

## Terms and Conditions of Enrolment

Thank you for choosing The Education Centre for your tuition needs. It's great to have you on board.

We are serious about helping students to get the best out of their education as possible. We will do *our* best to help them to 'Love to Learn'.

Not only do students progress to higher levels of academic achievement through tuition, it helps immeasurably with their confidence and wellbeing.

So that your time with us runs smoothly there are a couple of things that we would like to share. with you.

### TERM OPERATING DATES

- ◇ *The Education Centre (TEC) operations are based on the NSW state school term throughout the year.*
- ◇ *We start from week 2 of term 1 until week 10 of term 4.*
- ◇ *Pupil free days, we are OPEN as they vary from school to school—absences must be arranged early if a student does not wish to come on these days or the extra holidays of some private schools.*

### LESSON PLANS

- Term bookings are called LESSON PLANS (10 x 1 hour lessons = 1 Lesson Plan).
- LESSON PLANS are usually carried out as one (1) hour each week over ten (10) weeks.
- A student can do more than one LESSON PLAN in the same term eg:-
  - \* One LESSON PLAN for English
  - \* One LESSON PLAN for Maths etc
- If the tutor is available students may arrange their lessons so that they work around assessments and exams.

### ATTENDANCE

- ◆ Students are expected to attend every lesson booked to get the best value from tuition.
- ◆ If a lesson falls on a public holiday, please organise a make up with your tutor or through admin.
- ◆ We require 24 hours notice to cancel any bookings. The Coffs Harbour office is open Monday—Friday 9am-7pm.
- ◆ If a student is away and enough notice has been given, a complementary lesson will be given (**Max 2/term**).
- ◆ If the tutor is absent for any reason, we may substitute another tutor for that lesson or we can organise a complementary lesson at another time.
- ◆ There are no credits for missed lessons where there is no notification.

## COMPLEMENTARY LESSONS

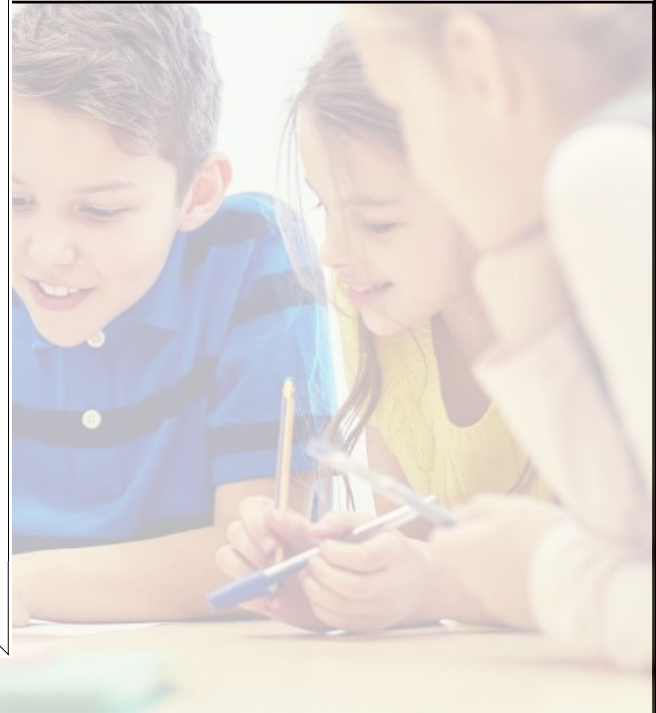
- ⇒ These are for individual students only, not group lessons: Only 2 complementary lessons will be offered per term for cancelled lessons (where enough notice has been given).
- ⇒ If you require to re arrange bookings due to school excursions, exams or planned family holidays, at least one week's notice must be given. Preferably organise at the beginning of term. Please discuss with admin if there is expected to be an extended absence ( MAX 2 reschedules per term).
- ⇒ It is up to the parent/student to organise complementary lessons with admin or your tutor.
- ⇒ Your own tutor may not be available for the complementary lesson; however we will do our best to arrange for the same tutor where possible.
- ⇒ Complementary lessons must be made up before the beginning of the next term. Some tutors are available during the school holidays.



### MISSED OR LATE

### CANCELLATION NOTICE

We do not give complementary lessons for any student who cancels due to sickness or other reason on the afternoon of the tuition booking. This will be deemed a missed lesson— Full fee applies.



## GROUP OR SPECIAL INTEREST CLASSES

- ◇ Group tuition is generally booked by the 10 LESSON PLAN as is tuition. As the program is pre planned and prepared for the group there are no credits or make ups for missed lessons. In some circumstances the whole group may be able to re arrange a booking if all group members and the tutor agree.
- ◇ The fees are calculated for the number of students booked into that course and the program is prepared for the full term of that course.
- ◇ Fees for the whole course are due for each student booked into that course less any specific discounts offered from time to time.
- ◇ There is NO REFUND for a missed lesson in a group or special interest class.
- ◇ Some groups may be able to reschedule, however, if not, all worksheets and information available will be given to that student to enable them to keep up.

## CANCELLATION OF ENROLMENT

**BEHAVIOUR**—Normally we do not have any problems with behaviour. We ask that students be respectful of other students and teachers and staff at the Centre.

Students may be removed from a group if they do not co-operate with other members of that group or the Teacher

There will be no refund if a student is asked to leave a class because of behaviour.

- Two weeks' notice must be given for cancellation of a LESSON PLAN prior to the end of that term.
- For cancellation at any time prior to the end of PLAN, discounts will be reversed and a fee of \$100 will apply.
- Three consecutive cancellations will be deemed a termination of LESSON PLAN if no prior arrangement has been made with admin.



## GENERAL

- ◆ Most required resources are included in the cost of the program; however, students should come equipped with their Clever kids Folder (supplied), writing equipment and calculator if required. They may also bring their own laptop etc.
- ◆ Please refrain from using mobile phones in a lesson, as lesson may be suspended and no refund given.
- ◆ If students prefer their own textbooks, they may use them.
- ◆ Make sure that students bring their assessment tasks as soon as they get them. This will allow time for planning and research.
- ◆ Remember, students are only here for, generally, 1 hour per week. Students must be attentive at school to gain the most from tuition.

## PAYMENT TERMS

### PRIVATE STUDENTS

- ◆ LESSON PLANS are invoiced at the beginning of the term for the whole term.
- ◆ Fees for Individual and group classes are due by the end of week 2 of term.
- ◆ FEES MUST BE PAID FOR THE WHOLE TERM.
- ◆ Fees may be paid weekly or fortnightly through EZIDEBIT if organised in week 1 or 2.
- ◆ Our fees are directly linked to the payment of our teachers and tutors so please pay promptly.

**TERM DISCOUNTS**—A \$110.00 'Early term payment discount' will be applied (for a 10 LESSON PLAN only) when FULL payment of fees is received by the due date (Friday of week 2 of term).

Late starter in term may qualify for a pro rata discount for their first term at The Education Centre.

**WEEKLY DISCOUNTS**—A \$55.00 'Weekly Payment Discount' will be applied (for a 10 LESSON PLAN only) when a completed EZIDEBIT form is submitted by the due date (Friday of week 2 of term). Payments can be weekly or fortnightly and must be complete by week 10 of term.

**FAMILY DISCOUNTS**—Families who have more than one LESSON PLAN qualify for a \$55.00 discount for the second and subsequent individual plans. (This does not apply to group rates).

**CONCESSION DISCOUNTS**—Please enquire at office for details—concession cards must be produced.

**GST Fees** can no longer include GST, all fees will be plus GST.

**LATE OR UNPAID ACCOUNTS**—If fees are not paid by the end of week 2 of term or an EZIDEBIT form has not been submitted by week 2, then tuition may be suspended until account is brought up to date.

A \$5.00 fee per lesson will apply for any fees unpaid by the end of term and account will be referred for collection to a collection agency. All fees from this will be passed on.

Please feel free to contact Liz 02 6652 2222 if you have any concerns relating to these terms and conditions.