

## Tutoring - Terms & Conditions

At STEM Zone, our mission is to connect with the community and empower students and educators to foster their creativity and curiosity of the world around them. We value learning and offer every opportunity for young people to grow and extend themselves in a safe environment.

At STEM Zone we consider the health, safety, and wellbeing of young people to be our priority. We value inclusivity and strive to provide a safe and welcoming environment for all children. If you have any questions regarding the following information, please do not hesitate to contact the centre on 0448 003 966.

### Process for engaging a tutor for your child

- Call or email and speak with Carissa or Trisha to enquire about a tutor. Be specific about year level and area required for tutoring (eg. Yr 4 Maths, Yr 7 Science, Yr 12 Physics, Yr 2 English etc.). Have your preferred availability ready.
- If a tutor is available we will go into the booking phase.
- We will offer the available time slot and send a confirmation email so you have that in writing. We will attach an enrolment form and the parent code of conduct to the email to be read and completed.
- You will respond with a confirmation of that time slot and complete the enrolment form and attach it to the email. Sending the reply email and enrolment form secures your spot.
- We will hold that time slot for 48 hours, until we receive this email from you confirming that you want the spot.
- We will have an agreed start date, usually with 1 week's notice for our tutor to prepare for your child.
- You will then start your session from the start date.
- We book sessions for the term. Your child has their tutor for the term. These are regular weekly sessions, and not single sessions. If you wish to continue into the next term, you will have the same time slot and tutor (unless the tutor has a change of circumstances themselves).
- This time slot is yours for the year. If your circumstance/availability changes, we will try to find you a different time slot. We work with families to ensure they can get the support they need for their child.
- Sometimes our tutors may have a change of circumstances and no longer be available. If they are changing nights we will endeavour to work with you to keep the same tutor if you wish, or we will keep your time slot and replace the tutor. If the tutor is leaving for any reason we will endeavour to find a replacement as quickly as possible.
- If no place is available at the time of your enquiry then we will put your child on the waiting list and contact you as soon as a time slot opens for that year level and subject.

### Bookings

- Bookings are made for the school term. We will hold the spot for the year if the client wants it, but our commitment time period from clients is a minimum of 1 school term.
- If the client needs to change the night or time slot of their tutoring session we will do our best to accommodate this. There may be a need to change the tutor or the time slot to accommodate your request, or you may need to go on the waiting list if our immediate solution does not suit you.
- Our tutors are employed to teach your child. This is not a general time slot for any student to attend.

### Payment & Cancellations

- Invoices are sent via email before the start of each term, or upon enrolling your child if it is mid-term.
- Payment is required within 14 days of the invoice date. A late payment fee applies.
- Any sessions credited from the previous term will be deducted from the next term's invoice (and indicated on the invoice)
- Credited sessions arise if our tutor is absent due to illness or school commitments, or if you provide notice of the cancellation.
- We require at least 24 hours notice if your child is unable to attend their session in order to offer a credit. Otherwise the session is a no-show as we need to pay the tutor for their time.

- If circumstances change and you can no longer commit to the entire school term, a discussion with a director of STEM Zone is needed (Carissa) and a refund may be given if your time slot can be filled by another student before the end of the term. Otherwise if the slot cannot be filled before the end of term then you forfeit your payment (for example, wanting to withdraw in the last 2 weeks of term will mean that the spot is unlikely to be filled before the end of term). We will do our best at all times to work with families while meeting our commitments with our tutors.
- Payment plans are available upon request and assessed on a case-by-case basis.
- In the event that a debt collector is required to assist in the collection of an outstanding account, all fees associated with the collection will be transferred to the client.

## **Responsibilities**

- Parents/Carers will follow the STEM Zone parent code of conduct at all times
- Parents/Carers will complete an enrolment form with all relevant information, including known allergies, medical conditions, social/emotional/wellbeing/psychological reports.
- Tutoring does not occur during the school holiday periods. Tutors work within the school term dates.
- Parents/carers only communicate with STEM Zone and will not have access to tutors outside of the session. Questions and requests are welcomed and will be communicated to tutors through STEM Zone.
- If you have known absences this term (school camp, family holiday, appointments) please let us know as soon as possible for our records. We will then also be able to credit the session onto the following term's invoice because the tutors also have the notice required.
- We ask that you please refrain from attending your class should you or your child have a contagious illness.
- We reserve the right to ask you to leave a session should you display symptoms that may be contagious to others.

## **Food & Beverages**

- Due to potential food allergies, food contamination, and cleaning issues, we don't allow outside food to be consumed during the tutoring sessions.
- Drinking water is available. Please also ensure their drink bottle is clearly labelled in case it gets left and placed in lost property.
- Please ensure your child has a snack before or after the session as there is no food available for purchase.

## **Waiver of Liability**

Except as otherwise expressly required by law, STEM Zone does not accept any liability for personal injury, property damage or loss sustained by any participant as a result of his or her participation of the STEM Zone Program due to any cause whatsoever unless caused by the proven negligence of STEM Zone, its director or employees.

Clients agree that STEM Zone retains the right to update the price or policies of all their services where they see fit.

## **Regular review**

This policy will be reviewed every year and following significant incidents if they occur.

Date of last review: 01/06/2025

Date of next review: 01/06/2026