# CLG Tutoring Parent/Guardian Information

## Welcome to CLG Tutoring!

We are excited to work with you and your child to support their educational growth and goals. This document outlines the important information about our services, policies, and expectations. Please read it carefully and ask any questions you may have via phone (+61 457 490 890) or email ([carla.gore@clgtutoring.com](mailto:carla.gore@clgtutoring.com)). After reviewing, complete the required sections, sign the declaration on the last page, and return it to us to finalise your child’s enrolment with CLG Tutoring.

## Our Approach

At CLG Tutoring, we strive to create a nurturing and supportive environment where students can confidently pursue their educational goals. Our tutoring sessions are designed to cater to each student’s unique needs and learning styles, providing personalised instruction and feedback.

## Session Layouts

Each session includes:

* **Introduction**: Brief review of previous topics and setting goals for the session.
* **Focused Learning:** Targeted instruction, practice, and problem-solving activities.
* **Wrap-Up:** Summary of the session, feedback for the student, and discussion of next steps (a summary of the session will be added to your personalised portal on our website).

Homeschooling sessions may include additional planning and curriculum guidance as needed.

## Cancellation Policy

* **Regular Sessions**: A minimum of **24 hours’ notice** is required to cancel or reschedule a session without charge.
* **Late Cancellations or No-Shows**: If less than 24 hours’ notice is provided, the session fee will be charged in full.
* **Illness or Emergencies**: In exceptional cases, please contact us as soon as possible to discuss options.

## Payment Policy

* Session Fees: Payment for regular sessions is required at the start of each term (or within two weeks from commencing), with invoices allowing two weeks for payment.
* Payment Methods: Bank details are provided on the invoices.
* Overdue Payments: Late payments may incur a fee of $50 per week. Continued non-payment will result in the suspension of services.
* **Extras:** Payment for extra sessions or drafting assessments is required weekly, with invoices sent every Friday (when required) for the past week.

## Refer-to-Earn Program

We appreciate your referrals! For every new client you refer who books and pays for a minimum of **four sessions**, you will receive a **credit for one free single session** (equivalent to the cost of your dependents current session rate). This credit will be applied to your following invoice.

## Material Costs (Homeschooling Clients Only)

For homeschooling students, additional materials and preparation time is required, such as workbooks, curriculum guides, and specific educational resources.

* **Cost**: $100 per term.

## Communication and Feedback

We believe in fostering open communication. To ensure this, at the end of each week you will be emailed a summary of your child’s session contents, their progress, and any areas to work on, along with a non-compulsory survey for you and your child to provide any feedback and concerns. You are also welcome to reach out anytime via phone or email.

## Parent/Guardian Details

The details provided as the ‘Primary Contact’ will be used for invoices.

|  |  |
| --- | --- |
| Primary Contact Information | |
| Full Name | Click or tap here to enter text. |
| Phone Number | Click or tap here to enter text. |
| Email Address | Click or tap here to enter text. |
| Billing Address | Click or tap here to enter text. |

|  |  |
| --- | --- |
| Secondary Contact Information (Optional) | |
| Full Name | Click or tap here to enter text. |
| Phone Number | Click or tap here to enter text. |
| Email Address | Click or tap here to enter text. |

## Student/s Information and Availability Details

|  |  |
| --- | --- |
| Student/s Information | |
| Full Name | Click or tap here to enter text. |
| Educational Institution | Click or tap here to enter text. |
| Year Level | Click or tap here to enter text. |
| Subject/s seeking tutoring | Click or tap here to enter text. |
| Additional subjects completing | Click or tap here to enter text. |
| Desired grades | Click or tap here to enter text. |
| Educational goals | Click or tap here to enter text. |
| Any further information | Click or tap here to enter text. |

If the availability is the same weekly, only complete **Week 1**. If your availability changes, please contact us as soon as possible.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Monday | Tuesday | Wednesday | Thursday | Friday |
| Week 1 | | | | |
| Click or tap here to enter available times. | Click or tap here to enter available times. | Click or tap here to enter available times. | Click or tap here to enter available times. | Click or tap here to enter available times. |
| Week 2 | | | | |
| e.g., 8am-10am, 3:30pm-7pm | Click or tap here to enter available times. | Click or tap here to enter available times. | Click or tap here to enter available times. | Click or tap here to enter available times. |

Please tick the following if you are interested in:

Tutoring during the school holidays between terms

Assignment drafting when required (you will be contacted before proceeding)

At school tutoring sessions (these will be organised between us and your child’s school).

If you want to learn more about any of the above, please contact us via phone or email.

## Further Information

Click or tap here to enter any further information you would like us to know.

## How Did You Hear About CLG Tutoring?

Facebook

Instagram

Website

Referred by (enter full name here)

# Declaration

I, Click or tap here to enter full name., confirm that I have read and understood the information provided in this document, including policies regarding cancellations, payments, and materials.

By signing below, I agree to abide by these policies and provide accurate information about my child’s tutoring needs. I also understand the terms of the refer-to-earn program and how credits will be applied.

**Signature:** Click or tap here to print your name.

**Date:** Click or tap to enter a date.

Please email us this filled in information form. If you have any questions, you are welcome to contact us via phone (+61 457 490 890) or email ([carla.gore@clgtutoring.com](mailto:carla.gore@clgtutoring.com)).

Thank you for choosing CLG Tutoring. We look forward to supporting your child’s educational journey!

Phone: +61 457 490 890

Email: carla.gore@clgtutoring.com