

The Nitty Gritty

Our teachers reserve time on their schedules, plan for individual lessons, and invest in the long-term development of each student. To provide regular, quality lessons, the following terms and conditions need to be observed. In scheduling lessons with Learning Works Hub, you are agreeing to the attendance, payment and cancellation terms and conditions below.

Missed lessons

- When you enrol our expectation from you is that you pay for each session during the school term to secure your child's place. We do not allow sessions to be skipped. We cannot reserve spots for non-attendance, as we have limited availability.
- We work on a term by term schedule, not week to week. When enrolling your child, please be aware that it is a term commitment and we expect attendance every week of the Victorian state school term.
- I understand that it is my responsibility to ensure that the enrolled child or children attends his/her/their scheduled sessions.

Refund Policy

- We do not offer refunds for missed lessons as we have a reserved a spot for your child.
- There are no refunds on cancelled lessons.

Makeup policy

- Make-up lessons will be offered at a time that we have available. Makeup lessons cannot be 'carried over' to a new term.
- Makeup lessons are offered at our discretion.
- Only 2 makeup lessons per term will be offered.
- Makeup lessons will not necessarily be with your child's regular teacher.
- We must be told prior to your child's tutoring to reschedule a lesson and offer a makeup. If we are informed after your child's non-attendance, no makeup will be offered.
- It is your responsibility to ensure you contact Learning Works Hub to arrange a makeup lesson for your child.
- If you child fails to attend their scheduled makeup lesson, no subsequent makeup lesson will be offered.

Payment

Payment

We understand that parents have different financial circumstances, therefore we have 5 payment options that you can choose from to suit your needs.

1. *Weekly payments* - Term fees are charged in weekly increments. Weekly payments are made in advance of the week's lessons on a Monday morning. We use an automated system called TeachWorks to charge for lessons.
 2. *Term invoice via bank transfer* - an invoice is generated for the term, sent to you and paid via bank transfer by the due date.
 3. *Term payment via credit card* - we charge your nominated credit card the term fees on your behalf.
 4. *Twice-termly payments* - payments are made by in 5-week increments twice per term in advance of your child's lessons. We charge your nominated card on your behalf. We do not issue invoices via bank transfer for twice termly payments, it is a direct debit via your credit card.
 5. *NDIS/organisation* - External organisations have their own requirements regarding what needs to be provided on an invoice. We can generate specific invoices for parents who use NDIS or similar services and these are payable by the organisation.
- Payments must be made in advance of the lessons and cannot be in arrears.
 - The session fees may be subject to change and/or be varied at any point in time. Should this be the case, Learning Works Hub will notify you of any changes and/or variations in writing as soon as possible.
 - Session fees for 2021 are \$62 per session.

Cancelling tutoring

Should you decide to stop taking lessons altogether, please give the centre director 2 lessons' notice. By giving notice we are able to offer a place to a student on our waiting list.