

## PRIVATE TUITION TERMS & CONDITIONS

Private tuition for adults, teenagers and children of all levels or small groups up to 3 students, can be arranged at the premise of the Alliance Française d'Adelaide. Please note that we require up to twelve working days to provide you with a teacher and schedule your first private tuition.

Private tuitions are tailored to address your particular needs and can start at any time during the year.

Tuitions can be purchased as a single or a package of 6 lesson(s). The package must be completed within 6 months of the first tuition. Pricing is available on our website or at the front desk.

**Full payment is required no later than 48 hours BEFORE the start of the first tuition or the renewal of the package (6 lessons).**

In the case of cancellation of a tuition by the student, **24 hours' notice is required**, otherwise, the **FULL FEE** will be charged. To re-schedule a Private tuition, please contact the staff at the front desk.

All private tuition purchase is valid for **6 months** from the date of purchase.

**No private tuition will be confirmed if the payment is not received at least 48 hours prior to the scheduled tuition time.**

Fees are not refundable or transferable.

### **Please note:**

- Lessons must be a minimum of **1 hour**. Private tuition on that day can only be booked immediately before or after the tutor is giving a group class
- Private tuition can also be booked on days a tutor is not teaching at the Alliance Française d'Adelaide, however in such cases a minimum of **2 hours** of Private tuition needs to be purchased and taken in one block of 2 hours
- No Private tuition can be held outside the Alliance Française d'Adelaide opening hours or on public holidays
- The Alliance Française d'Adelaide will try its best to provide a tutor within 12 working days of request
- If your timetable and availabilities change within the initial 12 working days following a request, a tutor will be provided 12 working days after the Alliance Française d'Adelaide has been informed of such change
- You may need to purchase textbooks or materials at an additional cost, unless otherwise specified

### **Purchase:**

Private tuition can be purchased:

**ONLINE** via our shopping cart

**OVER THE PHONE** - on 8272 4281 with VISA or MASTERCARD.

**IN PERSON** - at our front desk in WAYVILLE.

### **Cancelling your Private class:**

- Failure to notify Alliance Française d'Adelaide of a lesson cancellation prior to 24 hours before the scheduled lesson time will result in the **FULL FEE** being charged for the lesson. All notification must be done **FIRST BY PHONE** on 8272 4281 **THEN BY E-MAIL** sent to the front desk: [adelaide@af.org.au](mailto:adelaide@af.org.au).
- Cancellations on behalf of minors must be made by their parents/s or guardian/s. All communication regarding changes or cancellation must be made **FIRST BY PHONE** on 8272 4281 **THEN BY E-MAIL** sent to the front desk: [adelaide@af.org.au](mailto:adelaide@af.org.au)
- For semi-private tuition shared amongst multiple students, no split of credit will be possible once the tuition has been organised and paid for. The Alliance Française d'Adelaide will not be held responsible for student's changes in work commitments or personal circumstances when one student cannot attend the group tuition.

### **Refund:**

- If you arrive more than 15 minutes after the scheduled start of the Private tuition, the tuition **will not be extended and no refund will be given**
- Similarly, the Alliance Française d'Adelaide cannot be held responsible for any difficulties preventing you to arrive on time for a lesson that are not directly within your control e.g. changes in work or personal circumstances or if the weather or traffic is bad

### **Cancellation by the Alliance Française d'Adelaide**

- In the event of the Alliance Française d'Adelaide experiencing problems at the time of a scheduled lesson and we are unable to provide our regular services, we will arrange for another lesson at the earliest convenience for both student and teacher

### **Public Holidays:**

Private tuitions will not be held on South Australian public holidays

### **WHS – Emergency Evacuation**

Your safety during your stay at the Alliance Française d'Adelaide is important to us. As part of our WHS – Emergency Evacuation Plan all Parents/Visitors/Students not attending classes **MUST** sign in at the reception. This is to ensure that in case of an emergency evacuation our Chief Fire Warden is aware of who is in the building. Please ensure you sign out when leaving the Alliance Française d'Adelaide.

### **Parent/Visitor code of conduct**

A code of conduct for parents and visitors ensures that everyone who visits the Alliance Française d'Adelaide is able to do so in a safe and harmonious manner and to ensure that students, staff, parents and other visitors are not subjected to aggressive, hostile or violent behaviors.

### **Parents and visitors are expected to:**

- Treat all persons associated with Alliance Française d'Adelaide with respect and courtesy
- Ensure their child/children are punctual to class
- Make appointments in advance of expecting to obtain an interview
- Allow staff to supervise, investigate and manage students without interference
- Discuss issues or concerns about the school, staff or students through the correct procedures
- Follow Alliance Française d'Adelaide procedures governing entry and behavior on school grounds, including any restrictions that may be imposed.

### **The following will not be tolerated under any circumstances, and may result in the South Australian Police being called:**

- Actual physical assaults or threatened physical assaults on students, staff, parents or community members at the school or during the course of school activities including on the way to and from school
- Behavior in the presence of students, staff, parents or other visitors to the school that causes alarm or concern to the students, staff, parents or other visitors
- Use of offensive language (i.e. swearing) in the presence of students, staff or other visitors to the school
- Any interruption to the learning environment of the school such as entering classrooms without permission
- Under no circumstance are parents to approach another student or parent regarding any incidents or issues.

Your co-operation is sought in maintaining a safe and happy school.

### **Code of Conduct for a Child Safe Organisation**

Caring for children and young people brings additional responsibilities for employees and volunteers of this organisation.

All employees and volunteers of this organisation are responsible for promoting the safety and well-being of children and young people by:

- Adhering to this organisation's child safe policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- Treating everyone with respect and honesty (this includes staff, volunteers, students, children, young people and parents).
- Remembering to be a positive role model to children and young people in all your conduct with them
- Setting clear boundaries about appropriate behaviour between yourself and the children and young people in your organisation – boundaries help everyone to carry out their roles well
- Listening and responding appropriately to the views and concerns of children and young people
- Ensuring another adult is always present or in sight when conducting one to one coaching, instruction or other activities
- Reporting suspected child abuse and neglect to the Child Abuse Report Line (13 14 78) as soon as practicable
- Responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian
- Encouraging children and young people to 'have a say' on issues that are important to them
- Providing feedback to both children and parents/guardians.

Employees and volunteers must not:

- Engage in rough physical games
- Develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment
- Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.

## **Allergy Management**

The Alliance Française d'Adelaide will provide a safe and healthy environment in which children with allergies can participate equally in all aspects of the children's classes and experiences.

If enrolled children suffer from serious allergic reactions, parents **MUST** inform the head teacher ([headteacher@af.org.au](mailto:headteacher@af.org.au)) and fill out an Allergy Medication Form.

The information required is:

- Details of the specific allergen the child needs to avoid
- What symptoms to look out for
- Treatment required, including dosages of medications to pass on to hospital staff if needed
- The availability of medication for the child's use at the Alliance Française d'Adelaide
- How the child reacts to the administration of the medication
- Written permission by the parents for staff to administer the medication.

**Allergy management and the well-being of a child with allergy reactions is primarily the responsibility of the child's parent/guardian.**

- Alliance Française d'Adelaide staff must be informed of any significant changes in the child's allergy management.
- Alliance Française d'Adelaide staff will only administer medication which is prescribed by a medical practitioner and is normally being received by the child.
- Allergy medication must be handed to an Alliance Française d'Adelaide staff member who will store it in a safe place. It must be labelled clearly with the child's name and the dose of medication required.
- Parent must have completed an Allergy Medication Form

## **Privacy statement:**

Protecting your privacy and personal information is important to the Alliance Française d'Adelaide. It is, however, important for the Alliance Française d'Adelaide to collect certain personal information from you in order that we can offer you effective and efficient service.

We will only collect information from you with your knowledge and consent; only use personal information provided by you for the purpose/s for which it was collected, not disclose your personal information to a third party without your prior consent, ensure that your personal information is not disclosed to other institutions except if required by law or other regulation, and remove your personal information from our system when it is no longer required.

You can gain access to the personal information we have about you, and provide any necessary corrections by calling us on 8272 4281.

## **Disclaimer:**

Alliance Française d'Adelaide makes every effort to ensure that course information supplied is correct at all times. It reserves the right to change the location of private tuition sessions, fees and tutors when necessary. All attempts will be made to notify enrolled students of changes.

Alliance Française d'Adelaide Terms & Conditions are subject to change. Please check our website [www.af.org.au](http://www.af.org.au) for updates.