

## **LETTER OF ENGAGEMENT**

This Letter of Engagement outlines the terms and conditions of undertaking tutoring services with Educate Tutoring Pty Ltd (Educate). Our primary goal is to assist our students achieve positive results, and the best way to do this is through consistent, evidence-based tutoring over a reasonable period of time. Our commitment to our students is solid and we anticipate the commitment you make to your child's tutoring will be the same.

Please read this agreement carefully prior to completing the final agreement:

### **Admin Terms:**

I understand that:

- Tutorials will not commence until Educate has received all enrolment documentation.
- In the absence of completed enrolment documentation, commencement of a tutorial program confirms that these terms of engagement have been accepted.
- Educate offers two (2) packages of support, Academic Coaching and Intervention Support. Packages and pricing have been clearly explained in the Schedule of Fees.
- Additional services and products may be provided with prior parental consent. These will be invoiced separately in accordance with the fee schedule attached.
- Lessons are conducted on a per-term basis in alignment with Tasmanian Government School term dates. Tutorials are held on student-free days; however, are not held on public holidays.
- I am responsible for informing Educate management in writing of any changes to this enrolment, including information about attendance, my account details or debiting arrangements. I will give a minimum of 5 business days' notice to allow time for processing any requests.
- The Sign-In/Sign-Out form must be completed by parents/guardians/carers on behalf of infant or primary aged students on arrival at and departure from Educate premises. Upper primary, secondary and college students can sign-In/Sign-Out independently
- Educate Tutoring provides all required stationery and materials.
- Educate Tutoring will attempt to re-schedule lessons cancelled by the client if administration is informed in writing at least ten (10) business days prior to the scheduled lesson. Educate Tutoring is under no obligation to reschedule tutorials cancelled or not attended by the client within the ten (10) business days prior to the scheduled lesson.
- If the student has not presented within 20 minutes of the start time, tutorials may be cancelled
- Should a tutor be unavailable, every effort will be made to engage a relief tutor. Alternatively, the lesson may need to be rescheduled.
- Requests for changes to scheduled lesson times must be negotiated with Educate management only.

- Cancellation of a tutorial program partway through a term requires two weeks' notice (14 days) in writing. All lessons scheduled after the 14-day notice period will be cancelled and an exit fee of \$250 will be charged.
- Educate Tutoring have incident and accident reporting procedures compliant with Work Safe Tasmania requirements and codes of practice.
- Educate Tutoring have established procedures that must be followed in the event of an emergency. [\[Link\]](#)

## **Program Terms:**

I understand that:

- I am welcome to attend tutorials, provided that my child is comfortable with me doing so, and it will not negatively impact their engagement. Recommendations might be made by tutors to guide this decision over time.
- Communication between parents and tutors through the parent portal is encouraged.
- I am encouraged to discuss any concerns that arise with my child's tutor, and that I can also approach office or management staff for additional support.
- Tutors may contact my child's teacher should I wish for them to do so. It is my responsibility to provide teacher contact details as required.
- My child's results are dependent on a range of factors including but not limited to consistent attendance, family commitment and support, student engagement.
- Tutors will work with my child and I to set goals for their tutorial program.
- Tutors will record the content of my child's program using the Learning Plan and Student Evaluation form which I can access through my parent portal.
- Tutors may assign regular homework for my child to complete independently at home between tutorials.
- Assessments will be conducted at the start of an intervention program and periodically throughout.
- Assessments may be conducted at the start of an academic coaching program.

## **Finance Terms:**

I understand that:

- Payment of Educate package fees will be made through IntegraPay in accordance with the IntegraPay Terms and Conditions document provided.
- One-off term fees and partial payments may be made via direct bank transfer.
- If a payment is attempted and declined, administration fees will be charged in accordance with IntegraPay Terms and Conditions document. Administration fees incurred by Educate will be on-charged accordingly.
- Arrangements are to be made with Educate management in the event of an inability to comply with invoice payment terms. In the absence of communication about this matter, a weekly \$20.00 account keeping fee will be applied to all overdue invoices.
- Overdue invoices will be referred to our debt collection agency six weeks after the due date. All expenses associated with the recovery process (including reasonable legal costs and expenses together with fees associated with the debt recovery agency) will be payable by the account holder.

### **Housekeeping:**

I understand that:

- I am required to park my vehicle outside the orange traffic cones.
- I am to enter Educate Tutoring from down the driveway, through the gate, and then follow the path to the glass doors and into the office.
- We are encouraged to remove our shoes as we enter the premises.
- Security cameras are in operation on the premises for child and tutor safety.
- The student and family toilet is located next to the office/waiting area.

**Note: In the absence of completed enrolment documentation, commencement of a tutorial program confirms that these Terms of Engagement have been accepted.**