

Enrolment, Payment and Cancellation Policy

A. ENROLMENT POLICY & PROCEDURE

1. It is compulsory for all Reception – School Years 10 students enrolling in regular Maths and/or English small group classes to undertake the free initial assessment(s) prior to enrolment. No assessments are required for School Years 11 – 12 or for individual tuition classes.

2. Parents and/or guardians must complete and submit the [Enrolment Application Form](#), and make full payment according to the invoice before commencing classes.

3. CONDITIONS OF ENROLMENT

Parents and/or guardians agree that students are enrolled at Tutors SA on the following conditions:

3.1 For regular tuition enrolment, the minimum enrolment period is one complete term as per the [Tutors SA term calendar](#). Once a student is enrolled for a given term, there are strictly no cancellations allowed during the term. Approval of any request for cancellation of enrolment due to any unforeseen circumstances is solely at the discretion of Tutors SA. **Please refer to Appendix 1 for the conditions of enrolment for individual tuition and Appendix 2 for conditions of enrolment for ACER/Ignite Scholarship courses.*

3.2. The enrolment fee is applied once the [Enrolment Application Form](#) is submitted and payable before proceeding with any lessons.

3.3. The regulations, policies and procedures set out in this document are satisfactorily observed in all respects.

3.4. It is compulsory for all Reception – Year 10 regular group class students to sit for the End of Term Tests held at the end of each term to measure their ongoing performance and progress.

3.5. A place reserved for a student may be offered to another student if the enrolment procedure and fee payments are not observed.

3.6. Unsatisfactory discipline and/or attendance of students may result in termination of enrolment and Tutors SA has the full right to do so. No refunds will be provided for such terminations.

B. ENROLMENT CANCELLATION POLICY

1. Once a student is enrolled in Tutors SA's regular tuition group classes, the enrolment will automatically roll over from one term to the next, unless the cancellation of enrolment for the new term is notified in writing to info@TutorsSA.com.au at least **2 weeks** prior to the first day of the new term. Please refer to the table below for the cancellation notification deadline set out for each term. **Please refer to Appendix 1 for notice period of cancellation for individual tuition.*

Term	Enrolment cancellation notification deadline for regular tuition classes
Term 1	3 January 2020
Term 2	9 April 2020
Term 3	3 July 2020
Term 4	25 September 2020

2. Failure to provide notification within the specified time frame will incur a 2-week class fee as per the student's existing enrolment.

3. For mid-term cancellations, please refer to the policy described in Point A (3.1).

C. PAYMENT POLICY

1. All payments must be paid in advance by the due date stated in the invoice, to Tutors SA Bank account as specified in the **Schedule of Fees & Charges**.

2. Parents and/or guardians agree to pay all tuition and any other fees promptly.

3. For regular group and extension classes, fees are payable monthly or full-term in advance payment only. There will be a 5% discount as part of our

early bird offer, applicable for full-term payments made by the due date specified by Tutors SA. A separate payment schedule is applicable for the ACER/Ignite Scholarship courses detailed in its specific information package.

4. **Mid-term enrolments:** Any student commencing classes once a term has started, will have to pay the fees only for the remaining number of sessions in that term. No discounts are applicable.
5. **Overdue payments:** If fees for a student who has attended classes are unpaid for more than 14 days after the invoice due date, an administration charge of \$30.00 per week will accrue on the account.
6. Parents and/or guardians agree that if they do not comply with the payment policies:
 - 6.1. Tutors SA has the full right to terminate the enrolment without any notice.
 - 6.2. Tutors SA can take steps to recover monies owed, including professional debt collection action, and parents and/or guardians agree to pay the costs or expenses incurred in the collection of overdue amounts.
7. A student cannot commence a new term whilst fees and charges from the previous term remain unpaid, unless a satisfactory explanation is given and approved in writing from the Tutors SA management and a payment plan is discussed and agreed among both parties.
8. Parents and/or guardians agree to be bound by Tutors SA's **Schedule of Fees and Charges**, which are subject to change from time to time, including Terms and Conditions of Payment.
9. Please refer to our **Schedule of Fees and Charges** for further information on the fees, payment deadlines, payment method and options.

D. ATTENDANCE, REPLACEMENT CLASS AND CANCELLATION POLICY

1. Students are required to attend all classes during the scheduled time and day in which they are enrolled in.
2. If a student fails to attend a class due to any reason including sickness, neither credits nor refunds will be provided unless there are no replacement classes available for the term, and administration has been advised **48 hours** prior to the scheduled class via info@TutorsSA.com.au. **Just informing**

the cancellation to the respective tutor in the class is not sufficient and acceptable.

3. There will be strictly no refunds for last minute cancellations.
4. When replacement classes are not available, and if administration has been advised via info@TutorsSA.com.au within the specified timeframe in D.2, then the student will be issued a credit towards future classes up to a **maximum of 2 classes per term**. There is no credit nor refunds for any further absences.
5. In cases where replacement classes are available within the term, no credits nor refunds will be provided. Students who were absent are expected to replace their classes up to a **maximum of 2 replacements per term**. Please note that replacement classes cannot be brought forward to the next term.
6. If a class is cancelled by Tutors SA at any time, Tutors SA will provide the option of:
 - 6.1. A replacement class with date and time indicated by Tutors SA.
 - 6.2. A full refund of the fee for that session if students cannot attend the replacement class indicated by Tutors SA.
7. If a student is unable to attend classes for 4 or more consecutive weeks while their family is away, the application for the period of leave must be made 2 weeks before the scheduled class to info@TutorsSA.com.au.
8. Any request for credit or refund must be applied for in writing to info@TutorsSA.com.au by the parent and/or guardian for record keeping purposes.
9. Other requests for credit or refund due to non-attendance will be at the sole discretion of Tutors SA.

E. OTHER TERMS AND CONDITIONS

1. AMENDMENT

Tutors SA reserves the right to amend our Terms and Conditions at any time without notice.

2. SUPERVISION

2.1. Tutors SA will endeavour to provide reasonable care of the Student while the

Student is under the care or supervision of Tutors SA during the student's enrolled class times.

- 2.2. Tutors SA is not liable for supervision of students outside of their enrolled class times.

3. LIABILITY

3.1. Parents and guardians agree that, in the event of illness or injury to the student necessitating urgent hospital and/or medical treatment, including injections, blood transfusions, surgery and the like, and if the parent or guardian is not readily available to authorise such treatment, Tutors SA will give the necessary authority for such treatment without the organisation or any persons associated with Tutors SA incurring any legal liability to the parent or guardian or student in so doing. Parents agree to bear all costs associated with the treatment of such emergencies, ambulance services and other associated costs related to the medical treatment.

3.2. The parent or guardian acknowledges and agrees that all costs incurred as a result of any damage, injury, loss, expense or liability that may be caused to public and/ or private property by the Student will be completely paid to Tutors SA.

3.3. The parent or guardian acknowledges and agrees that Tutors SA is not liable for any damage, accidents, injury, loss, expense or liability that may occur as a result of the Student undertaking classes or activities provided by Tutors SA whilst under Tutors SA's supervision.

4. DROP OFFS AND PICK-UPS

4.1. Parents are required to drop their child(ren) off at most 10 minutes before the class starts and any drop offs earlier than that is not acceptable. Tutors SA is not responsible for any consequences due to early drop-offs or late pick-ups.

4.2. Parents are required to pick up their child(ren) as soon as the classes are completed to avoid any unforeseen

circumstances. A late pick-up fee of \$5 for every 5 minutes or part thereof will be imposed.

- 4.3. We strongly advise parents and/or guardians to walk your child into the centre during drop offs (especially younger children) and walk into the centre to pick up your child for safety and security reasons.

5. INDEMNITY

5.1 The parent(s) and/or guardians of the Student agree to release, indemnify and defend Tutors SA, with respect to all claims, liabilities, losses, suits or expenses (including costs and reasonable legal fees), made or brought by anyone, including a co-participant, third party, the Student, parents or guardians of the Student, or any member of the Student's family, arising out of any injury, damage, or other loss in any way connected with the Student's enrolment or participation in Tutors SA activities or use of Tutors SA services, equipment, tuition, facilities or materials, however caused.

6. COMMUNICATION

6.1 Parents/guardians give consent to receive any form of communication from Tutors SA related to important updates, events, and promotions from time to time to the contact details provided upon submission of the enrolment form.

APPENDIX 1

SPECIAL POLICY NOTES FOR INDIVIDUAL TUITION

1. The minimum enrolment period is 4 consecutive weekly sessions per subject upon the agreed enrolment start date. (**The weekly session condition does not apply to Research Project tuition*)
2. Full payment in advance before the start of the class is required to secure the booking.
3. Payments should be made to Tutors SA bank account via online transfer with details stated in the invoice. There should be no direct payments made to tutors under any circumstances.
4. Once a student is enrolled, the enrolment will continue unless terminated by providing a 2-week in advance cancellation notice to info@TutorsSA.com.au.
5. Failure to provide prompt notice, a 2-week class fee will apply as per the student's existing enrolment.
6. No discounts are applicable for individual tuition.
7. If a student fails to attend classes during the scheduled period, neither credits nor refunds will be provided. Tutors SA administration has to be informed 48 hours prior to the scheduled class via info@TutorsSA.com.au to reschedule the class. Class rescheduling requests should be strictly arranged with Tutors SA administration only and not directly with the tutors.
8. All classes are to be held only at the Tutors SA designated centres unless agreed otherwise.

APPENDIX 2

SPECIAL POLICY NOTES FOR ACER/IGNITE SCHOLARSHIP COURSE

1. This course is a special course with highly limited spaces, and enrolments are offered based on a selection and grouping test outcome. Therefore, once a student is enrolled, it is compulsory to attend all the scheduled sessions in this special course. Approval of any request for cancellation of enrolment due to any unforeseen circumstances is solely at the discretion of Tutors SA.
2. If a student fails to attend classes during the scheduled period, neither credits nor refunds will be provided. Tutors SA administration has to be informed 7 days prior to the scheduled class via info@TutorsSA.com.au to arrange for a replacement session.
3. More information about this course and fee payments is provided in its specific information package.

GLOSSARY OF TERMS

Regular tuition group classes – refers to the Reception – Year 10 Maths, English, and General Science subjects; SACE subjects; Extension Classes.

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