

Learning Matters – Terms and Conditions 2021

Financial Terms and Conditions of Specialist Education Support

FEES:

- Invoices will be provided prior to commencement of the semester. We accept cash, credit card and internet banking. Receipts are issued on request.
- Cancellation Charges – **4 weeks written notice is required to stop sessions.**
- Fees include; sessions, communication as necessary with parents. Fees do not include supplementary learning activities which educators may at times recommend and / or meetings with classroom teachers or school leaders. These will be added to your invoice if you have requested these.
- In Semester 2 and Semester 4 I will be invoiced for the additional fee of a comprehensive progress report at a cost of \$75 each
- **No credits will be applied to accounts unless the account is either up to date (paid two weeks in advance) or has been paid in full for the semester or year.**

Payment Details: Learning Matters Ltd : 02-0440-0082230-000.

Particulars – Child's Initial and Surname

Code – Centre location

Reference – Invoice number

- If Learning Matters Ltd cancels a session which has been paid for in full and is unable to provide a catch-up session, a credit will be issued for the session to your Learning Matters account provided this is paid to date.
- **We have 3 payment options:**
 - Weekly / fortnightly automatic payments paid 2 weeks in advance
 - Two instalments – 50% prior to the semester start and the remainder in Week 5
 - Full payment prior to the semester starting
- **Should one of the above payment plans not be met, Learning Matters will be unable to accommodate your child's sessions and will action debt collection proceedings.**

LEARNING MATTERS SESSION DATES 2021

Semester 1 Tuesday 2nd February – Friday 23rd April

Semester 2 Monday 3rd May – Friday 16th July

Semester 3 Monday 26th July – Friday 8th October

Semester 4 Monday 18th October – Friday 17th December

No sessions are provided on public holidays and fees on these days are not included in semester invoices



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ENROLMENT

Learning Matters Ltd must be informed of all necessary academic, behavioural and other information in regard to educating your child. **No enrolment will be accepted and sessions will not commence until all required documentation, including our 2020 enrolment form for each student is signed and received and payment has been made in advance.** Learning Matters provides specialist education sessions using a diagnostic and formative teaching approach. Students are enrolled for support with Learning Matters for the period of one year, or the remainder of the Learning Matters year. It is the responsibility of the parent to inform the school of their child's attendance at Learning Matters and if these sessions occur during the school day, it is an act of courtesy that the parent has the school Principal complete the relevant release form.

ENROLMENT PERIOD AND NOTIFICATION OF STOPPING SERVICES

Students are enrolled for 44 weeks or the weeks remaining in the 2020 year. Parents are able to stop this service at any time, however, fees are charged on a semester basis and 4 weeks paid notice is required. Parents who choose to remove their child from sessions before the recommended time frame acknowledge that this is likely to impact the progress made.

ABSENCE INFORMATION AND EXPECTATIONS

Parents are expected to have read the following Absences Procedure. If the child is unable to attend a session for any reason, parents must contact the educator either via email or phone.

1-1 or Zoom Sessions

It is the parent's responsibility to inform the student's educator directly via email or phone. One option to have the session completed at an alternative date or time will be given by the educator, provided, notice of the absence was given at least 4 hours prior to the session. No credits will be issued. All students enrolled in 1-1 sessions will be entitled to a maximum of 2 catch up sessions per year, should they be absent from a session.

When an educator cannot teach a session (due to sickness or other event), students may be taught by another Learning Matters Educator. Where this cannot be accommodated, this session will be credited to their account.

Group Sessions

All students enrolled in group sessions in cases of absence be they planned or unplanned will be entitled to one credit for an unattended session per year. Provided at the time that the credit is requested, the account balance is up to date and that at least 4 hours notice was given.



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When an educator cannot teach a session (due to sickness or other event), students may be taught by another Learning Matters Educator. Where this cannot be accommodated, this session will be credited to their account.

*No credits will be issued on **any** missed sessions for whatever reason, unless the account is fully up to date as per the above.*

IN SCHOOL SUPPORT SESSIONS:

I understand that if my child is receiving support sessions onsite at their school, Learning Matters reserves the right to liaise with the school and determine the appropriate support time for my child during that school day. I understand that this session time may change as a result of consultation between the school and the Learning Matters educator. I understand that to ensure my child is able to complete their full semester (number of weeks) in the Learning Matters year, I will be required to arrange them to be transported to and from their session at the relevant Learning Matters centre in the weeks that the school is closed.

HEALTH AND SAFETY

Learning Matters respect and endeavour to preserve the Health and Safety of your child and our educators.

PHOTOGRAPHY AND VIDEO FOOTAGE PERMISSIONS:

Learning Matters Ltd reserves the right to take photos or video of groups and individual students in their sessions, and parents' consent to Learning Matters using this material for reasonable promotional (Facebook, Twitter, LinkedIn, Website) and training purposes by agreeing to the terms and conditions upon enrolment. Students first names only will be published in any media or online publications.

DATA COLLECTION

Learning Matters Ltd reserves the right to gather data in relation to academic progress and achievement and parents' consent to them using this material in any publications and or marketing. No real student names will be used in any public forums where progress and achievement is shared.

VULNERABLE CHILDREN'S ACT

In line with the Vulnerable Children's Act 2014, Learning Matters Ltd follow the necessary procedures as outlined in Page 5 and 6 of the Act to ensure that all employees are suitable (have passed the necessary checks) to be children's workers and that no child will be put in a vulnerable position or at risk.

In the case of contractors or other personnel being present on site at Learning Matters Ltd, any companies employed to complete any contract works will be required to provide evidence of suitability to work in, on or around a premises which have children present, even when these people do not have direct access to the children.



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Learning Matters Ltd is not able to accept any responsibility of the suitability of parents or caregivers coming and going from the centre.

BEHAVIOURAL PROBLEMS

If a child's behaviour interferes with his / her or another student's ability to learn, parents will be notified and this will be dealt with professionally and promptly. Learning Matters reserves the right to decline, suspend or terminate any student's participation if behavioural problems persist.

HEALTH AND SAFETY:

Learning Matters has a Health and Safety procedure which is able to be sighted on our website. All visitors must comply with the Learning Matters Health and Safety procedures and understand that if they do not do so, Learning Matters Ltd accept no responsibility for their safety. In the case of a medical emergency concerning a child, Learning Matters educators will seek immediate medical assistance and parents will be expected to reimburse any associated costs incurred.

PRIVACY:

Personal information is confidential. Learning Matters personnel will only speak about students with their school or any other person with parent permission. In a shared parenting/guardianship situation, Learning Matters will only disclose information to the parent who enrolls the child, unless they have given permission to share it with the other parent / caregiver.

CONTACT WITH YOUR CHILD'S SCHOOL

Learning Matters encourages contact and communication with your child's classroom teacher and or the appropriate personnel from their school. It is **the parent's responsibility** to forward educator contact details to the classroom teacher. A collaborative approach to learning support and classroom learning is beneficial.

We look forward to working with your child and helping them to reach their potential as a learner.

Carla McNeil
Director
Learning Matters Ltd