

# ROPER TUTORING CO.

## Terms and Conditions

### Our Philosophy

Roper Tutoring Co. will help your child to find their best way of learning. Whether they are a visual, kinaesthetic or an aural learner, discovering how they most effectively engage with the material, understand it and apply it is what we do best. We know how to adapt to your child's needs and how to nurture their natural learning style. We will provide a space for your child to grow in confidence and develop a positive attitude towards study, empowering them with skills and strategies to support them in the classroom and beyond. We value good mental health and encourage our students to develop a balanced approach to their academic achievement, ensuring they walk away from tutoring each week feeling happy, inspired and prepared to achieve their goals.

### Minimum Enrolment Period

Roper Tutoring Co. operates to coincide with the Western Australian Public-School System timetable. Our minimum enrolment period is 10 weeks. All tuition services and learning plans are based on this timeframe. Parents and students are required to commit to a minimum of 10 weeks and students are expected to attend all tuition sessions during their enrolment period.

### Payments

The cost per student, per tuition session is \$60.00 (inclusive of GST). Payments can be made via bank transfer using the details provided below, or as a cash payment in person. Payment for each tuition session is required prior to the commencement of the session. We reserve the right to refuse to administer tuition services if payment is not rendered prior to the commencement of the session. Parents have the option of making a single, upfront payment of \$600.00 prior to the commencement of the school term if preferable.

### Roper Tutoring Co. Bank Transfer Details

BSB: 086-006

Account Number: 72-865-9086

Account Name (if required): Roper Tutoring Co

Description: Your first and last name

### Cancellation for Illness

If your child is unwell and unable to attend an upcoming tuition session, you must provide a minimum of 24 hours' notice by calling 0400 237 925. Payment for any cancelled sessions is still required. If you provide 24 hours' notice of your child's absence we will make every attempt to reschedule a make-up session at a later date within the current enrolment period however we cannot guarantee the availability of a make-up session.

If a child is unwell whilst in our care, to ensure a healthy environment for all staff and students, we may need to contact a parent or legal guardian or an approved adult to come and collect them. A make-up session will not be available in such circumstances. Roper Tutoring Co may at the directors absolute discretion, request and require a doctor's clearance if a child has a communicable illness before they are permitted to return to tutoring.

### Tutors

All tutors employed by Roper Tutoring Co. are qualified and experienced teachers, all holding current Working With Children Checks and current registration with the Teachers Registration Board. All tutors have the appropriate level of expertise in their teaching area.

### Student Code of Conduct

All students attending Roper Tutoring Co. have a right to learn in a respectful and supportive environment. Roper Tutoring Co. expects every student engaged in our tuition services to demonstrate a high level of respect towards staff and fellow students as well as all Roper Tutoring Co. property and premises. Roper

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Tutoring Co. expects students to actively engage with and participate in all tuition sessions, follow all instructions and act in a kind and considerate manner at all times. In the event that a student does not adhere to the Student Code of Conduct, or compromises the safety of any staff member or fellow student, Roper Tutoring Co. reserves the right to immediately terminate their tuition services and request their immediate removal from the premises into the care of a caregiver or an approved adult. If a tutoring session is terminated for student misconduct, payment for any session which has commenced or which is about to commence will be expected regardless of whether the student has completed the session.

## **Safety and Security**

Roper Tutoring has put in place the following measures to ensure the safety and well-being of all its students.

Students are required to leave Roper Tutoring Co.'s premises with their Caregiver or an Approved Adult (per your child's enrolment form) as soon as their session has ended. Students will only be given permission to leave without an Approved Adult if the option was selected and properly completed on their enrolment form. Roper Tutoring Co. is only responsible for your child for the duration of their allocated tutoring session. We are unable to supervise students outside their allocated tutoring time, and take no responsibility for children leaving or arriving unaccompanied.

Whilst we have a general policy of not administering any medication to children whilst they are on our premises, we recognise that certain children, in certain circumstances, might require the administration of a specific medication or treatment in a life-threatening situation. This includes children with life threatening allergies. In such situations a staff member will administer the necessary medication or treatment only as directed in your child's enrolment form.

All staff members are authorised to ring for an ambulance if in their absolute discretion they view that an ambulance is required. If an ambulance is requested, your child will be attended to first and then their caregiver/legal guardian will be notified of the circumstances. All medical costs associated with seeking medical treatment for your child will be borne by the child's caregiver/legal guardian. .

We expect that students arrive promptly for the beginning of their tuition session. Each student or caregiver must sign in at the reception desk to acknowledge when the student has arrived and departed. Each student's full name, time of arrival, and time of departure is to be written using a pen on the Attendance Register located on the reception desk.

If a student is late to their session the student will still finish their session at the end of the allocated time. Sessions cannot be extended to account for late arrivals as this will disrupt other students and/or tutoring sessions. Caregivers are welcome to stay on premises at all times, however, Caregivers are required to remain in the reception area and are fully responsible for properly supervising any children who are not attending a tutoring session.

Every tutoring suite at Roper Tutoring Co, as well as the reception area is under constant video surveillance. Roper Tutoring Co. reserves the right to conduct constant video surveillance of our premises to ensure the safety of all students and staff.

## **Communication**

Roper Tutoring Co. has established a number of lines of communication for the convenience of parents and students including via phone and text message on 0400 237 925, via email at [info@ropertutoringco.com](mailto:info@ropertutoringco.com), the Facebook Messenger App via our Facebook Business Page and Direct Message via our Instagram Business Page. We adhere to appropriate response times and will respond to all queries made via these communication channels as soon as possible. All communication between Roper Tutoring Co. staff, parents and students is to be of a professional and respectful nature. Roper Tutoring Co. reserves the right to terminate any line of

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communication if deemed inappropriate in the absolute discretion of our Directors. **If advising of a student's illness or in the case of an emergency, Roper Tutoring Co must be contacted by telephone 0400 237 925.**

Roper Tutoring is entirely dependent upon the information provided by you upon the enrolment of your child/children. You must inform us immediately of any changes to the details provided to us on enrolment. If in any doubt as to whether or not a change is relevant, please contact Roper Tutoring Co. so that we can discuss.

The Directors of Roper Tutoring Co. are always ready and willing to listen to any comments or concerns you may have in relation to your child or their tutoring session. We request that any concern is respectfully raised with us privately so that we may have the opportunity to discuss a satisfactory solution which will address your concern. We have a common aim in assisting your children to reach their full potential in an optimum environment.

## **Privacy and Personal Information**

Roper Tutoring Co. requires access to personal information such as contact information for registration and enrolment purposes and information relating to a student's school results for the purposes of developing an individualised learning plan. In instances where students have specific medical requirements information relating to their specialised care is also required. All personal information collected by Roper Tutoring Co. is kept private and secure, strictly for the use of our tutors and staff with the exception of providing contact details to selected tertiary, tafe, training and/or apprenticeship institutions with the intention that they may contact you directly to provide guidance and support in relation to suitable study and career pathways for the student. Should you not wish for this to occur, please contact Roper Tutoring Co. and we will remove your name from our list.

## **Use of mobile phones and personal devices**

No use of mobile phones or personal devices are permitted during tutoring sessions. Caregivers can ring 0400 237 925 in case of an emergency.