

Inspired Minds Solutions

Terms and Conditions



Parents/caregivers agree that students are enrolled at Inspired Minds Solutions according to the following terms and conditions

1. Conditions of enrolment

- 1.1 For regular tuition, the minimum enrolment period is one complete term as per the Queensland school term.
- 1.2 Once enrolment and timeslot has been confirmed by both parties, that time is allocated to the agreed party for the duration of 1 complete term; your timeslot will be held for you for the following term unless services are terminated in writing 2 weeks prior to the commencement of the term
- 1.3 Termination of enrolment must be done 2 weeks in advance in writing to Inspired Minds Solutions at inspiredmindssolution@outlook.com.
- 1.4 A place reserved for a student may be offered to another student if the Payment and Cancellation Policy is not adhered to.
- 1.5 Unsatisfactory discipline and/or attendance of students may result in termination of enrolment and Inspired Minds Solutions has the full right to do so.
- 1.6 Payment of services is done by either term payment in full prior to term commencement or by direct debit from nominated bank account; paid weekly on day of individual's final weekly lesson.

Payment Policy

2. About the policy

- 2.1 The purpose of this policy is to provide clear guidelines to all tutors, students and parent and legal guardians as to the payment responsibilities of the client with Inspired Minds Solutions.

3. Payment agreement duration

- 3.1 Duration of payment agreement will be term length in accordance with the Queensland State School terms; being 10-11 weeks.
- 3.2 Payments will be paused during school holidays unless arrangements have been made to continue lessons over the holidays.
- 3.3 It will be assumed that the student will continue lessons in the following term at the same allocated timeslot unless advised in writing to inspiredmindssolutions@outlook.com.

4. Upfront term payment option

4.1 Term payment can be made upfront prior to the commencement of the school term; please contact Inspired Minds Solutions on inspiredmindssolutions@outlook.com if you wish to make payment and an invoice will be supplied.

5. Weekly direct debit

5.1 Direct debit payments will be deducted from the nominated bank account weekly on the day of each individual's final lesson of each week;

5.2 If direct debit payment is unsuccessful on the first attempt, the payee will be notified. A second attempt will be made 3 days later, if still unsuccessful a dishonour fee from the third party provider of \$9.90 will be charged.

5.3 Bank accounts used for direct debit will incur zero transaction fees. Credit cards will be charged a transaction fee of 1.99%.

6. New student referral incentive program

6.1 A current student can refer a new student to enrol for a minimum of 1 school term; the current student and new student will both receive 1 free session that they are enrolled in for.

6.2 Incentive will be reflected on the current invoice and direct debit payment will be paused for the final week of the term.

7. Extra services and miscellaneous

7.1 If extra services are required, invoices will be generated for each extra and bank deposits will be accepted in these cases; see bank details at the end of this document.

7.2 It is the responsibility of Inspired Minds Solutions to be transparent will fees and charges.

7.3 It is the responsibility of the paying party to ensure sufficient funds are available for direct debit and any outstanding bills are paid within invoice due dates.

7.4 If there are any questions or disputes regarding finances, please contact Inspired Minds Solutions in writing via email at inspiredmindssolutions@outlook.com.

Cancellation Policy

8. About the policy

8.1 The purpose of this policy is to provide clear guidelines to all tutors, students and parent and legal guardians as to the cancellation of lessons that have been scheduled with Inspired Minds Solutions. Once a lesson (regardless of whether it is in-person or online) has been scheduled between a Student and a Tutor at Inspired Minds Solutions, this arrangement is final, subject to the terms of this Policy.

9. Re-scheduled lesson by student

9.1 A Student may re-scheduled lesson with their tutor directly:

- a) by giving the tutor at least 24 hours' notice.
- b) If the notice is within 24 hours and without a valid reason, it will be considered a cancelled lesson and will be charged as per agreement and no replacement lesson will be offered; replacement lesson offer is at the discretion of the tutor.
- c) a re-scheduled time must be agreed upon by both student and tutor and conducted as soon as possible and within the same term period.
- d) If a suitable time with the regular tutor cannot be made due to the unavailability of the **student**, that lesson will not be made up and full charges still apply;
- e) If a suitable time cannot be made within a reasonable time due to the **tutors** unavailability, another tutor will be offered.

10. Variation to scheduled lessons

10.1 A student and a tutor may at any time vary the arrangements of a scheduled lesson by mutual agreement.

10.2 Notice of any planned time off during the 10/11 week term must be given in writing via email to Inspired Minds Solutions admin inspiredmindssolution@outlook.com before term commencement. Allocated timeslots and can only be on hold for a maximum of 2 weeks, payments will be paused during this time. If notice for extended time off is not given prior to term commencement, full payments will continue during the entire term as per agreement.

11. Re-scheduled lesson by tutor

11.1 A Tutor may re-schedule a lesson by giving the student at least 24 hours notice (unless the Tutor's unavailability was reasonably unforeseeable and arises within said notice period, in which case the Tutor shall notify the Student at the Tutor's earliest practicable opportunity).

11.2 If a tutor cancels a scheduled lesson, the tutor must, as soon as reasonably possible:

- a) notify student and provide an explanation as to why the scheduled lesson is not proceeding; and
- b) contact the student to reschedule the lesson for a different time as soon as possible and within the same term period. If this is not possible, another tutor will be offered.

11.3 If there is no reasonable replacement time within that term due to tutor unavailability, a credit for that session will be given for the following term.

12. Termination of engagement

- 12.1 Termination of service by student must be given in writing with a minimum of 2 weeks notice to inspiredmindssolutions@outlook.com.
- 12.2 If notice is within 2 weeks, full fees will be charged until termination date which will be 2 weeks from written notice.
- 12.3 Termination of service by tutor must be given in writing to the student with a minimum of 2 weeks notice.
- 12.4 Inspired Minds Solutions reserves the right to terminate services immediately if there is reasonable evidence that there are sufficient concerns for the tutor or student's safety and/or wellbeing.

13. Lateness and/or failure to attend scheduled lesson time

- 13.1 If a student is late to a scheduled lesson time, the time of the service is as per agreed and will result in a shorter lesson.
- 13.2 If a tutor is later to a scheduled lesson time, the time of the service commences when they arrive and the full duration of the lesson will be conducted.
- 13.3 If the student does not arrive to a scheduled lesson, this is considered a late cancellation and will be fully charged with no replacement lesson offered.

Roles and Responsibilities

14. Parent/Caregiver are responsible for:

- 14.1 Ensuring that the student arrives and is ready to participate in the lesson/activity promptly at the agreed upon time.
- 14.2 The student has sufficient equipment where needed to engage in learning at a high level.
- 14.3 Ensure Inspired Minds Solutions is aware of any personal or education changes to the student's situation
- 14.4 Notify in writing as soon as possible of any changes in personal details such as address, financial details etc. To inspiredmindssolutions@outlook.com.

15. Tutors are responsible for:

- 15.1 Having all relevant learning equipment and materials needed to ensure every learning opportunity is of a high standard.
- 15.2 Professionally communicate with parents when needed and uphold a high standard of relationship between the students and their families.
- 15.3 Follow the Inspired Minds Solutions employment contract to ensure all students receive a high standard of personalised learning opportunities.
- 15.4 Notify parents/caregivers directly as soon as possible of any lateness or cancellations.
- 15.5 Hold a current Blue Card; or Blue Card exemption.
- 15.6 Maintain their own current public liability insurance for mobile tutoring (online tutors exempt)

16. Inspired Minds Solutions is responsible for:

- 16.1 Ensuring all tutors are highly qualified to perform the service of tutoring at a high standard for all students.
- 16.2 Conduct regular meetings/professional development with tutors to ensure they are providing students and their families appropriate educational, social, emotional and wellbeing services.
- 16.3 Respond to parent/caregiver/student emails within 24 hours (excluding weekends).
- 16.4 Promptly respond to any complaints of service and consider all situations as high priority.
- 16.5 Provide any relevant documentation to parents/caregivers at request to ensure transparency.
- 16.6 Notify all stakeholders as soon as possible of any changes to policies.
- 16.7 Agree to not disclose, divulge, reveal, report or use, for any purpose, any confidential information which is obtained, except as authorised by the client.

Bank Details

Inspired Minds Solutions

Queensland Country Bank

BSB: 654-000

ACC: 6417 8302