

## **OVERVIEW OF SERVICES**

Educate Tutoring Pty Ltd (Educate) is a small company with centres based in Kingston and Sandy Bay, Tasmania. We provide tailored tutoring services to meet the specific needs of our students both in person and remotely. All our tutors have teaching and/or subject specific academic qualifications and experience, and skills in providing personalised programs for individuals, pairs, and groups of students. Our teachers are registered with the Teachers Registration Board of Tasmania or accredited with the Australian Tutoring Association.

### **Assessment Services**

Standardised literacy tests provide approximate spelling and reading ages, while numeracy assessments provide an indication of a student's capacity to function at their current grade level. General conceptual ability can also be assessed giving parents an understanding of their child's overall cognitive capacity aside from the defined literacy skills of reading and writing.

Assessments are conducted with all new enrollees, and then periodically throughout their attendance to identify gaps in the students learning. These assessments are a standard component of ongoing tutoring programs and provide tutors with a set of numerical data that highlights any areas of potential difficulty and outlines progress made. Informed by these results, a learning program is tailored to each student's individual needs.

*Please note, assessments are inclusive in fees when students are enrolled for a period of academic support. Stand-alone assessments can be conducted for a fee. Written reports for assessments are also available at an additional cost.*

### **Tuition Packages**

At Educate Tutoring, a variety of support is offered:

1. Academic Intervention is ideal for students needing specialised assistance. This may include students who have a diagnosed learning challenge, difficulty with grasping foundation literacy and numeracy concepts, or those who have missed long periods of schooling due to illness or extenuating circumstances.
2. Academic Extension is designed to augment and broaden the students' skills and understanding, enabling them to articulate, reflect on and explore concepts and ideas beyond the classroom. Tutors provide the guidance needed to strengthen learning as students move toward reaching their fullest potential.
3. Academic Coaching is designed to support students' school-based learning by assisting with classwork and homework. Tutors may provide short term assistance with, for example, assignments or exam preparation, or ongoing development of organisational skills and generalised support with their studies.
4. Music Tuition is ideal for students wanting to learn a musical instrument, increase their practical skills or build their knowledge of music theory. Tutors offer specialised and tailored instruction in piano, guitar, flute, and glockenspiel, as well as music theory practices.
5. English as an Additional Language (EAL) Tuition is designed to assist students who are wanting to increase and practice their English Language skills, or who are preparing to sit the IELTS

exam. Tutors offer support in the areas of Speaking, Listening, Reading, and Writing, and aim to build the students confidence and cultural awareness in their daily interactions.

## **Tuition Structure**

There are three ways to structure a lesson with Educate Tutoring:

1. Individual lessons may be suitable for students requiring intensive, one-to-one support as tutors address specific learning needs through the implementation of a personalised tutorial program.
2. Paired lessons incorporate social interaction which plays a fundamental role in the process of learning. This includes enhanced thinking, improved communication, and peer support which leads to increased student engagement.
3. Grouped lessons allow for increased social engagement with peers, providing all the same benefits of a paired lesson with content being delivered in a more structured manner.

*If your child has a relationship with a family member or friend/s who is also interested in attending tuition, and you feel that they may work well in a pair or small group, we encourage you to contact us about this possibility.*

## **Tuition Delivery**

Tuition is available online for remote students or in-person for those who live close by.

1. In-person lessons are suitable for students who benefit from learning in a positive new environment free of distractions. Learning is facilitated through building face-to-face relationships and the manipulation of concrete resources. This lesson format is available for families who can regularly attend tutorials at our rooms in Sandy Bay or Kingston, Tasmania.
2. Online lessons offer a flexible mode of delivery that will benefit families with busy schedules or students who feel more comfortable studying in a familiar environment. Tutorials are delivered using the web conferencing facility, Zoom, which allows tutors to connect with students anywhere within Australia or indeed, the world!

Lessons typically run for a period of one hour per week, but significant benefits may be gained through intensive support during which students attend multiple times a week for the duration of one term. For ongoing learning support, we recommend an enrolment period of between twelve and eighteen months depending on student need and family circumstances. Homework tasks may be set in collaboration with students and their families.

## **Communication and Collaboration**

Educate Tutoring always encourages regular and transparent communication between tutors and families either by email or phone call at any time. An overview of lesson content, student engagement, and progress is given in-person through a brief informal discussion at the completion of a lesson. Tutors aim to regularly communicate with families through telephone conversations, emails, and progress reports at various intervals throughout your child's enrolment.

Families are welcome to contact our office and/or tutors at any time.

Communication with schools may occur upon request and at the discretion of a student's family. The nature of this contact will depend on student needs as well as the level of support offered by schools.

In some cases, tutors may be able to support the implementation of programs and resources utilised within the school environment. Any such arrangements may be discussed at the time of enrolment and will be shaped according to the requests of families, the level of engagement by school teachers, and in accordance with evidence-based best practice approaches.

**Our role at Educate Tutoring is to *affirm* your child's ability to learn, *challenge* them with new skills and ideas, and support them to *achieve* as they make tangible progress in their learning.**

## **SCHEDULE OF FEES**

### **Tutorial Services**

Item	Fee	Including GST
<b><i>Intervention Support (Literacy + Numeracy):</i></b>		
Paired + Small Group	\$80.00	\$88.00
Individual	\$100.00	\$110.00
Workbooks (required text)	\$30.00	\$33.00
<b><i>Academic Coaching (Literacy + Numeracy + Study Skills):</i></b>		
Paired + Small Group	\$80.00	\$88.00
Individual	\$100.00	\$110.00
<b><i>Music Coaching (Theory + Practice):</i></b>		
Individual (half hour lesson)	\$35.00	\$38.50
Workbooks (required text)	\$30.00	\$33.00
<b><i>Stationery Pack (one-off requirement on enrolment):</i></b>		
Stationery Pack (one-off requirement on enrolment)	\$15.00	\$16.50
<b><i>English as an Additional Language (EAL):</i></b>		
**Speak to our administration team for a copy of the packages and price list		

### **Additional Products & Services**

Item	Fee	Including GST
<b><i>Standard Skills Assessment - Literacy or Numeracy (stand-alone):</i></b>		
Testing (one-hour session + half hour feedback)	\$150.00	\$165.00
Written Report	\$150.00	\$165.00
<b><i>Comprehensive Skills Assessment - Literacy (stand-alone):</i></b>		
Testing (one-hour session + half hour feedback)	\$200.00	\$220.00

Written Report	\$150.00	\$165.00
<b>Comprehensive Skills Assessment - Numeracy (stand-alone):</b>		
Testing (one-hour session + half hour feedback)	\$250.00	\$275.00
Written Report	\$150.00	\$165.00
<b>Conceptual Ability Assessment:</b>		
Testing (one-hour session + half hour feedback)	\$150.00	\$165.00
Written Report	\$150.00	\$165.00
<b>Other:</b>		
Student Progress Report	\$150.00	\$165.00
Referral to Medical / Allied Health Practitioner*	\$150.00	\$165.00
Maths Workbooks (New Syllabus)	\$30.00	\$33.00

\* Medical and Allied Health Practitioners may include, but are not limited to, psychologists, speech pathologists and paediatricians.

\*\* Groups of three (3) students or more are capped at \$60.00 + GST per student.

## **TERMS OF ENGAGEMENT**

The Terms of Engagement below outline the 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. 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 and signing the Acceptance of Engagement Terms.**

### **Administration Terms**

- Educate Tutoring offers five (5) packages of tuition, Academic Intervention, Coaching, Extension, Music Tuition and English as an Additional Language (EAL) Tuition, as well as literacy and numeracy foundation skills assessments and written reports. Packages and pricing have been clearly explained in this document under the headings *Overview of Services* and *Schedule of Fees*.
- A one-off stationery fee is charged on enrolment, pricing for which has been clearly outlined in this document under the heading *Schedule of Fees*.
- Lessons are conducted on a per-term basis, guided by the Tasmanian Government school term dates. Tutorials are held on student-free days; however, are not held on public holidays. Please note, Educate Tutoring term dates may not align with individual school term dates.
- By signing this Letter of Engagement, and enrolling with Educate Tutoring, families commit to continuing tuition for the remainder of the current school term. Administrative staff automatically renew enrolments each school term unless otherwise advised in writing of an on-going cancellation.
- Cancelling a tutorial program during term time will incur an additional \$250 fee and requires two weeks' written notice (10 business days) to be given to administration in writing. All lessons scheduled after the two weeks' notice period will be cancelled, and the \$250 exit fee will be charged.
- To cancel an enrolment without penalty, written notification must be given to administration no less than three (3) business days prior to the re-commencement of Educate Tutoring's lessons the following term.
- Tutorials or assessments will not commence until Educate have received all completed enrolment documentation. In the absence of completed enrolment documentation, commencement of a tutorial program confirms that these Terms of Engagement have been accepted.

- Tutorials may be cancelled if the student has not presented within 20 minutes of scheduled start time.
- If a tutorial is cancelled by clients 20 hours prior to the scheduled tutorial time, Educate Tutoring will offer alternative times for a catch-up lesson.
- Tutors are under no obligation to reschedule tutorials cancelled by the families, including absences without notification. Cancellations will not be refunded or credited.
- Educate Tutoring requests that students ***do not attend their lesson if exhibiting any cold or flu-like symptoms***. If a tutor observes that a student may be unwell, the tutor may call the parent/guardian to pick up the student, and the lesson will be forfeited.
- Should a tutor be unavailable, every effort will be made to engage a relief tutor. If no relief tutor is available, families will be offered alternative times for a catch-up lesson.
- Requests for changes to scheduled lesson times must be negotiated with Educate administration directly, and not with the student's tutor.
- Additional services and products may be provided with prior parental consent. These will be invoiced separately in accordance with the *Schedule of Fees*.

## **Finance Terms**

- Payment of Educate package fees will be made through Payrix in accordance with the *Payrix Terms and Conditions*.
- If a payment is attempted and declined, administration fees will be charged in accordance with the *Payrix Terms and Conditions* document. Administration fees incurred by Educate Tutoring will be on-charged accordingly.
- Educate Tutoring reserves the right to increase prices without notice at any time. Please note, that fees may change in alignment with the annual CPI.
- Arrangements are to be made with Educate administration 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 eight weeks from the due date. All expenses associated with the recovery process (including reasonable legal costs and expenses together with the fees associated with the debt recovery agency) will be payable by the account holder.



## **Program Terms**

- It is the responsibility of the team at Educate to provide a comprehensive, evidence-based, individually tailored program designed to assist with meeting the educational needs of students.
- Educate will prepare students academically but will not accept responsibility for their performance on external assessments including but not limited to educational and allied health tests, examinations, or reports.
- Educate recommends an enrolment period of twelve to eighteen months, depending on student needs and family circumstances.
- Communication between parents and tutors is through brief informal conversation at the completion of a lesson. Questions or matters for further discussion will be communicated via email or telephone. Families are welcome to contact administration or tutors at any time.
- It is the responsibility of parents/guardians/carers to ensure students are prepared and ready to engage with learning upon their arrival at Educate.
- In order to assist with the development of a tailored tutorial program, parents/guardians/carers are encouraged to liaise with their child's school teacher and other professionals to obtain current educational assessments and progress reports, and facilitate communication with Educate if required.
- Please recognise that when enrolling in the music program, you also commit to respecting the instruments and materials used in the lesson. If any client damages musical or educational equipment or resources through negligent or intentional behaviour, they are liable for the costs of repair.
- As music lessons are often shorter, please be ready for your lesson to start as soon as the lesson begins. This is simply to make the most of your time and in fairness to your tutors and fellow students.

## **ACCEPTANCE OF ENGAGEMENT TERMS**

By signing this acceptance, I hereby acknowledge that I have fully read, understood, and will abide by the conditions outlined in these Terms of Engagement. I understand that I am responsible for informing Educate management in writing of any changes to this enrolment, and I will give a minimum of ten business days' notice to allow time for processing any requests.

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

I have chosen to enrol my child, \_\_\_\_\_, for ongoing tuition.

I agree that Educate Tutoring Pty Ltd ABN 7261 9969 710 will arrange for funds to be debited from my nominated account for the duration of this enrolment in accordance with the attached Payrix request form.

Please select the applicable enrolment details below.

<b><u>Package</u></b>	<b><u>Structure</u></b>	<b><u>Delivery</u></b>	<b><u>Subject:</u></b> _____
<input type="checkbox"/> Academic Intervention	<input type="checkbox"/> Individual	<input type="checkbox"/> In-Person	
<input type="checkbox"/> Academic Extension	<input type="checkbox"/> Paired	<input type="checkbox"/> Online	
<input type="checkbox"/> Academic Coaching	<input type="checkbox"/> Grouped		
<input type="checkbox"/> Music Tuition			
<input type="checkbox"/> EAL Tuition			

**Student Name:** \_\_\_\_\_

**Parent/Guardian Name (Print)\*:** \_\_\_\_\_

**Parent/Guardian Signature\*:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*\*Note: only required if the student is under the age of 18 years*