Tutoring Program Delivery Policy

Purpose

This policy serves as a guide for Academic Personal Trainers (APTs) and all roles responsible for managing the delivery of A Team Tuition (ATTA) tutoring programs. It covers all aspects that ATTA employees, and particularly APTs must consider ensuring that the relevant program is delivered as initially set up and agreed.

Scope

This policy applies to all individuals responsible for completing making decisions, managing others who make decisions and those that and or delivering program sessions at A Team Tuition Australia (ATTA). It encompasses all ATTA locations, including in person and online tutoring sessions, and any other settings where ATTA tutoring services are. This includes APTs, APT Program Support Managers and Program Support Managers.

Application

ATTA provides clients with a recommended transformation tutoring program aimed at achieving improvements in student confidence, motivation, and grades in their selected subjects and year levels. Each program is designed to attain these outcomes, emphasising the importance of consistency and reliability from Academic Personal Trainers. This ensures the delivery of all program elements to a high-quality standard, ultimately facilitating the desired student outcomes.

The key aspects of all transformational tutoring programs offered to clients are outlined below:

1.0 Tutoring Session Structure

All programs consist of sessions 1.5 hours in length. Each program is structured with either one or 2 sessions per consecutive week. These sessions focus on one or two subjects based on the student's program, year level and specific needs. These tutoring sessions aim to replicate high-quality study sessions and foster the development of new habits and beliefs through facilitated study sessions with an

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Academic Personal Trainer (APT). Each tutoring session must address the student's homework, assignments, proactive exam study, and knowledge gap filling through personalised one to one tutoring, tailored to their individual learning needs.

While APTs have access to session resources and structures, APTs are encouraged to personalise session structures with the purpose of creating highly engaging tutoring sessions tailored to each individual student's objectives, level, gaps and learning styles.

2.0 STAR Digital Training Course

Clients with students in years 6-12 will receive a link via email to access to their individual online account to complete the Strategies to Accelerate Results (STAR) digital training course during their set up phase with ATTA. They are required to complete this course within the first 30 days of their program. Parents are encouraged to participate in completing the course with their child, fostering a sense of family support.

Parents are responsible for ensuring their child completes the course. APTs are not required to oversee course completion. It is a recommendation that the APT collaborates with the student and parent to encourage completion and enable improved application of STAR Teachable Moments.

3.0 STAR Teachable Moments

APTs are required to identify opportunities to identify, deliver and report on Teachable Moments during their sessions. Teachable Moments involve applying STAR strategies by identifying opportunities in session to support the student through specific situations. These mentoring techniques align with the STAR Training Course modules. APTs are trained on identifying and delivering Teachable Moments. A Teachable Moments Tips and Hints resource library is also available to support the importance of this technique of coaching and mentoring.

4.0 Reporting

APTs are required to complete a **Student Progress Report** (also referred to as tutoring session notes) through the A Team Tuition App or via the A Team Tuition website portal within 24 hours of each session's completion. These submissions serve as timesheets for payment calculation. When Session notes are submitted, the family receives an automated Student Progress Report through email. This report forms a critical element of the program's value for the client. It is therefore expected that APTs complete quality notes that accurately represent the session. As an education organisation, attention to detail with regards to spelling, grammar and punctuation is always expected as these reports also contribute to the program that has been paid for.

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After completion of each student's current program, the family will receive a **Student Performance Report**. This report is a graph-format summary of all tutoring session reports, intended to provide tangible evidence of the student's progress for the family. The report is emailed at the program's conclusion, with the APT included in the corresponding emails. The data for these reports are collected from each session's Student Progress Report and are designed to demonstrate the performance of the APT in delivering the goals and outcomes set at program commencement.

It is the APT's responsibility to escalate any issues with session note submission within 24 hours to their immediate Manager.

5.0 Student Allocations

APTs will be allocated students based on the APT's location relevant to the student's location, availability, and subject. APTs are required to maintain updated and accurate information on subject proficiency at all times. A minimum of 4 students (or 6 hours) is a non-negotiable commitment as agreed as a condition of employment at ATTA. Until a full student load is reached, APTs will be allocated students. Any requested exceptions to minimum student loads require approval from the Head of Program Delivery. For more detail, please refer to the **APT Scheduling Policy**.

6.0 Program Modification

ATTA Tutoring Transformation Programs have been designed to achieve student outcomes. The structure of each Program cannot be modified. Flexibility for modification can only be applied to method, content, and individualisation of the APT's session delivery to improve connection and outcomes for the student. The following table indicates the types of modification that are authorised for APT action. (Please note that where previous changes to programs may have been accepted, these are no longer authorised).

Authorised Program Modifications	Prohibited Program Modifications
- APT tutoring technique - Individual session plan and activities - Subject content being taught - Session rescheduling to an alternative day or week within the program length - Rescheduled or make up sessions - Amend a single session to online due to illness or another issue that the client has approved directly with the APT or ATTA	- Program session length changes - Additional tutoring sessions beyond the program scope - Program subjects regardless of APT competency in newly requested subjects - Program expiry dates - Permanent program location change (online, library or in home) - Transfers of students to another APT

All requests related to Program modification from either the client, student or APT are to be directed to the APT Program Support Manager who will review the requests in consultation with the client's

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Program Support Manager. Any requests will be in accordance with the **Client Variations and Refund Policy**.

7.0 Session Management and Standards

7.1   New Client and Transfer Client Introduction Calls
All APTs must complete an introduction call with new clients and transfer clients within 24 hours of receiving the new student email confirmation. These calls are designed to re-confirm the program objectives, session times and session locations. They are also an opportunity to establish a strong initial first impression and ultimately assist the APT to prepare effectively for the first session.

7.2   Session Preparation
ATTA does not require APTs to engage in session preparation, as they are presumed to possess expertise in their subject matter. APTs can seek support from their Program Support Manager and can also access resources through the ATTA Resource Database, available on both the ATTA website portal and ATTA App. APTs do not receive compensation for any time spent preparing for sessions.

While dedicated session preparation is not required by ATTA, APTs are expected to lead sessions with their students and adhere to the session framework provided during training. This structure is also available in the APT Resource Database.

7.3   Session Attendance
A successful first session is pivotal in building trust in ATTA and the APT. APTs are required to arrive 10 minutes early for all sessions to ensure they are ready to commence on time. This allows time for parking and unforeseen issues such as traffic and ensures that sessions commence on time.

In the event of an unforeseen delay, APTs must notify the client as soon as they are aware of the delay. This notification must be through an initial phone call, phone message if the client is unavailable, and followed by a text message. This communication must adhere to all relevant driver legislation and road rules. For more detail, please refer to the **APT Transportation Policy**.

The APT is required to ensure the full 1.5-hour session is completed. If the APT is delayed commencing a session, the session must be extended to ensure the full 1.5-hour session is delivered. If the APT is unable to complete the full 1.5 hours due to another session or client availability, the APT is responsible for coordinating the time to be made up, guaranteeing a full 1.5-hour session. The APT is required to demonstrate flexibility to accommodate the student's availability under these circumstances.

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7.4   Scheduling

The ATTA Scheduling Team will book/schedule all tutoring sessions when the APT is matched with the student. APTs are not authorised to modify the scheduled time, day, or location of sessions. This ensures consistency for the student and ensures the agreed program is delivered. APTs can exercise flexibility to accommodate client requests after the first week's session. If a client requests a change within the first week of sessions, the APT must consult with their Program Support Manager before agreeing to any modifications.

7.5   APT Cancellations and Rescheduling

ATTA recognises that tutoring sessions may need to be rescheduled due to unforeseen events, such as APT illness. All sessions must be completed within the program's duration, ahead of program expiry. The APT must communicate directly with the client to advise if they cannot attend a session due to a listed approved reason and plan to reschedule the session. It is the APT's responsibility to collaborate with the client to ensure that sessions unable to be attended by the APT are rescheduled. The only exception is for cancellations or rescheduling that is required in the first week of sessions, which will be coordinated by ATTA.
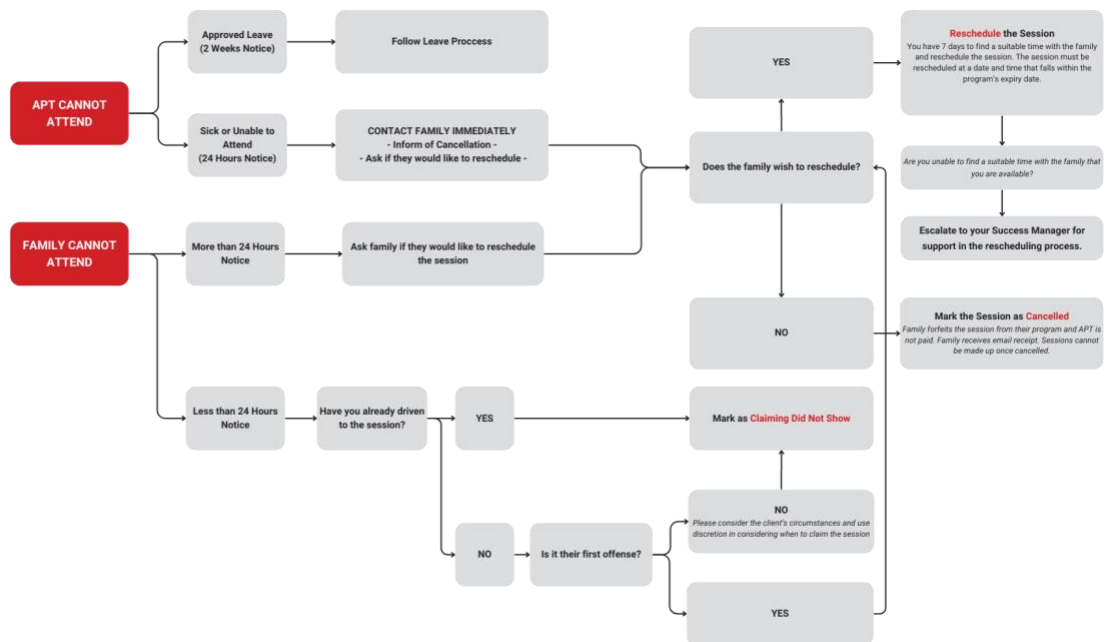
APTs must provide adequate notice (a minimum of 24 hours is required) of any instance where they are unable to attend a session. **APTs must contact the client as soon as they are aware that they cannot attend and ask if they would like to reschedule the session or forfeit the session in their program.**

If the client chooses to **reschedule** the session, then the APT has 7 days to find a suitable time with the client and reschedule the session. The APT is required to **reschedule** the session appointment through the ATTA App and **reschedule** the session at a date and time that falls within the program's expiry date.

If the APT is unable to negotiate a suitable rescheduled time with the client within the 7 days, the APT must escalate to their Program Support Manager for support in the rescheduling process.

APTs cannot cancel a session that is being rescheduled. Cancelled sessions will generate a forfeiture of the session and result in an email notification to the client advising of the forfeited hours.

Decision Matrix:

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APT CANNOT ATTEND
- Approved Leave (2 Weeks Notice) → Follow Leave Proccess
- Sick or Unable to Attend (24 Hours Notice) → CONTACT FAMILY IMMEDIATELY - Inform of Cancellation - - Ask if they would like to reschedule -

FAMILY CANNOT ATTEND
- More than 24 Hours Notice → Ask family if they would like to reschedule the session
- Less than 24 Hours Notice → Have you already driven to the session?
  - YES → Mark as Claiming Did Not Show
  - NO → Is it their first offense?
    - NO → Please consider the client's circumstances and use discretion in considering when to claim the session
    - YES

Does the family wish to reschedule?
- YES → **Reschedule the Session** You have 7 days to find a suitable time with the family and reschedule the session. The session must be rescheduled at a date and time that falls within the program's expiry date.
  - Are you unable to find a suitable time with the family that you are available? → Escalate to your Success Manager for support in the rescheduling process.
- NO → **Mark the Session as Cancelled** Family forfeits the session from their program and APT is not paid. Family receives email receipt. Sessions cannot be made up once cancelled.

APTs can reschedule sessions due to the following reasons:
- Personal Illness,
- Approved Planned Leave (a minimum of 2 weeks' notice is required - Please also refer to the **APT Leave Policy** for more detail), or
- Personal emergencies related to family or health.

APTs are **not** authorised to cancel or reschedule tutoring sessions for the following reasons:
- Unplanned changes to University classes or timetabling,
- Exams or assessments unless there is a direct clash, and a minimum of 2 weeks' notice has been provided and approved,
- Transport issues,
- External work shifts and other commitments,
- Clashes with other tutoring sessions that have been rescheduled,
- Personal social events, or
- Pending resignation.

The APT is accountable for managing all aspects of cancelling and rescheduling tutoring sessions, which is seen as a key responsibility of the APT role. It is important to note that ATTA will not provide substitute APTs to make up for APT sessions that do not align with the approved process. If an APT encounters difficulty rescheduling the full 1.5-hour tutoring session within the program's expiry date, they should directly communicate with their Program Support Manager, who will provide support throughout the process.

7.6   APT Availability Changes

All permanent availability changes are required to be updated in the app within 48 hours of becoming aware of changes. These changes include but are not limited to University timetable changes. These changes will require approval from the APT's Program Support Manager and must also align with the **APT Leave and Absence Policy**.

In the event that an APT's Operating Hours (Availability) change during a program and creates a clash with current client session times, the following process must be followed:

1. APT updates availability within the app within 48 hours of becoming aware of changes.
2. APT is not to communicate these proposed changes to any clients pending approval from the APT Program Support Manager.
3. APT Program Support Manager will review options and depending on the client and their circumstances, recommend options.
4. Once availability change is approved by the Program Support Manager, if rescheduling of sessions is necessary, APTs are responsible for managing this process as per 7.5 APT Cancellation and Rescheduling.
5. Where rescheduling is not possible, the APT is responsible for coordinating with their clients and the Program Support Manager for an alternative solution.

7.7   Client Cancellations and Claiming Did Not Show

ATTA recognises that tutoring sessions may need to be rescheduled due to unforeseen events such as student illness. While ATTA's Terms and Conditions require 24 hours' notice for cancellations, ATTA recognises this can be difficult for clients to plan for given the nature of illness. Where client's cancel with short notice, ATTA requires the APT to remind the client of the notice period and that future sessions may be forfeited with short notice. In the case of subsequent short notice cancellations, APTs are authorised to use their discretion to claim remuneration for the tutoring session. This is referred to as **Claiming Did Not Show** and is actioned through the session appointment.

For all Claiming Did Not Show sessions, the client will receive an automated notification. ATTA encourages the APT to consider the client's circumstances and use discretion in considering when to claim the session. APTs must advise the Client when Claiming Did Not Show will be actioned. The APT is also accountable for managing all aspects of rescheduling sessions that have been cancelled by the client in the same manner as section **7.5 APT Cancellations**.

For Client cancellations, the APT is required to **reschedule** the session appointment through the ATTA App and **reschedule** the session at a date and time that falls within the program's expiry date. If the APT is unable to negotiate a suitable rescheduled time with the client, the APT must escalate (within 7 days) to their Program Support Manager for support in the rescheduling process. APTs can **not** cancel a session that is being rescheduled unless. Cancelled sessions will

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generate a forfeiture of the session and result in an email notification to the client advising of the forfeited hours.

7.8 Program Completion

ATTA's programs are designed to ensure all clients achieve their desired outcomes. It is crucial that any tutoring sessions not approved for forfeiture by the client are rescheduled before the program's expiration date. It is the responsibility of the APT to ensure their sessions are rescheduled within policy.

When a session is not rescheduled and the client has requested the session to be rescheduled, APTs are considered indebted to both ATTA and the client for that tutoring session. Managing this process to the expected timeline is a fundamental APT role responsibility and is critical to prevent the accumulation of undelivered hours that may be challenging to deliver before the program's expiry date.

When APTs maintain consistency, ATTA knows that clients will reciprocate this consistency. Therefore, the responsibility lies with the APT to be consistently reliable, setting the standard for the client throughout the course of the program. Inconsistency on the part of the APT may lead to corresponding inconsistency from the client. In recognition that it can be difficult to find client availability to facilitate rescheduled sessions, it is the APT's responsibility to escalate these challenges to their Program Support Manager as per the required timeframes in Sections 7.5 and 7.6.

7.9 Client Program Renewal

APTs can have a significant impact on the decision-making process of clients renewing their programs with ATTA. Consistency of program completion is critical and APTs are responsible for identifying the client's intention to continue during program renewals. APTs are required to inform their Program Support Manager of clients who have confirmed their intention to continue from one program to the next, along with outlining the goals for the upcoming program with the student. This collaborative approach ensures that the Program Support Manager can effectively support and implement the renewal process with the client.

8.0 Resignations and Transfers

ATTA strategically hires APTs to balance client needs while also ensuring each APT has an adequate workload to provide maximum value and growth in the role. As a result, ATTA does not always have alternative options readily available when APTs resign or are unable to continue with a client.

Supporting students and their goals should be front of mind for APTs who are required to demonstrate alignment to ATTA values when considering resignation. The APT must notify ATTA as soon as they become aware of a change in their circumstances which may result in an impact on their clients. APTs

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are required to provide a minimum of two weeks' notice and are prohibited from discussing a proposed transfer with the client or advising the client of the APTs planned resignation without prior approval. This approach allows ATTA sufficient time to plan a replacement APT to support the student's success. Failure to follow this process could have adverse effects on the student and could also cause damage to ATTA in the form of refunds and brand damage. It could also lead to damage to the APT's personal brand and reputation. ATTA's approach is ultimately designed to limit any impact on the success of the student in achieving their goal outcomes.

Year 12 Clients

Term 4 is a crucial phase for a Year 12 student's academic journey with resignations during this period posing a significant risk to a Year 12 student's academic and personal success. APTs with active Year 12 students in Term 3 are required to complete Term 4 for these students wherever possible. This is critical to ensure students successfully complete their schooling with a positive experience with ATTA and their APT.

For more detail, please refer to the **APT Resignation Policy**.

9.0 Client Management

9.1   Communication

ATTA's structure provides for a support model where each client is allocated a dedicated Program Support Manager. These roles are responsible for overseeing the program and resolving issues raised by either the APT or the client. There are some matters or circumstances where APTs are not permitted to communicate with clients. These include:

- Concerns with content knowledge
- Availability concerns
- Resignation or planned resignation
- Any issue that hasn't been discussed with the APTs Program Support Manager that may negatively impact the client.

For more detail, please refer to the **APT Communication Policy**.

9.2   Private Tutoring

Clients may at times look to explore options with the APT to engage in employment privately, separate from ATTA. APTs must communicate to ATTA any requests from clients to engage in private working arrangements. APTs who choose to engage in work with ATTA clients privately are in violation of their Employment Contract. This is a breach of contract that is considered as an act of theft from ATTA. APTs found to be privately engaging with clients without prior ATTA approval may be subject to legal action.

9.3   Confidentiality

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APTs are strictly prohibited from sharing client data or information about their students with anyone outside of ATTA without explicit approval from both ATTA and the client. All data pertaining to clients, students, and Academic Personal Trainers (APTs) must be treated with the highest level of confidentiality and in adherence to privacy regulations.

9.4   Issues Management

APTs are not authorised to communicate directly with clients regarding certain issues that have been raised by their clients or about their clients unless under direction from their Program Support Manager. This includes:

- Concerns about the APT's content knowledge of the required subjects.
- Concerns about the APT's curriculum or industry knowledge.
- Concerns about the APTs ongoing availability ongoing with the client.
- Concerns about the APT's student portfolio loading that may negatively impact the client.
- Concerns about the APT's experience in tutoring.
- Concerns about the APT's safety during tutoring session.

Addressing issues and concerns without appropriate direction may potentially lead to a negative experience for both the APT and the client. Any concerns in these areas must be directed to the APT's Program Support Manager. APTs engaging in direct communication with clients on these issues risk causing harm to the ATTA brand and eroding the client's trust.

10.0 Review

This policy will be reviewed annually in line with ATTA planning cycles and updated accordingly. Any revisions will be to ensure effectiveness in delivering business goals and alignment with employment standards and requirements. Any revisions will be published and communicated in writing to all APTs.

Version Control

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