

2022

BTA Frequently Asked Questions





TABLE OF CONTENTS

About Us.....	2
Setting Up My First Lesson.....	2
Introduction to BTA	2
BTA Lesson Types.....	4
Lessons.....	5
Costing	6
Information.....	6
Tutors.....	6
Payments and Discounts	7
Lesson Content.....	8
Technology and Resources.....	9
Preparing Students for Assessments.....	10
Extra Questions?.....	11





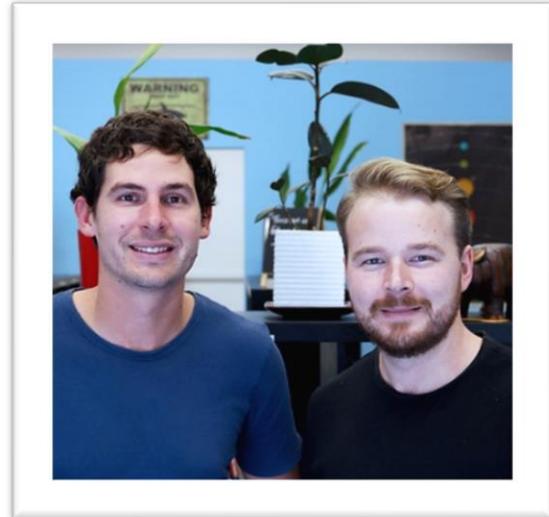
ABOUT US

After privately tutoring for over 10 years each, Tom and Brennan brought Belrose Tutoring Academy (BTA) to life in 2015, with the vision of providing effective tutoring to their local community in a safe and welcoming space.

Since its establishment in 2015, BTA has grown significantly, creating hundreds of jobs for the local community and BTA now tutors hundreds of students each week.

We conduct lessons in our academies at Belrose, Forestville and Mona Vale, in student's homes and also online.

Over 25% of BTA students conduct their lessons online, an area of our business we really pride ourselves on.



SETTING UP MY FIRST LESSON

INTRODUCTION TO BTA

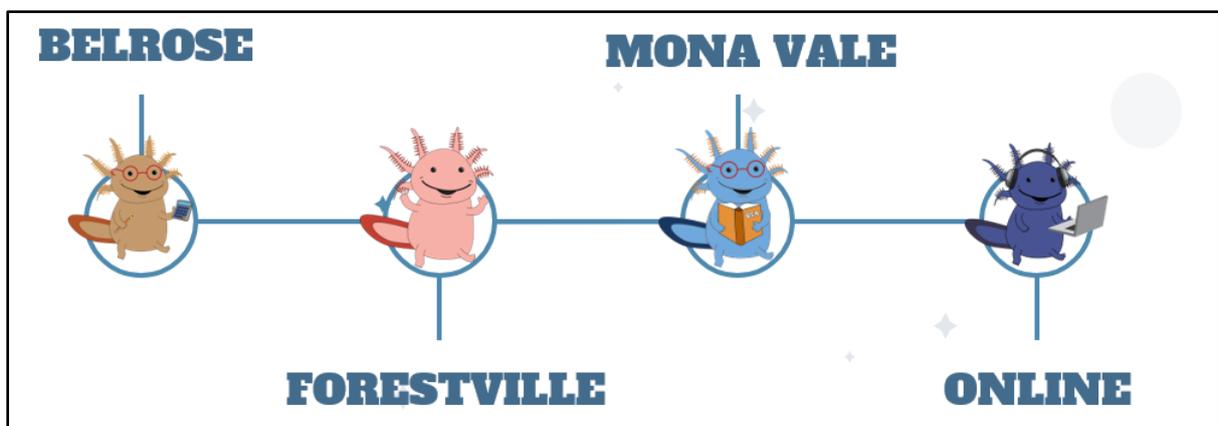
Which days and hours do you operate?

BTA is 6 days a week, Monday to Saturday. We have lessons run before school hours, during school hours and into the evening. BTA does not operate on public holidays.

Where do lessons take place?

BTA offers lessons in our academies at *Belrose, Forestville* and *Mona Vale*. We also offer online lessons and lessons in our students' homes.

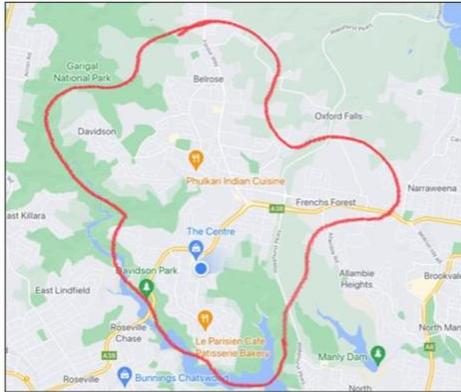
We always encourage our students to take lessons in our academies as they are equipped with the latest resources and technology promoting productivity and quality in lessons.





We also offer lessons online and in our students' homes within our travel radii at *no extra cost*. We service the following suburbs:

BELROSE & FORESTVILLE AREA



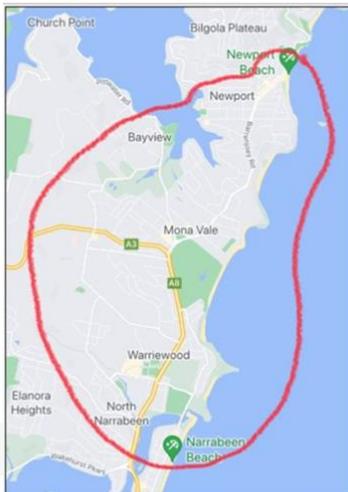
MAP OF SERVICEABLE AREA

SUBURBS INCLUDED:

1. Belrose
2. Forestville
3. Frenchs Forest
4. Killarney Heights
5. Davidson



MONA VALE AREA



MAP OF SERVICEABLE AREA

SUBURBS INCLUDED:

1. Mona Vale
2. Newport
3. Bayview
4. Warriewood
5. North Narrabeen





Which levels of maths and English do you teach?

English	Maths
English Studies	Standard Maths 1 – Non ATAR
English Standard – 2 units	Standard Maths 2 – 2 units
English Advanced – 2 units	Mathematics – 2 units
Extension 1 English – 1 unit	Extension 1 mathematics – 1 unit
Extension 2 English – 1 unit (only available in year 12)	Extension 2 mathematics – 1 unit (only available in year 12)

What other subjects do you teach?

BTA is very fortunate to have over 80 fabulous tutors in our team who collectively can teach *almost any subject offered in the HSC as well as a variety of IB subjects.*

It's always best to ask us directly through the enquiry form if you are looking for a specific subject.

What child safety measures does BTA have in place?

BTA is committed to child safety, so much so that we have this entire policy [here](#).

All of our tutors receive annual child safety training and have multiple checks when starting employment with us. They are also required to have a valid WWCC.

BTA LESSON TYPES

Do you offer one-on-one or group tutoring?

BTA specialises in one-on-one tutoring but we have recently introduced online courses for term 3 2022. These group courses have been designed to complement one-on-one tutoring as they cover broad course content whereas one-on-one tutoring can be used for a more tailored service.

Further, the courses will be conducted by BTA's co-founders so students can benefit from their unique insights and practiced learning techniques.

More information on these courses can be found [here](#).

Is online tutoring just as effective as face-to-face tutoring? Are the online tutoring sessions interactive?

Our online tutoring is extremely effective.

Our tutors receive specific training on how to best conduct online learning and all our maths and science tutors are equipped with an Apple iPad and Apple pen. When combined with our online board which allows for student interactivity and our copyright license, our tutors can create extremely engaging and effective notes and lessons for our students.



LESSONS

What is the best way to request lessons?

If you are a new customer, it is best to fill out our enquiry form [here](#).

If you are an existing customer, you can request extra lessons via emailing us at contact@belrosetutoring.com or by asking your child's current tutor.

How long does it take to be booked in with a BTA tutor?

The time will differ depending on your requirements and other factors such as the subject you'd like tutoring in, the location for lessons, days and times for lessons, student and tutor personality, and more.

We aim to have all new enquiries booked in for lessons within 24-48 business hours but due to high demand, we may sometimes require longer than this.

If you give more options for lesson availability, you will be booked in faster.

How long do lessons go for?

Senior students normally attend for 1-1.5 hours per subject per week. We also offer a 45 minute option for primary school students as our one-on-one tutoring can be quite intense compared to regular schooling.

How often do lessons take place? What happens throughout the holidays?

The majority of our students book in for weekly lessons, but we also offer fortnightly lessons.

Some students will benefit from continuing lessons throughout school holidays, in particular, HSC and selective school students. Others will not need lessons. We have tutors available throughout all school holidays.

Your child's tutor will contact you prior to each school holidays to ask what you would like to do. If you would like lessons but your child's tutor isn't available, we can arrange a suitable alternative until your tutor returns.

What reminders are available for lessons?

Email reminders are sent for all lessons 72 hours prior to the scheduled lesson time.

We also have the option to turn on SMS reminders for both students and parents. If you would like to request this feature, please let us know via email at contact@belrosetutoring.com.

If my child is unable to attend one week, what options are available to me?

If you wish to reschedule, you can request another time with your child's regular tutor, or if they are unavailable, we can assign you a different tutor for that week.

If you wish to cancel, you can cancel by informing your child's tutor directly or via our automated email system which is sent out 72 hours prior to scheduled lessons. It is important to note we require 24 hours for cancellations as per our cancellation policy which can be found [here](#). There are no charges for lesson cancellations if we receive 24 hours' notice. However, we charge for all cancellations that occur within 1 hour of the scheduled lesson time.

This policy is designed to limit regular cancellations of tutoring sessions as well as to ensure respect and fairness between students and tutors.



COSTING

How much do your lessons cost? Are there any contracts?

We charge \$75 per hour for years 3-10 and \$90 per hour for years 11-12. This rate may be reduced if your family is eligible for the Multiple Family Lesson Discount. More information available on this [here](#).

All prices are inclusive of GST and there are no lock-in contracts.

Can I please request a free trial lesson?

We do not offer free trial lessons. Instead, we offer our 100% satisfaction guarantee. That is, if you're not 100% satisfied with your first lesson, there will be no charge.

INFORMATION

My child has a health condition. How can I communicate this with BTA?

If your child has asthma, anaphylaxis or any other health condition we need to know about, you can let us know via the enrolment form.

Please send any extra details required to us at contact@belrosetutoring.com. All BTA academies are fully equipped with first aid kits including EpiPens and Ventolin.

Does your company cater for neurodiverse students?

All BTA tutors undergo training for teaching neurodiverse students in their initial induction training and annually. Whilst we always endeavour to do our best, we are not experts in teaching neurodiverse students. As such, we always welcome parent or professional advice if your child has specific learning needs.

I need to update my child's information. Is this possible?

Yes, very possible. Just let us know at contact@belrosetutoring.com and we'll send you the form to update your information.

TUTORS

How do you ensure the quality of your tutors?

BTA's tutors are top performing high school graduates who are continuing their educational journey in tertiary studies. Their thorough understanding of critical subject matter is then combined with our significant, structured induction training program. This induction program covers all areas of tutoring from syllabus course content matter to effective teaching strategies and goal setting, to using the most effective resources to achieve the best outcomes for our students.

All BTA tutors receive ongoing training in the subjects they tutor, as well as other areas such as child safety and teaching neurodiverse students.

We pride ourselves in the amount of initial and ongoing training our tutors receive, and this is one key component why we continue to attract some of the Northern Beaches' best tutoring talent each year.



Will my child have the same tutor each week?

Yes. Your child will be booked in with the same tutor in the same time slot at the same location each week or fortnight.

If your child's tutor is ever unavailable for lessons, we will offer you a similar, alternative tutor or you can choose to resume the following week.

Can I request more information about my child's tutor prior to sessions starting?

Certainly! All our tutors' bios are available on our [website](#). Also, once you've been assigned a tutor, they will personally reach out prior to your initial lesson to introduce themselves and give you more information on who they are, where to go and what to bring to lessons.

What happens if my child doesn't like the tutor they are assigned?

Our team always strives to match students to the most suitable tutor based on numerous factors such as subject, student and tutor personality, tutor experience and more.

Sometimes the match doesn't always work out. If this happens to you, just let us know when we reach out for your feedback after the lesson. We welcome all feedback so that we can further tailor and improve our service for you. We will then use this feedback to assign you another tutor.

Can I change my tutoring arrangement?

BTA is fortunate to have over 80 of the Northern Beaches' best tutors in our team. We will ask you for some information when you start with us so we can try and assign your child with the best-suited tutor.

If you ever need to change your tutoring arrangement for whatever reason, please contact us [here](#).

PAYMENTS AND DISCOUNTS

Do you offer any discounts?

From the 28th of January 2022 onwards - BTA has introduced their Multiple Family Lesson Discount.

The discount will work as follows and will be automatically applied.

- If your family has one hour in a week: Full rate
- If your family has two hours in a week: 5% off both the hours
- If your family has three or more lessons in a week: 10% off all the hours

A week in this promotion is Monday – Sunday and BTA reserves the right to remove this promotion at any time.

A family's lessons in a week can be made up by one or more siblings. For example:

- Sarah has 2 x 1 hour lessons in a week and thus will receive 5% off for both hours
- Sriya and Kade are two siblings who each have a 1 hour tutoring session each week and thus will receive 5% off both hours.



- Jessie, Sam and Georgia are three siblings who have an hour lesson each in a week and thus will receive 10% off all three hours.

How do I pay for lessons?

BTA invoices *fortnightly* on *Tuesdays* for lessons that took place in the two weeks prior.

We will send the invoices to the same email you used in the enrolment form. From the invoice, you can make payment via direct debit or credit/debit card through Australian payment provider, Pinch Payments.

There is also the option to set up automatic payment for future invoices so you can set and forget as well as a customer portal where you can access all your invoices and alter your payment information.

LESSON CONTENT

Do you run assessments for your students?

BTA tutors are taught how to run informal assessments in the first one or two lessons with a new student. We discourage formalised testing as it prevents tutors building rapport with students in their initial interactions.

Our informal assessments still allow us to determine a student's areas of improvement but in a much less intimidating and more enjoyable way. Further, by working one-on-one with students, our tutors can quickly distinguish a student's academic level and where they may be getting stuck along the way.

If you wish to have formalised assessments, we can easily arrange this, but it is not standard throughout our organisation.

How do you structure your lessons?

BTA tutors will begin each lesson with an introduction to build rapport and understand the student's immediate needs and goals and thus prioritise content for the lesson.

This is often followed by a review of the course content they are working on at school to ensure they are up-to-date or ahead of the class. The remainder of the lesson is focused on student specific content. This is different for each student. For some, it may be working on gaps in their knowledge but for others, this may be preparing for examinations. The lesson will conclude with a summary of the content covered as well as planning for the week ahead.

Do you set homework?

We only set homework if parents or guardians specifically ask us to. Any homework we set is aligned with the content covered in lessons or at school and is used to consolidate knowledge and concepts.

Most of our students do not request homework. The reason for this is that our tutors use the lessons to focus on concepts so that students can then independently complete the homework that their school has set them.



TECHNOLOGY AND RESOURCES

What technology is available to use in lessons?

Different students will have technological needs. HSC students may require computers with significant processing power to edit videos or refine designs, whereas primary school students may require iPads to promote engagement.

BTA has an array of technology available for student use in lessons including iPads, touch-screen computers, learning software and more. Some tutors may wish to use this tech in their lessons whereas others may adopt for the more traditional pen and paper. We leave this up to our tutors to decide so that they can use the tech available to them at the most appropriate time.

However, if you wish for your child to use any specific technology in their lessons with us or if you're looking for anything in particular, please just let us know in the enquiry form.

Which resources are available for BTA students?

BTA has over 600 of the latest and most effective textbooks and study guides available for use including all the textbooks used in schools. Our tutoring experience has led us to using specific resources in our lessons, some resources are much more useful than others.

We also have developed a significant number of resources ourselves including study guides, text summaries, practice assessments and more, all of which are available to our students. We are looking to add significantly to our own resources over the next 12 months and we hope to make an exciting announcement on this soon.





PREPARING STUDENTS FOR ASSESSMENTS

Does BTA offer assignment help?

BTA offers comprehensive assignment and assessment help to our students, primarily in the form of understanding the task, structuring answers, assisting and guiding research and focus as well as study and assessment techniques.

We ensure that all of our students produce their own work.

How does BTA prepare students for the OC and Selective School tests?

Academic selective test tutoring is focused on identifying strengths and weaknesses, creating and refining effective examination technique, understanding higher level questions and problem solving as well as being time effective.

If you are interested in this type of tutoring, we encourage you to get started at least 12 weeks out from the exam. We often have students come 3-4 weeks out from the test and it's just not enough time to properly prepare students for what is relatively one of the most difficult tests they will face in their schooling.

How does BTA prepare year 6 students for high school?

The transition from primary school to high school can be quite overwhelming for some students. We aim to prepare our year 6 students for high school by ensuring they have not just the academic skills required to succeed, but also time management and assessment skills.

Our tutors will use tutoring lessons in year 6 to focus primarily on content that is most useful for students in year 7 whilst simultaneously filling in any gaps in knowledge to ensure they are well positioned for the big transition. This may include teaching students about how to use their diary, read their timetable, structure their assessments or anything else that they may find useful.

We are also running a year 6 essentials online course to ensure they are ready for high school with more information available on this [here](#).

How does BTA prepare students for preliminary examination?

The preliminary examinations are a fabulous test-run for students in year 11. They often occur at the end of term 3 in year 11 before students head into year 12 in the fourth term.

We prepare our students for these examinations by ensuring they have a comprehensive understanding of each subject's syllabus, sufficient and effective note-taking on course content as well as sitting practice examinations.

We are also running a year 11 standard mathematics online course with more information available on this [here](#).

How does BTA prepare students for the HSC?

BTA is most well-known for our HSC tutoring with some of the Northern Beaches' more experienced tutors amongst our team.

Our HSC tutors have been there before, they know what needs to be done to be successful in the subject they are teaching. Their experience, in conjunction with the initial and ongoing training offered by BTA, ensures that our HSC students are guided to their personal best at all stages of their final school year.



Our tutors ensure that students are focused where they need to be, at the right time, giving them every opportunity to excel in their HSC. This support will look different for each student and we aim to meet all requests.

We are also running a year 12 standard mathematics online course with more information available on this [here](#).

Can BTA assist with study schedules and techniques?

BTA tutors are well equipped to teach students about study schedules and study techniques. This may include setting up an online calendar, assisting to prioritise subject or content, or teaching effective note-taking skills. Each student will have different needs and each tutor will offer different insights.

However, you can also specifically request tutoring for study schedules or study techniques via the enquiry form.

EXTRA QUESTIONS?

We'd love to hear from you. The best way to contact us is via email at contact@belrosetutoring.com.

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