



MISS BIANCA'S TUTORING TERMS & CONDITIONS

Aims of Miss Bianca's Tutoring:

- To allow students participating in our program to have a safe and happy experience (more information can be located in our Child Safe Policy & Code of Conduct).
- To provide personalised and individualised tutoring.
- To help build the student's self-confidence, competence, and self-efficacy.
- Ensure that academic weaknesses are addressed and remediated as far as possible and supplement mainstream education.
- Work towards and/or achieve the goals set at the start of each term and outlined in the student enrolment form.

Approach

The latest educational research supports Miss Bianca's Tutoring approach; we believe every student learns differently. Therefore, we will regularly complete diagnostic testing and observe the student's learning style, strengths and opportunities. This will influence future tuition and how we design their Individualised Learning Plans (ILP). Their ILP will also align with the NSW Syllabus and Australian Curriculum outcomes. Our individualised plans are based upon identifying the student's needs, strengths and focus areas, helping them to master each skill and outcome before moving on to the next curriculum outcome to enhance long-term retention.

Tutoring Services

Miss Bianca's Tutoring offers individualised private tutoring tailored to your student's needs. Based on our initial assessment, Miss Bianca's Tutoring team will create a tailored individualised learning plan to fit the student's needs and assign a tutor most suited to the subject matter, learning style and availabilities. It is recommended that only one subject per (1hr) tutoring session is addressed. Therefore, we recommend one tutoring session per subject. Miss Bianca's Tutoring also offers; homework & assignment assistance, workshops and School Readiness classes.

Scheduling/Booking of Tuition

Bookings can be made through <https://bookings.gettimely.com/missbiancastutoring1/bb/book> or by emailing hello@missbiancastutoring.com. All term bookings require a weekly attendance commitment for the duration of the tutoring school term outlined below, and students who have poor attendance cannot be guaranteed their preferred tutor and may lose their booking to another enrolment.

Rates

Term Enrolment Fees

Term Enrolment Fees include three (3) tutoring sessions and the enrolment fee of \$35 per student each term. The cost of the three tutoring sessions will be credited to your account and used for last-minute cancellations, no shows and then credited to the following terms sessions if the credit remains.

Private Tutoring

Monday - Friday: \$74/hr

Saturday: \$88/hr

Sunday: \$98/hr

Additional services, workshops and program rates are outlined when advertised.

Payments

Payment is required before every session, and EFTPOS is preferred, or bank transfers can be organised prior. If the service is not paid without explanation, all sessions will cease until payment is made, and late fees will apply.

Tutors

The student will be allocated a tutor to suit their needs, abilities and learning style for that term at the beginning of each school term. Your tutor may be subject to change in the event of illness or personal/family circumstances, in which case Miss Bianca's Tutoring will allocate a suitable substitute.



Cancellations & Rescheduling

Any cancellations or rescheduling require a minimum of 24 hours notice; less than 24 hours will result in the total tuition amount being charged. Miss Bianca's Tutoring allows two cancellations per school term with more than 24 hours notice provided; more than two cancellations per term or less than 24 hours notice will result in a cancellation fee being charged. Parents/Guardians must contact Bianca to prebook a makeup tutoring session (only two permitted per term), and if a makeup session cannot be arranged, the student will not undergo tutoring that week as an individual makeup session cannot always be arranged. Makeup sessions that are cancelled or not organised will be forfeited and will not be rescheduled. A cancellation fee may apply. If Miss Bianca's Tutoring cancels a scheduled session, Miss Bianca's Tutoring will offer a catch-up session, or a credit or refund will be provided as appropriate. Extensive schedule changes (such as sports, extracurricular activities, performances, and holidays) that may interfere with regularly scheduled tutoring sessions require a three-week written notice, emailed.

Student & Parent/Guardian Responsibilities

- Students should not arrive earlier than 15 minutes for their tutoring session unless another sibling is being tutored. Students and their families should keep noise in the reception area to a minimum. Please have consideration for the students being tutored.
- Parents/guardians of students should accompany the student when they arrive and wait with the student in the reception area until their tutoring session commences. They should be supervised in the reception area.
- For primary and school readiness students, the nominated parents/guardians are the authorised person(s) able to collect the enrolled student from Miss Bianca's Tutoring. If either parent or guardian cannot collect the student, it is the responsibility of the parent/guardian(s) to authorise another person to collect the student(s). The nominated person must present a form of identification to collect the student.
- If the student is late or delayed, the session will not run over the time booked, and they will only receive tutoring for the remaining time. Miss Bianca's Tutoring will provide no discount or reimbursement.
- Tutors will not complete homework or assignments on behalf of the student. However, they may guide them in completing it and overcoming any difficulty.
- Students cannot bring food or drinks besides water into the tutoring room.
- We recommend that students use bathrooms before the commencement of their tutoring in the interest of their safety, concentration and focus, as the bathrooms available at Miss Bianca's Tutoring are shared with other businesses.
- Except as otherwise expressly required by law, Miss Bianca's Tutoring does not accept any liability for personal injury, property damage or loss sustained by any participant as a result of their participation in Miss Bianca's Tutoring programs and services due to any cause whatsoever unless caused by the proven negligence of Miss Bianca's Tutoring, its Directors or employees.

Homework & Resources

Any homework issued in tutoring should be completed or attempted before the next tutoring session. If homework is regularly not completed, Miss Bianca's tutoring team may have a conversation regarding terminating tutoring or increasing tutoring sessions, as homework is key to reinforcing the skills learnt in tutoring and for optimal academic performance. Any resources lent to the student are lent weekly and must be returned the following week unless an alternative timeframe is outlined. Where loaned resources are returned after the due date or returned with significant damage, Miss Bianca's Tutoring may charge a fee up to the value of the replacement of the item(s).

Feedback & Reports

Miss Bianca's Tutoring provides written student progress reports each term. In addition, parents and guardians can request to receive a phone call or arrange a meeting to discuss their student(s) progress.

2023 Term Dates, Pupil-Free Days & Public Holidays

Students must attend the full Miss Bianca's Tutoring term regardless of their school dates. Tutoring is conducted on pupil-free days as they vary from school to school. We also provide tutoring during the school holidays per the tutors' schedules, which Miss Bianca's Tutoring will advise a month before the end of each tutoring term.

- Term 1: 30 January - 9 April
- Term 2: 24 April - 2 July
- Term 3: 17 July - 24 September
- Term 4: 9 October - 24 December

Miss Bianca's Tutoring does not operate on the following public holidays and dates, and tutoring can be rescheduled if they land on the following dates; Australia Day (26/1), Easter (6-10/4), Anzac Day (25/4) and Kings Birthday/June Long Weekend (10-12/6).



MISS BIANCA'S TUTORING TERMS & CONDITIONS AGREEMENT

By signing this form, I/we declare and confirm

- All information I/we provided in the enrolment form is true and correct.
- I/we have read, fully understand and agree to comply with all items listed in this Terms and Conditions document and any other policies and procedures advised by Miss Bianca's Tutoring.
- I/we are the student's parent(s) and/or legal guardian(s) and have parental responsibility to the student referred to in the enrolment form.
- I/we agree to comply with all the centre's policies, conditions and procedures.
- I agree that the nominated parents/guardians are the authorised person(s) able to collect the enrolled student. If either parent or guardian cannot collect the student, it is the responsibility of the parent/guardian(s) to authorise another person to collect the student(s), and the nominated person needs to present a form of identification to collect the student.
- I understand that except as otherwise expressly required by law, Miss Bianca's Tutoring does not accept any liability for personal injury, property damage or loss sustained by any participant as a result of their participation in Miss Bianca's Tutoring programs due to any cause whatsoever unless caused by the proven negligence of Miss Bianca's Tutoring, its Directors or employees.
- I understand the financial commitment and the initial enrolment fee.
- I/we understand that our child will be relocated from the centre under the supervision of employees to a safety zone for evacuation purposes.
- In the event of an accident or illness, I authorise the staff to obtain all necessary medical assistance and treatment for my student and agree to meet any medical expenses attached.
- I/we agree to receive updates regarding Miss Bianca's Tutoring programs and services in the form of online newsletters, emails, text messages and other forms of marketing material.

Student Name(s): _____

Parent/Guardian Name: _____

Signature: _____ Date: ____ / ____ / ____

Parent/Guardian Name: _____

Signature: _____ Date: ____ / ____ / ____