



TUTORING SERVICES AGREEMENT

1. Parties

This Tutoring Services Agreement ("Agreement") is entered into between Kazanis Group Pty Ltd (ACN 660 638 817), trading as Precision Tuition ("Precision Tuition") and the Parent/Guardian identified below.

This Agreement governs the provision of tutoring and educational support services to the Student named herein.

Parent/Guardian: _____

Student: _____

2. Teaching Block Model

Precision Tuition operates on a **Teaching Block** model comprising **four (4) consecutive 12-week Teaching Blocks** each calendar year.

This structure provides students with a consistent and progressive learning program, allowing tutors to monitor academic development, reinforce classroom learning and build essential study skills over an extended period.

Students enrol in each Teaching Block. Each Teaching Block includes a **minimum commitment of ten (10) tutoring hours**, equivalent to approximately one (1) hour per week throughout the school term.

2027 Teaching Blocks

<u>Teaching Block</u>	<u>Dates</u>	<u>Duration</u>	<u>Minimum Commitment</u>
Teaching Block 1	Monday 11 January – Sunday 4 April 2027	12 Weeks	10 Hours
Teaching Block 2	Monday 5 April – Sunday 27 June 2027	12 Weeks	10 Hours
Teaching Block 3	Monday 28 June – Sunday 19 September 2027	12 Weeks	10 Hours
Teaching Block 4	Monday 20 September – Sunday 12 December 2027	12 Weeks	10 Hours

3. Enrolment

Enrolment with Precision Tuition is ongoing and continues from one Teaching Block to the next unless withdrawn in accordance with this Agreement.

Students will automatically be re-enrolled into the subsequent Teaching Block unless written notice of withdrawal is provided to Precision Tuition no later than one (1) week prior to the commencement of the next Teaching Block.

4. Lesson Scheduling

Lessons are scheduled by agreement between Precision Tuition and the Parent/Guardian, subject to tutor and student availability. Where possible, students will retain a consistent weekly lesson time to maximise continuity and academic progress. Requests to change lesson times will be accommodated wherever reasonably practicable.

5. Minimum Commitment

The minimum commitment of ten (10) tutoring hours applies irrespective of:

- school assessment and examination schedules
- completion of assessment tasks.
- reduced homework requirements;
- school excursions; or
- public holidays occurring during the block;

Multiple Tutors: Where a Student receives tutoring from more than one Precision Tuition tutor during the same Teaching Block, all tutoring hours may be combined toward the Student's 10-hour minimum commitment. The 10-hour commitment applies to the Student's total tutoring hours with Precision Tuition and does not apply separately to each tutor or subject.

6. Attendance

Students are expected to:

- attend lessons punctually;
- bring all required learning materials;
- actively participate throughout each lesson;
- complete recommended revision or practice activities where appropriate;
- demonstrate respectful behaviour towards tutors, staff and fellow students.

7. Parent/Guardian Responsibilities

Parents and Guardians agree to:

- encourage regular attendance;
- communicate absences promptly;
- ensure invoices are paid by the due date;
- provide accurate contact information;
- support their child's learning in between lessons.

8. Precision Tuition Responsibilities

Precision Tuition agrees to:

- prepare structured lessons tailored to individual learning needs;
- foster a safe, respectful and supportive learning environment;
- monitor student progress throughout the Teaching Block;

9. Fees and Payment

Tutoring fees are payable in accordance with Precision Tuition's current payment model.

Payment for lessons may be made by cash or electronic bank transfer at the time of the lesson or by the agreed payment arrangement.

Where lesson fees remain outstanding, Precision Tuition reserves the right to issue an invoice to the Parent/Guardian for the outstanding amount. Invoices must be paid by the due date specified on the invoice.

Where accounts remain unpaid up to an amount of \$500.00 AUD, Precision Tuition reserves the right to:

- suspend future lessons;
 - withhold future bookings;
 - recover outstanding amounts in accordance with applicable law.
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10. Cancellation and Rescheduling

A minimum of **three (3) hours' notice** is required to cancel or reschedule a lesson. Where sufficient notice is provided, Precision Tuition will make every reasonable effort to offer an alternative lesson time within the same Teaching Block.

If the Parent/Guardian cancels a lesson with less than three (3) hours' notice, or the student fails to attend without notice, the scheduled lesson is forfeited and charged in full. Precision Tuition may waive the charge where a genuine emergency prevented timely notice.

If Precision Tuition or a tutor cancels a scheduled lesson, Precision Tuition will provide a replacement lesson within the same Teaching Block at no additional charge. The cancelled lesson is not treated as attended or forfeited. If Precision Tuition cannot provide the replacement within that Teaching Block, the fee for that lesson will be credited against fees payable for the same Teaching Block.

11. Expiry of Tutoring Hours

Tutoring hours are allocated to the Teaching Block in which the student is enrolled and are required to be completed within that Teaching Block. Unused tutoring hours do not automatically carry forward into subsequent Teaching Blocks and expire at the end of the relevant Teaching Block, subject to a written exception approved by Precision Tuition.

The Parent/Guardian acknowledges that enrolment in a Teaching Block constitutes a commitment to a minimum of ten (10) tutoring hours. Subject to an exception confirmed under this section, or a replacement lesson, credit or refund due under sections 10 or 12, the Parent/Guardian remains liable for fees for all ten (10) hours even if the Student does not attend or use them all.

The Parent/Guardian may request an exception in writing as soon as reasonably practicable for prolonged illness, injury, a family holiday notified in advance, or other compassionate circumstances. Precision Tuition will consider the circumstances, notice given and tutor availability, and may agree to reschedule the affected hours within the same Teaching Block or carry forward specified unused hours. Any exception must be confirmed in writing by Precision Tuition; it does not apply automatically.

12. Public Holidays

If Precision Tuition is closed on a public holiday or for another operational reason and cannot provide a scheduled lesson, it will reschedule that lesson within the same Teaching Block. The original scheduled time will not count as a completed or forfeited lesson, and the rescheduled lesson is not an additional lesson credit. The minimum ten (10) hour commitment still applies. If Precision Tuition cannot provide the replacement within the same Teaching Block, the fee credit or refund provision in section 10 applies.

13. Privacy

Precision Tuition collects and stores personal information solely for the purpose of administering enrolments, delivering tutoring services and communicating with families.

Personal information will be handled in accordance with the Privacy Act 1988 (Cth) and will not be disclosed except where required by law or with consent.

14. Limitation of Liability

Precision Tuition will exercise reasonable care and skill in providing educational services.

Precision Tuition does not guarantee specific academic outcomes, including school grades, assessment results, examination performance, ATAR results or admission to educational institutions.

15. Withdrawal from Services

Students will automatically be re-enrolled into the subsequent Teaching Block unless written notice of withdrawal is provided to Precision Tuition no later than one (1) week prior to the commencement of the next Teaching Block.

Any outstanding fees relating to services already provided remain payable.

Precision Tuition reserves the right to withdraw services where a serious breach of this Agreement occurs, including repeated non-payment of fees or unacceptable behaviour.

16. Amendments

Precision Tuition may amend this Agreement from time to time.

Reasonable written notice will be provided before any material changes take effect.

Continued enrolment after such notice constitutes acceptance of the amended Agreement.

17. Governing Law

This Agreement is governed by the laws of Australia

18. Acceptance

By signing below, the Parent/Guardian acknowledges that they have read, understood and accepted this Agreement, including the minimum commitment of ten (10) tutoring hours for each Precision Tuition Teaching Block.

Parent / Guardian

Name: _____

Signature: _____

Date: _____

Student

Name: _____

Signature: _____

Date: _____

Precision Tuition | Kazanis Group Pty Ltd

Authorised Representative:

Position:

Signature:

Date:



CANCELLATION POLICY

Precision Tuition

Precision Tuition understands that circumstances may arise which require a scheduled tutoring lesson to be cancelled or rescheduled. This Cancellation Policy is intended to provide reasonable flexibility to Students and families while promoting lesson consistency and respecting the time reserved by tutors.

1. Confirmed Lessons

Once a tutoring lesson has been scheduled and confirmed between a Precision Tuition tutor and a Student and/or Parent/Guardian via SMS, email or another agreed form of communication, the lesson time is considered reserved for the Student.

Where sufficient notice is provided, Precision Tuition will make reasonable efforts to reschedule the lesson within the same Teaching Block, subject to tutor availability.

A rescheduled lesson will count toward the Student's 10-hour minimum commitment once completed.

2. Late Cancellations

A Late Cancellation occurs where a confirmed lesson is cancelled within three (3) hours of the scheduled commencement time.

A Late Cancellation will ordinarily count as one (1) hour toward the Student's 10-hour minimum commitment for that Teaching Block.

Circumstances constituting a Late Cancellation may include, but are not limited to:

- mild illness or fatigue of the Student;
- clashes with sporting, school, work, social or other external commitments;
- forgetting a scheduled lesson;
- transportation difficulties;
- a Student being unavailable or unwilling to participate in the scheduled lesson; or
- where lessons have been arranged for multiple siblings and one Student subsequently becomes unavailable or elects not to participate.

3. Rescheduling Within the Teaching Block

Where a lesson is cancelled with more than three (3) hours' notice, Precision Tuition will make reasonable efforts to provide an alternative lesson time within the same Teaching Block, subject to tutor availability.

Students and Parents/Guardians are expected to make reasonable efforts to accommodate alternative lesson times offered by Precision Tuition.

Where reasonable alternative times are offered but cannot be accommodated by the Student and/or Parent/Guardian, Precision Tuition cannot guarantee that the lesson will be rescheduled before the conclusion of the Teaching Block.

Any unused hours will be managed in accordance with the Tutoring Services Agreement and its provisions relating to the 10-hour minimum commitment and unused tutoring hours.

4. Exceptional Circumstances

Precision Tuition recognises that genuine emergencies and exceptional circumstances may occur.

Exceptions to the Late Cancellation Policy may be granted in circumstances including serious or unexpected illness, injury, family emergency, or other exceptional circumstances outside the reasonable control of the Student and/or Parent/Guardian.

Precision Tuition may request reasonable supporting documentation where appropriate.

Any exception will be considered on a case-by-case basis and remains at the reasonable discretion of Precision Tuition.

5. Cancellations by Precision Tuition

Where Precision Tuition or an allocated tutor cancels a scheduled lesson, the cancelled lesson will not count toward the Student's 10-hour minimum commitment.

Precision Tuition will make reasonable efforts to arrange a replacement lesson within the same Teaching Block at a mutually suitable time.

Where Precision Tuition is unable to provide the scheduled lesson or a reasonable replacement lesson within the Teaching Block, the Student will not be disadvantaged or charged for that lesson.

6. Purpose of this Policy

Precision Tuition's Teaching Block model is designed to promote lesson consistency, continuity and regular academic support.

Tutors reserve specific times for Students and structure their schedules around confirmed lessons. Late cancellations can prevent those times from being offered to other Students and may disrupt the consistency of a Student's tutoring program.

This policy seeks to balance reasonable flexibility for Students and families with the need to respect tutors' time and maintain consistent tutoring schedules throughout each Teaching Block.

Precision Tuition appreciates the cooperation of all Students and Parents/Guardians in providing as much notice as reasonably possible when a lesson needs to be cancelled or rescheduled.

Questions regarding this policy
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