



## 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 their Individualised Learning Plan, which the NSW Syllabus and Australian Curriculum Outcomes influence. Our individualised plans are based upon identifying the student's needs, strengths and focus areas, developing a personalised learning plan and mastering each skill and outcome before moving on 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 tutoring session is addressed, either Mathematics or English, in each one-hour session, as more than 30 minutes per week is needed for direction, guidance and revision in learning. Therefore, we recommend two tutoring sessions if you would like tutoring for English and Mathematics. Miss Bianca's Tutoring also offers; homework & assignment assistance, workshops, School Readiness classes, and Homework Club.

### Scheduling/Booking of Tuition

Tutoring can be booked through <https://bookings.gettimely.com/missbiancastutoring1/bb/book> or directly through Miss Bianca. Bookings made through Miss Bianca can be a once-off tutoring or for one term. All 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 enrollment.

### Rates (as of 1 October 2022)

#### Term Enrolment Fees

Term Enrolment Fees include three tutoring sessions and the enrolment pack fee of \$35, per subject, per 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: \$60/hr

Saturday: \$75/hr

Sunday: \$85/hr

Additional services, workshops and program rates are outlined when advertised. Students who wish to pay for each school term in advance will receive a 5% discount on the above fees.

### Payments

Payment is required before every service, and EFTPOS is preferred. If the service is not paid without explanation, all tutoring 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 by the student and will not be rescheduled, and 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 currently 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 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 and endeavours to have contact with students' parents and guardians in-centre. 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. 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).