

# Lumielle Academy

## Student Terms and Condition

### 1. Program expectations

To help you achieve the best academic results, Lumine Academy has a few expectations:

#### *Your Responsibilities:*

- Attend all scheduled sessions on time
- Bring required materials (laptop, notebook, past SACs/exams, textbooks)
- Complete homework or review tasks
- Ask questions whenever you're unsure
- Follow your study plan
- Be respectful to your tutor and your learning environment

#### *Our Responsibilities:*

Lumielle Academy will:

- Provide structured and personalised tutoring
- Support you with SACs, exams, assignments, and ATAR planning
- Give clear feedback and explanations
- Track your progress
- Communicate with you and your parents clearly

### 2. Attendance Rules

To keep your learning consistent and effective:

#### *Weekly Commitment:*

- Students must commit to a regular weekly time slot
- Sessions start on time; late arrival does not extend the session

#### *Absence/ Missing a session:*

If you cannot attend a session, please notify your tutor as early as possible.

- More than 24 hours notice: session can be rescheduled
- Less than 24 hours notice: session will still be charged (unless emergency)

This helps ensure fairness and stable scheduling for everyone.

### **3. Cancellation/ Rescheduling Policy**

#### *Rescheduling*

- Allowed with 24+ hours notice
- Your tutor will offer the closest available time

#### *Cancellations*

- No cancellation fee if notified 24+ hours before
- Full fee charged if cancelled within 24 hours
- No-shows count as a completed session

#### *Emergency Situations*

If there is a medical or urgent situation, please message your tutor. Exceptions can be made.

### **4. Homework & Study Requirements**

Homework is not about giving you extra work. It is about solidifying your knowledge which will lead to an improvement in your assessment and exam performance.

#### *Each week you will receive:*

- Practice questions
- Writing tasks (EAL/English)
- Review exercises
- Exam-style questions
- Weekly mini goals

#### *Your responsibility:*

- Complete homework before the next session
- Submit writing tasks early if you want detailed feedback
- Keep your notes organised

### **5. Communication Channels**

To keep everything simple and clear:

#### *Primary Communication*

- Messenger or Telegram for scheduling and quick questions
- Google Docs for writing feedback
- Email for official updates or parent communication

#### *Response Time*

- Tutors will respond within 24 hours (usually sooner)

- For urgent matters (same-day SAC, illness, timetable issue), message directly

### *Parents*

Parents can contact us anytime for:

- Progress update
- Scheduling issues
- Concerns or questions

Communication will be kept professional and transparent.

## **6. Progress Tracking System**

Your improvement is measured through a structured tracking system.

*You will receive:*

### *1. Initial Diagnostic Assessment*

- Skills test
- Review of past SACs
- Writing sample
- ATAR goal planning

### *2. Monthly Progress Report*

*Includes:*

- Strength and weaknesses
- SAC readiness
- Writing improvements
- Attendance
- ATAR progress estimate
- Recommendations for next month

### *3. Study Plan Updates*

Every 4-6 weeks your study plan is adjusted based on performance.

### *4. Exam Preparation Tracking*

8-12 weeks before exams:

- Practice exam results
- Timing improvements

- Score predictions
- Focus areas

You'll always know exactly where you stand and what to improve next.

## **7. Student Conduct Guidelines**

To ensure a respectful and productive learning environment:

- Be on time
- Keep phones silent unless asked for study
- No disrespectful behavior
- Keep communication polite and professional
- Ask questions openly

Lumine Academy is a safe, supportive learning space.

## **8. Academic Integrity**

Students must follow proper academic conduct:

- No plagiarism
- No copying SAC/exam answers
- Tutors will teach and guide, not complete assignments for you

Our goal is to help you learn, not shortcut the process.

## **9. Privacy & Confidentiality**

Lumine Academy will keep your personal information and academic records private.

Your progress reports and results will only be shared with:

- You
- Your parent/guardian (if applicable)

## **10. Payment Policy**

To secure your tutoring sessions and ensure consistent scheduling:

- All lessons must be paid in advance unless otherwise agreed
- Payment can be made via approved methods (e.g. bank transfer, Stripe)
- Unpaid sessions may be paused until payment is received
- Late payments may result in loss of your regular time slot

## **11. Trial Lesson Policy**

At Lumielle Academy, we operate on a student satisfaction guarantee.

- Trial lessons are conducted before any commitment
- Payment is made after the session
- If you are satisfied with the lesson, payment is expected following the session
- If you are not satisfied, you will not be charged for the trial lesson

To ensure fairness:

- Feedback must be provided within 24 hours of the session
- This policy applies to trial lessons only
- Lumielle Academy reserves the right to decline future sessions in cases of misuse

## **12. Refund Policy**

- Payments for completed sessions are non-refundable
- Missed sessions without sufficient notice will not be refunded
- Any approved refunds will be processed at the discretion of Lumielle Academy

## **13. Academic Disclaimer**

While Lumielle Academy provides high-quality tutoring and structured support, academic results are not guaranteed. Student improvement depends on individual effort, consistency, and engagement with the program.

## **14. Tutor Availability**

In rare cases where a tutor is unavailable, Lumielle Academy will:

- Offer a rescheduled session, or
- Provide a suitable replacement tutor

We will always aim to minimise disruption to your learning.

## **15. Termination of Services**

- Students may discontinue tutoring with at least 1 week's notice
- Lumielle Academy reserves the right to discontinue services in cases of misconduct or repeated policy breaches

Please check and sign the agreement below:

## **AGREEMENT**

By enrolling, I agree to the terms and conditions above.

Student Name: \_\_\_\_\_

Parent/Guardian Name (If under 18): \_\_\_\_\_

Student's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Thank you for enrolling with Lumielle Academy. We strive to support every student in building confidence, achieving academic excellence, and developing a lifelong love of learning.*

Contact: [support.lumielleacademy@gmail.com](mailto:support.lumielleacademy@gmail.com)