

2026 Eagles Wings Education Policies and Tutoring Contract

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Our Tutorial Policies and Procedures form part of our enrolment and payment terms and conditions. It is important that families are familiar with all terms and conditions before proceeding. Any enquiries can be directed to Donna Allen: High School Director of Eagles Wings Education.

Families enrolling in Eagles Wings Education tutorials understand that it is a legal requirement for all children aged 6-17 yrs to be enrolled in a form of schooling and registered with the appropriate government education authority. In NSW, this is NESA; NSW Education Standards Authority. Parents undertake the enrolment of their child or their own registration to home-school each year. EWE provide support services in the form of daytime tutorial sessions. We assist parents with the registration process as an optional service but parents oversee and are responsible for ensuring their children are registered and appropriately educated.

ENROLMENT POLICY

The Terms and Conditions of Enrolment have been developed in order to make as beneficial & harmonious as possible, the work of the family with Eagles Wings, in supporting educational aims. One of the features of our approach is the importance of collaboration and partnership in meeting the family's needs, with mutual care, respect and understanding.



Moral code

Eagles Wings Educational tutorial service believes in transparency regarding its motives, decisions and actions. Therefore, parents acknowledge acceptance of the following, upon enrolment:

- a. the tutorial service is within a Christian community, informed by specifically **Catholic beliefs** and
- b. that knowledge, behaviours and attitudes will be based on these beliefs and values, which we model and encourage in all students attending the service.

Therefore, it is required that:

- 1.a. All communication between students, parents, visitors and staff members should be conducted in a courteous and respectful manner whether in person, in writing or online. The whole community needs to support the premise that there is no place in the Eagles Wings Educational community for derogatory remarks, personal threats or comments considered offensive in accord with **Catholic teaching and beliefs**. This applies to tutors as well as parents and students.
- b. Parents agree to support the policies of the tutoring service and to abide by the requirements of Eagles Wings Educational Tutoring Services as set out in various publications, including where student rules are issued. Students must abide by the rules and parents agree to support students and Eagles Wings Educational Tutoring Service, in enacting these rules and requirements.
2. The service has specific requirements and policies in relation to dress code and rules (rather than a pre-set uniform), completion of work while in our service, student conduct, communication with families enrolled in our Service at any time and in relation to enrolled families; device use, attendance, travel, child safety and care arrangements which parents must acknowledge and agree to support.

Adjustment Period:

New enrollees will have a 2 week adjustment period following the start date. During the adjustment period, the student will be observed for suitability to the community and group structure, the service in general, as well as goals needed. In consultation with parents, enrolment may be negotiated, changed or cancelled without consequence, within the adjustment period.

Dress code and rules:

- a. Students are able to dress in neat, clean, casual attire or smart casual attire with well fitting shoes, however
- b. this clothing must be modest. This means that no item of clothing should be tight, short or revealing in **any** aspect.
- c. Wearing tight fitting clothing such as bike shorts, leggings or jeggings or anything similar, is therefore **not** allowed while attending any of our venues, unless featured under a skirt or pants for warmth, which additionally does not remove the requirement of length for the outer item.
- d. Shorts should be *at least mid thigh length* to be considered 'not short' for both sexes and tops or jackets worn, must not be so long that they hide the pants
- e. Skirts and dresses should be *at least knee length*.
- f. Tops must not show cleavage or the stomach/waist area to be considered 'not revealing'. Fabric must not be transparent or tight. Undergarments, i.e bras should not be visible.

Students which do not adhere to the dress code are not able to attend until their attire fits both the rules and **intention** of preserving modesty. This may mean shopping specifically for appropriate clothing items before attending. Communication on this is intended to be clear. If clarification is needed, it is to come from the Service Director: Donna Allen.

Communication

1a. Tutors and students are to communicate with each other through the Google Classroom platform or through Donna. Eagle's Wings Education is not responsible for any situations arising from communication outside of this platform.

1b. Emails between tutors, students and parents *must cc.*
eagleswingseducation@gmail.com in all correspondence

2a. Tutors, students and parents must not request or exchange any contact information about themselves, including, but not limited to, their phone number, messaging or social media platforms, emails or postal address

b. Parents must not contact tutors privately about tutoring services through any platform (apps, social media, phone number, website) or privately outsource services with contracted Eagle's Wings Education tutors. Poaching tutors or clients breaches the tutor and parent contract; it will terminate enrolment and will result in litigation.

All tutoring service enquires must go through Eagles Wings Education email, as well as (but not limited to), booking an interview about academic progress.

Behaviour Code & Child Safe Practices

1. Community members, including, but **not limited to** students, are to refrain from discussing with **any** member of the community:
 - a. sexual activities and
 - b. adult recreational activities such as illicit drug and immoderate alcohol use- except when setting boundaries.
2. Conversations and **all** forms of communication, including behaviour, should respect and support the right of all students to: safety, innocence, to the exclusive right of **parents** in educating their children about these topics, and to learning about and understanding healthy boundaries from their parents.
3. To protect the children from grooming, direct and indirect sexual behaviours, as well as topics and information contrary to Catholic teaching, whether intentional or not, children are:
 - a. **not** ordinarily allowed to use phones on site, **nor share content** or photos on personal devices, such as phones and laptops, **nor connect** on Social Media with each other at Eagles Wings premises and
 - b. adults are **also** not allowed to share content or photos on personal devices or connect on Social Media **with any child**, other than their own, at any time, while either family is part of Eagles Wings.
 - c. Adults are additionally not allowed to put children, other than their own, in contact with other adults outside of Eagles Wings Education. All contact and friend requests are to go through the **parents** of the child.
4. Exceptions include:
 - a. Eagles Wings tutors may respond to students in writing within the shared educational platform of Google Classrooms or on bookwork and
 - b. tutors may show educational content and educational photos to the tutoring group for the purpose of meeting agreed educational aims and communicating about tutorials and/or assigned work and
 - c. any correspondence or information given in tutorials should be accessible, or made accessible on request, to both the parents and the directors of Eagles Wings Education.

Behaviour code: Child Safe Practices continued

5. Tutors will use:

- a. assigned, safe learning spaces or allowable outside spaces, as outlined to them by the Eagles Wings directors for the tuition of assigned tutorial groups during scheduled times and
- b. assigned, accessible learning spaces for the tuition of individual students and
- c. designated outside or inside areas for socialisation breaks.

7. Tutors will:

- a. inform the director and another tutor if a conversation with a student needs to be had somewhat discreetly and
- b. hold the conversation in a designated safe space for students, within sight and hearing of the director or another tutor, or
- c. hold the conversation along with the director (or designated tutor) present as a witness or
- d. hold the conversation with the child with the parents present, after informing the director

Mobile phone and laptop device use:

8. Students of Eagles Wings Educational tutoring services may not use a mobile phone during the day, while at a venue, except for

- a. a parent to make contact, where this is initiated by the parent
- b. with the **express permission** of a supervising tutor, in order to contact parents, or to complete an activity approved by the tutor or
- c. for Stage 6 students only to hotspot an internet connection to a laptop for assigned Coursework (leaving phone out of sight)

9. Students of Eagles Wings Educational tutoring services may not use or bring a personal laptop or other electronic device during the day, while at a venue, except for Stage 6 students to complete Coursework or for completing approved courses with the express permission of the director.

10. Students in Stages K- 5, regularly complete handwritten work with the exception of students with a disability which impedes their ability to read or communicate. In this case, assistive technology, managed by Eagles Wings Tutors may be assigned for the completion of work. Exceptions are **rare and will be communicated if applicable.**

11. If a student is deemed by the directors to have made other children feel unsafe or have inadequate social skills with which to navigate and participate in the classroom or playground environment, according to Eagles Wings expectations, then the student can be required to:

- a. continue the service in a smaller, more intensive group setting of 1 - 2 children instead of the larger sized group or through 1:1 at home or via Zoom
- b. require behavioural, social or learning support from an Eagles Wings teachers' aide within any larger group setting, at additional cost to parents
- c. or any combination of these requirements as decided by the directors of Eagles Wings Educational Tutorial Service and
- d. this will be subject to a different or additional fee structure as advertised in our fees for small groups.

12. Parents agree to:

- a. pay for the extra support of their child when required and arranged by Eagles Wings (including for social reasons) or to
- b. self-exclude the child from our service for a period of time or
- c. remove the child from our service altogether

Eagles Wings Education has a policy of zero tolerance for bullying.

13. If for any reason, the directors believe that a mutually beneficial relationship of trust and co-operation between a parent or child and the service has broken down to the extent that it adversely impacts on that relationship, then the directors may require the parent to remove the student from the service.

14. If the Directors consider that a student or family is guilty of a serious breach of Eagle's Wings Education rules or policies or has otherwise engaged in conduct that is:

- a. prejudicial to our service, its clients or tutors or
- b. where the parent/s or student/s have failed to comply with these conditions of enrolment, the Directors may exclude the student permanently, or temporarily, at their discretion. Exclusion is not a policy which Eagles Wings Education undertakes lightly but it is sometimes necessary to protect the health, safety and well-being of all concerned.

Pick up, Duty of Care and Other:

1. Parents and students may not access an indoor learning space before a tutor is present and/or before a designated tutorial or other scheduled activity is due to take place. Therefore, the doors will open at the start time.

2. Parents or guardians need to:

a. actively supervise their children when they are not present within a booked tutorial or within a supervised socialisation session. This includes upon arrival or when waiting for the last class to start or finish. They are parents' legal responsibility at this time.

b. actively supervise their own children on family outings and camps/excursions, unless supervision is booked in writing for the day with Donna Allen.

b. collect their child/children promptly, or arrange for another parent to collect their child/children promptly, at the conclusion of their last booked tutorial or
c. arrange for their older child/children to independently travel home, taking responsibility for any younger siblings. This is important so that tutors can continue safely and promptly to their next activity, tutorial or appointment.

d. advise Donna Allen and Kaelih Peaty via phone call or text if you are running late for any reason so that care arrangements can be made on: 0412940872 or 0411311451 respectively.

e. accept and pay the **late fees** of \$10 for every 10 minutes or part thereof, which will be added to your invoice if you are not able to pick your child up on time for any reason, unless prior arrangements were made

f. pay for any damage or destruction of property, made by their child or themselves, at a venue, including that of other clients, tutors or visitors and/or

g. pay for any damage to the venue itself, made by their child or themselves

3. Students wilfully damaging or destroying property will be considered to have breached our terms and conditions of enrolment

Fees and Payments:

1. Parents agree to pay:

a. the tutoring fee per session per child enrolled and the supervision fee for outings per child (if any) **for the length of term of enrolment**, according to bookings made, regardless of attendance, as per our Cancellation Policy.

All families, regardless of payment method, need to complete an enrolment form and signed tutoring contract. The minimum enrolment period of one term will be invoiced for all selected tutorials, including for clients who discontinue enrolment.

b. any additional fees for:

late fees, excursions, activities and outings and the supply of additional resources, goods and services for the student as advised by Eagles Wings Education and agreed to, by the parent, from time to time. Cancellations of bookings for group events will incur full charges and require prompt payment due to event providers' terms and conditions and the reliance upon minimum attendance.

2. All fees are to be paid via a weekly recurring payment arrangement from a nominated card or account for the term, activated by paying the first instalment the day **before the first attended tutorial (or earlier) or by a full term's payment in advance. This enables us to pay our bills on time and meet associated costs.**

3. Parents agree that:

a. if the fees are not paid in full within 7 days of the initial date of the invoice, the fees account will then be deemed overdue.

b. if parents have overdue fees, they will be subject to a 10% late fee for each overdue invoice, for each week it is overdue, until all fees are paid in full.

c. the overdue account fee of 10% of total invoice will be added to the original invoice and must be settled at the same time.

4. Parents agree that:

a. if an account for fees and/or charges is more than two weeks overdue the student's enrolment is suspended and the child is not to attend, until such time as all fees are paid in full, which does not remove the obligation to pay all fees

b. repeated failure to pay invoices on time may result in termination of enrolment or refusal of re-enrolment in Eagles Wings Education altogether and

c. this does not close the account or amount owing until **the end of the enrolment period for which parents have contracted our services**, nor does it rescind your obligation to make full payment.

Fees (continued)

Illness:

5. Parents agree to the condition that when a child is sick and/or possibly infectious, with any illness, the child must be **kept home** until such time as they recover and parents agree to:
 - a. advise Eagles Wings Education of pending absence due to illness or injury as soon as practically possible and
 - b. pay **full fees** for the booked tutorial **unless** absence is advised in writing via email to eagleswingsed@outlook.com, including length of expected absence, **by 6.30am on the day of the scheduled tutorial at the latest**
 - c. pay 50% of the usual invoiced fee for the period of absence, if the absence is advised as per the above conditions noted in 5.b. **or**
 - d. pay full fees instead, to access a make up session at an available venue, if the absence is advised as per the above conditions noted in 5.b.

Absences due to holidays or other reasons:

6. Parents may enrol students late in a term, or request a shorter enrolment period, **before** the commencement of any term, due to planned absence, such as a family holiday or participation in sporting events. This will **not** attract an absence fee for the dates of absence advised, if Eagles Wings Education is advised in writing via email **before** commencement of the enrolment period ie. starting date.

All other absences, which are not arranged and advised as above, shall attract 50% fees as per notice and conditions for illness in 5.b. or **full fees**, if advance notice in writing before the term commences is **not** given, including for holidays and other absences. Make up tutorials are subject to availability.

Tutor absence:

Occasionally, regular tutors will be substituted by another tutor due to absence, illness or another unforeseen reason.

7. Parents agree to:

- a. pay for the booked tutorial service, for the enrolment period selected, when a substitute tutor administers the service on behalf of Eagles Wings Education, from time to time. All tutors will have the necessary checks applied, such as Working with Children Checks, and this arrangement is necessary to enable safe supervision and/or group tutorials to continue, as scheduled.

Medical Attention

All care will be taken to ensure students' safety while under the supervision of Eagles Wings Education. A first aid trained person and supplies will be on site to administer First Aid. First aiders are not permitted to go beyond their skills. They administer first aid according to First Aid Guidelines, if a child is hurt or injured on site.

8. Parents agree to:

a. pay all medical and ambulance expenses incurred on behalf of the student when an incident occurs and tutors will err on the side of caution, in calling an ambulance. Families can submit private health insurance details to us, but otherwise the public health system will be accessed.

Indemnity

You will, at all times indemnify, and keep indemnified, Eagle's Wings Education and Eagles Wings Education directors, volunteers, tutors and agents from and against any loss (including reasonable legal costs and expenses) or liability incurred or suffered by you, or by us, arising from any claim, demand, suit, action or proceeding by any person against you, or us, where such loss or liability arose out of, in connection with, or in respect of your conduct or breach of these Terms and Conditions.

Acknowledgement: of Terms and Conditions:

9. Parents acknowledge and agree that:

a. They have supplied to the service all information prior to the enrolment of their child that may impact on the student's participation in the tutorials, socialisation, other education programmes and personal safety and
b. of any changes to personal information such as contact details

10. The service may from time to time collect personal information about the student or other court orders relating to the service and/or the student.

11. Eagles Wings Education reserves the right to change these conditions from time to time.

This policy is reviewed regularly. The last changes to the wording of this policy was in January 2026