Final decisions regarding interpretation and application of this policy rest with the Principal.