



EMPOWERING MINDS

SINCE 2015



2024 FAQs GUIDE

ABOUT US

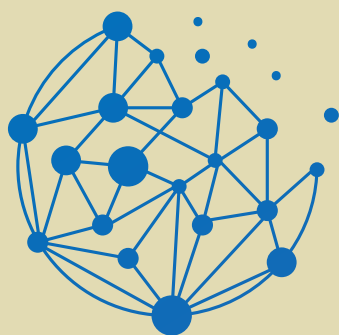


NEW ACADEMIES

Founded in 2015 as 'Belrose Tutoring Academy,' we've grown from a single location to eight academies across five different suburbs. To make our services more accessible, we've opened modern academies in Belrose, Forestville, Mona Vale, Gordon and Brookvale.

HIGHLY SKILLED TEAM

Years of tutoring experience have been shared with all of our tutors who go through BTA's exclusive and extensive training program. It includes modules on child safety, teaching neurodiverse students, artificial intelligence, effective tutoring methods, goal-setting, first aid and more.



HIGH-TECH AND MODERN

Our tutors are equipped with ipads so both our face-to-face and online lessons are engaging and interactive. They're also trained on the latest in Artificial Intelligence ensuring our students are prepared for the future.

USER ACCOUNTS

Customer and student user accounts are available so you can easily see your tutoring schedule, key events at BTA, upcoming and past lessons, lesson notes for each session and key payment details. You can also easily modify your lessons.



DEDICATED TUTORS

Our tutors enjoy annual pay increases, ensuring their long-term commitment. We value strong student-tutor connections for optimal learning and prioritise the well-being of our dedicated staff, who, in turn, enhance the student learning experience.

IF THERE'S ANYTHING WE CAN DO TO MAKE OUR SERVICE BETTER FOR YOU,
JUST LET US KNOW.

FAQs

HOW MUCH DO YOUR LESSONS COST? ARE THERE ANY CONTRACTS?

Pay As You Go Tuition with BTA.

- **Qualified BTA tutor** who has undergone BTA's training & induction program
- Same tutor each week
- Same location each week
- Same time and day each week (as best as possible)
- **No lock-in contracts**
- Lessons in any of **our academies, your home or online**
- Access to the BTA Library for hardcopy and digital textbooks and resources
- Set up auto-pay via credit card or debit card and **enjoy hassle-free payments**
- Secure payments via Pinch, credit card or bank transfer
- Set up auto-pay via direct debit – No processing fee
- Access to customer portal to track invoices and payment history.

Pricing: Years 3 - 10
\$75/hour incl. GST

Pricing: Years 11 - 12
\$90/hour incl. GST

CAN I 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.



FAQs

HOW MUCH SHOULD TUTORING COST?

At Better Tuition Academy, we are proud to offer top-notch tuition services for students from Year 3 to Year 12 at affordable rates. Our experienced tutors are carefully selected and thoroughly trained to provide quality one-on-one tutoring tailored to meet the individual needs of our students.

All BTA tutors are required to undergo training in child safety, communication, proven tutoring strategies, accessing and using the best resources, teaching effectively online, use of AI in teaching and how to effectively teach neurodiverse students and more.

Compared to student tutors who charge around \$30-40 an hour, and experienced tutors who can charge \$180 an hour or more, our tutoring rates of \$75 per hour for Years 3-10 and \$90 per hour for Years 11 and 12 are highly competitive. Some tutors and tutoring companies can be charging these rates for group tutoring and they may limit their services to only teaching up to year 10.

Join us at Better Tuition Academy and experience the difference that quality tutoring can make at a reasonable price.

WHY DO WE CHARGE MORE FOR YEAR 11 AND 12?

Our HSC and IB tutors receive a significant amount of extra training to ensure they are equipped with the skills and knowledge to provide top-quality tutoring to our senior students.

On top of this, we have created an abundance of useful resources for our senior students including practice assessments, text summaries and more. BTA specialises in tutoring Years 11 and 12 and these year groups make up the majority of our students.

FAQs

DO YOU OFFER ONE-ON-ONE OR GROUP TUTORING?

BTA specialises in one-on-one tutoring. We do not offer any group tutoring.

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 our maths and science tutors are equipped with an Apple iPad and pen. When combined with our online board and our educational copyright license, our tutors can create extremely engaging and effective notes and online lessons for our students.



FAQs

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@thebta.au 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?

The majority of our students attend 1 hour lessons.

Some senior students have 1.5 or 2 hour lessons.

We also have a 45 minute option for primary school students as one-on-one tutoring can be quite intense compared to regular schooling.

FAQs

HOW OFTEN DO LESSONS TAKE PLACE? WHAT HAPPENS THROUGHOUT THE HOLIDAYS?

We offer weekly or fortnightly lessons. We can also arrange one-off lessons.

Some students will benefit from continuing lessons throughout school holidays, in particular, HSC and selective school students. We have tutors available throughout all school holidays.

Your child's tutor will contact you prior to each school holidays to ask your preference re holiday lessons. 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?

We send email reminders 72 hours prior to the scheduled lesson time. We also have the option to turn on SMS reminders for both students and parents which go out 6 hour prior to the scheduled lesson time.

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 easily do so online via your BTA account.

It is important to note we require 24 hours for cancellations as per our cancellation policy. 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.

FAQs

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@thebta.au. All BTA academies are fully equipped with first aid kits including EpiPens and Ventolin.

DOES BTA CATER FOR NEURODIVERSE STUDENTS?

All BTA tutors undergo training for teaching neurodiverse students in their initial induction training and annually. This includes modules on ADHD, dyslexia, ASD, dysgraphia and dyscalculia.

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.

More information can be found on our website [here](#)



I NEED TO UPDATE MY CHILD'S INFORMATION. HOW DO I DO THIS?

Either text or email our operations team (contact@thebta.au).

FAQs

HOW DO YOU ENSURE THE QUALITY OF YOUR TUTORS?

BTA tutors undergo a rigorous selection and interview process to ensure that they have not just the academic knowledge to provide excellent tutelage to students, but also the people skills required to develop effective rapport with students.

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 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, teaching neurodiverse students and the HSC and the ATAR.

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 and retain some of Sydney's 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.



FAQs

WILL MY CHILD HAVE THE SAME TUTOR FOREVER?

We always aim to pair students with tutors who can work with them long term.

Unfortunately, this isn't always the case as both tutors and students have changes in their lives which may affect their availability. Common examples of this include sports training sessions altering a student's availability or a change in university timetable affecting a tutor's availability.

Whenever there is a change in either a student or tutor's availability, we will first try to find an alternative time that suits both parties. If we are unable to do this, we'll offer you a new similar tutor.

IF MY CHILD CHANGES TUTORS, WILL THE NEW TUTOR BE UP-TO-DATE WITH WHERE THEY WERE AT AND WHAT THEY WERE WORKING ON?

BTA tutors write notes after each lesson so that if your child changes tutor, their new tutor will be able to take off from where they were up to with their previous tutor.

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.

FAQs

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 initial 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.

If you were not satisfied with the quality of our service, we will not charge you. We offer a 100% satisfaction guarantee.



CAN I CHANGE MY TUTORING ARRANGEMENT?

BTA is fortunate to have over 100 of Sydney's best tutors in our team who undergo our extensive induction training. This means that you can expect the same high-quality of our tutoring from all of our tutors.

Further, we ask multiple questions in our enrolment form so we can try and assign your child with the best-suited tutor.

However, if you ever need to change your tutoring arrangement, all you need to do is ask.

FAQs

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. 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.

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.



CAN STUDENTS SEND IN ESSAYS OR OTHER WORK FOR FEEDBACK?

Tutors will be able to help students with brief questions but if they require full essay marking or more detailed responses, students will need to book in for another session or we will need to charge for the time our tutors spend reviewing the content. Further, for any work students require feedback for, we ideally need 72 hours notice so there's adequate time for our tutors to review it.

FAQs

DO YOU SET HOMEWORK?

We appreciate that all students have different needs and as such, you can select your preference for homework in our enrolment form.

Any homework we set is aligned with the content covered in lessons or at school and is used to consolidate knowledge and concepts.

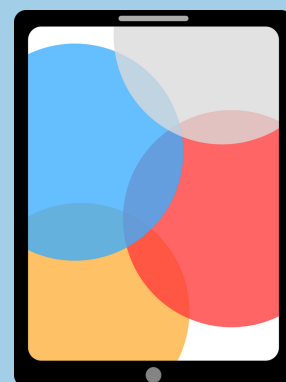
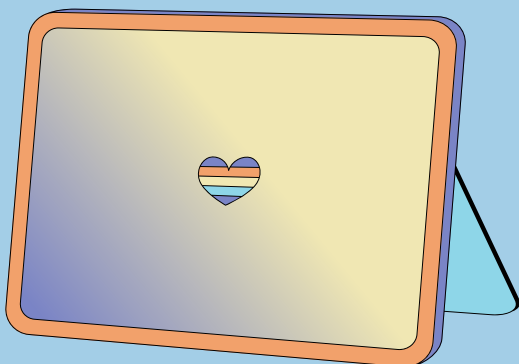
Most of our students do not request homework. The reason for this is that our tutors use the lessons to focus on concepts so that students can then independently complete the homework that their school has set them.

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, please just let us know.



FAQs

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 26 weeks out from the exam. We often have students come 3-4 weeks out from the test and it's 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 and structure their assessments.



FAQs

HOW DOES BTA PREPARE STUDENTS FOR PRELIMINARY EXAMINATIONS?

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, effective note-taking on course content, proven examination techniques as well as experience sitting practice examinations.



HOW DOES BTA PREPARE STUDENTS FOR THE HSC?

BTA is most well-known for our HSC tutoring with some of Sydney's most 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.

FAQs

CAN BTA ASSIST WITH ORGANISATIONAL, STUDY AND NOTE-TAKING SKILLS?

BTA tutors are well equipped to teach students about organisational, study and note-taking skills.

We'll be able to assist with developing a school organisational system including time management skills, note-taking methods, study methods and revisions methods. We also teach our students about creating class notes, active listening, SMART goals and creating an effective study space.

EXTRA QUESTIONS?

We'd love to hear from you via text or email!

