

# BTA's 2023 Term 4 Service Guide and Frequently Asked Questions



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## 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.



## INTRODUCTION TO BTA

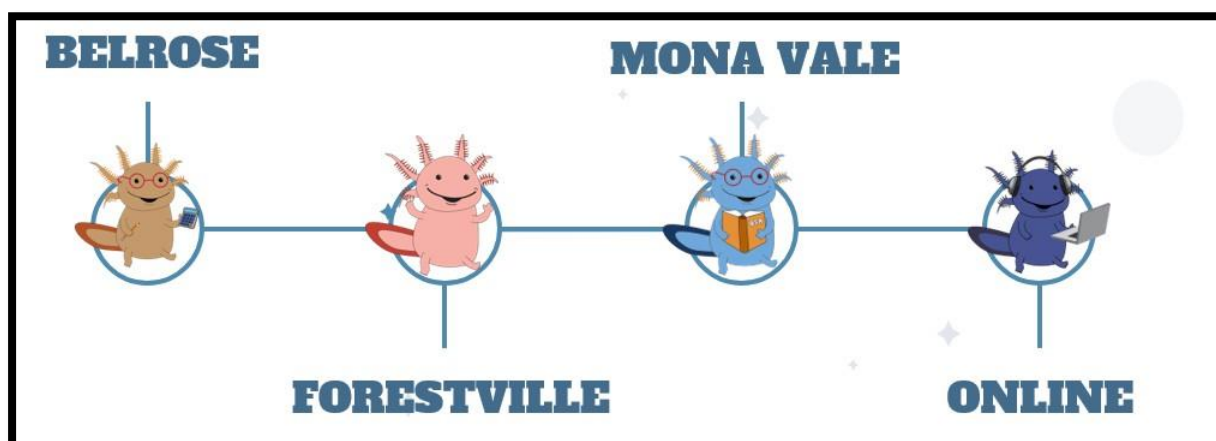
### WHICH DAYS AND HOURS DO YOU OPERATE?

BTA is open 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?

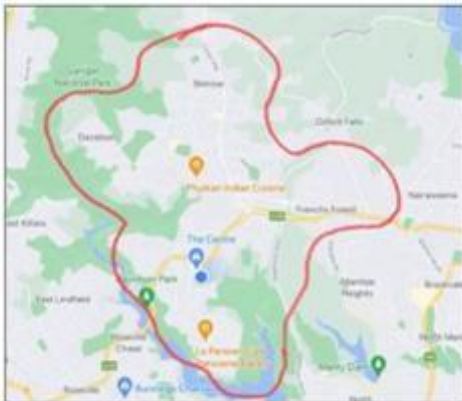
BTA offers lessons in our academies at *Belrose, Forestville and Mona Vale*.

We 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 radius at *no extra cost*. We service the following suburbs:

## BELROSE & FORESTVILLE AREA



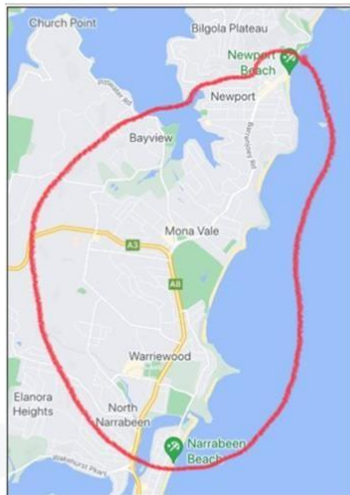
MAP OF SERVICEABLE AREA

### 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





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## ARE LESSONS ALWAYS IN THE SAME LOCATION? CAN WE HAVE A COMBINATION OF BOTH FACE-TO-FACE AND ONLINE TUTORING FOR CONVENIENCE?

All BTA tutors are equipped to run lessons online as well as face-to-face. As such, if you enrol for face-to-face lessons and need to switch your lesson online either temporarily or permanently, that is no worries at all.

This can be super useful if you or your child are feeling unwell or can't make it to the lesson one week due to transport issues. There is also the possibility of doing lessons online and face-to-face alternating each week.

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## WHICH LEVELS OF MATHS AND ENGLISH DO YOU TEACH?

BTA teaches all levels of maths and English for years 3-12. This includes all HSC levels as outlined in the table below.

HSC English	HSC 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)

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## 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.

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## 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.



## PRICING INFORMATION

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

### Pay As You Go Tutoring with BTA

**Years 3 – 10**  
**\$75/hour incl. GST**

**Years 11 & 12**  
**\$90/hour incl. GST**

#### Benefits

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

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.

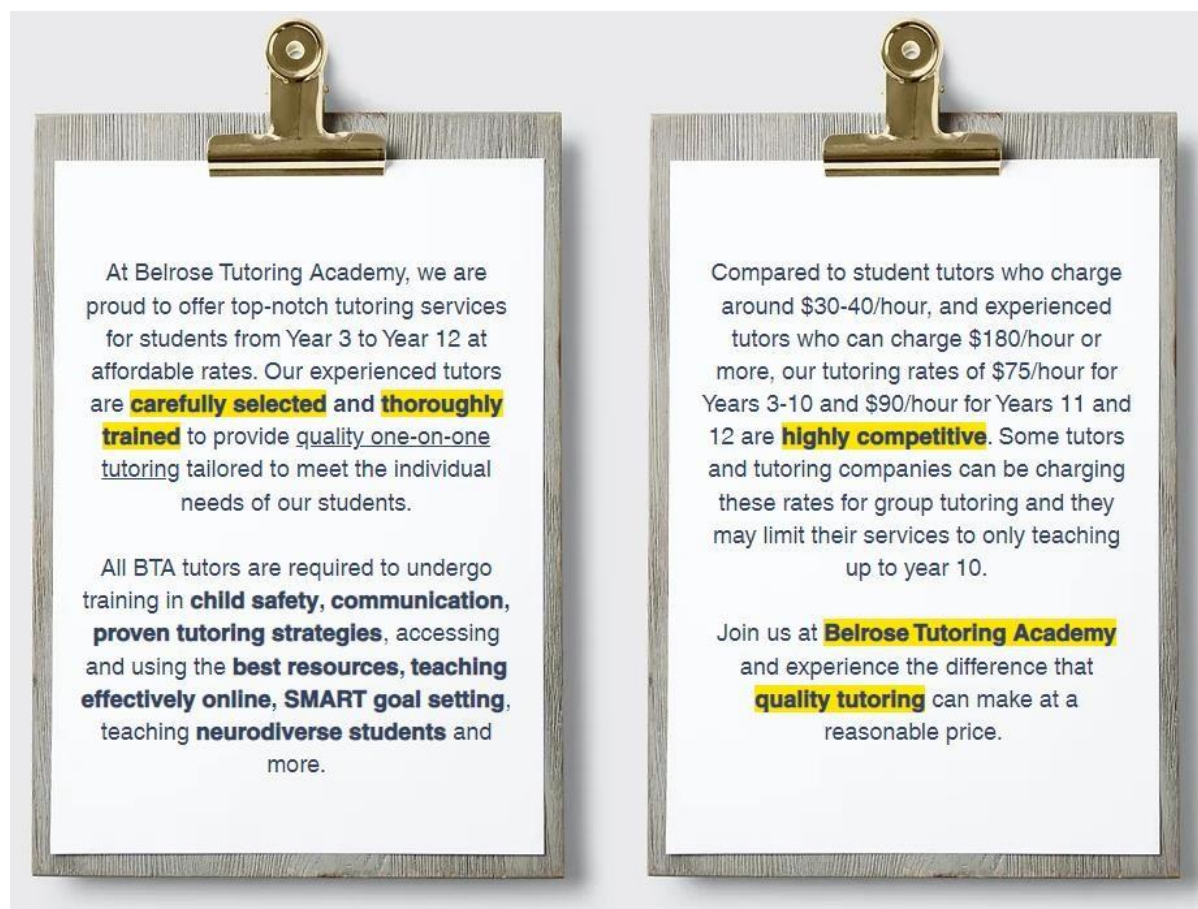


### 100% Satisfaction Guarantee

If you're not 100% happy with your lesson, we will not charge you.

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## HOW MUCH SHOULD TUTORING COST?



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## 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.

## LESSON INFORMATION

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

BTA specialises in one-on-one tutoring.

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### 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 educational copyright license, our tutors can create extremely engaging and effective notes and online lessons for our students.



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### 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@belrosetutroing.com](mailto:contact@belrosetutroing.com) or by asking your child's current tutor.

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### 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.***



✳️ As of July 2023, we're currently operating at near maximum capacity so we have limited availability across our whole business, particularly for primary school and HSC levels. If we're unable to service your request at the moment, it's best to get on our waiting list for when new spots open up, particularly after the HSC exams. ✳️

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#### 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.

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#### 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.

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#### 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](mailto:contact@belrosetutoring.com).

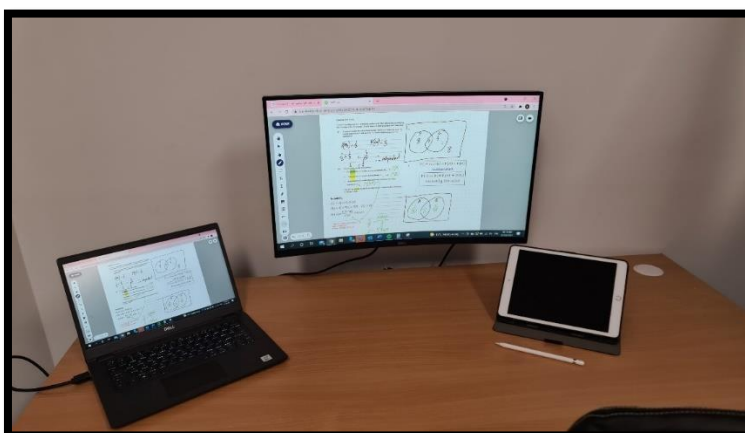
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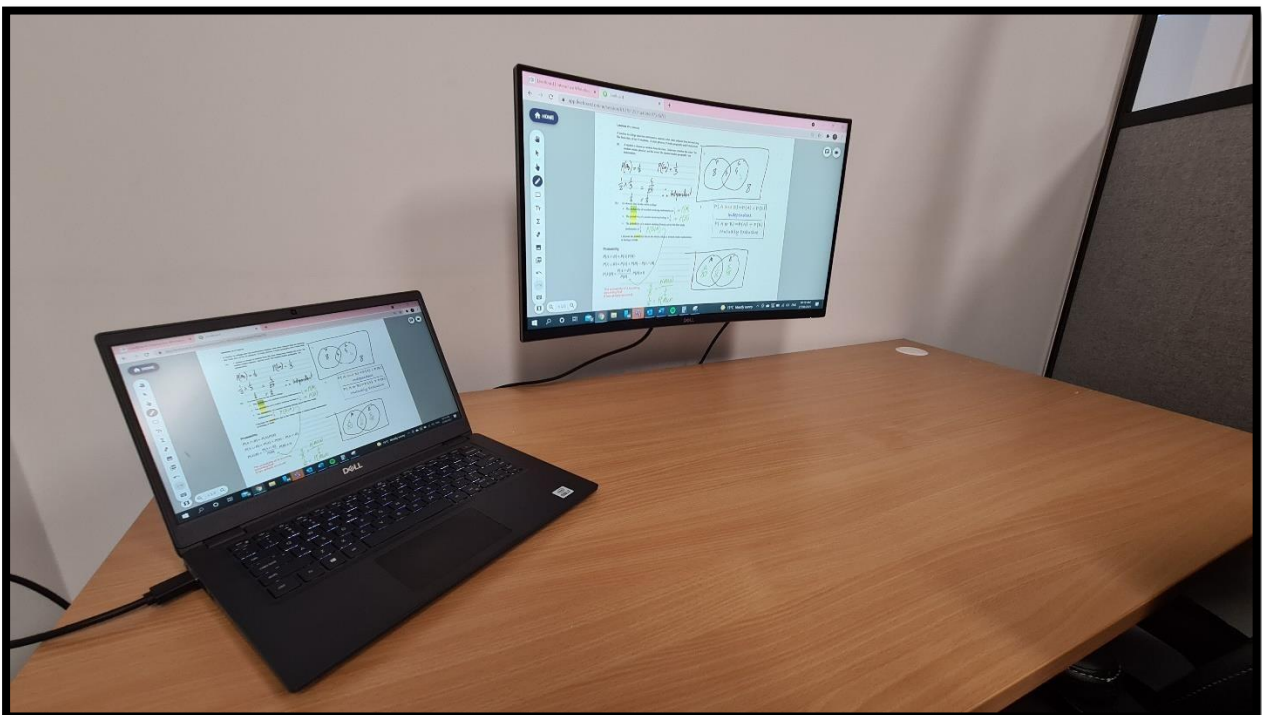
#### IF MY CHILD IS UNABLE TO ATTEND ONE WEEK, WHAT OPTIONS ARE AVAILABLE TO ME?

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.







## GENERAL INFORMATION

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### 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](mailto:contact@belrosetutoring.com). All BTA academies are fully equipped with first aid kits including EpiPens and Ventolin.

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### 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.

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

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### I NEED TO UPDATE MY CHILD'S INFORMATION. IS THIS POSSIBLE?

Yes, just let us know at [contact@belrosetutoring.com](mailto:contact@belrosetutoring.com) and we'll send you the form to update your information.

## TUTOR INFORMATION

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### 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 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, 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 the Northern Beaches' best tutoring talent each year.

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### 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.



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### WILL MY CHILD HAVE THE SAME TUTOR FOREVER?

We always endeavour 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 we need to assign your child to a new tutor, a full student handover will take place as outlined in the point below.

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### 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.

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### 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.

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### 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.

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### CAN I CHANGE MY TUTORING ARRANGEMENT?

BTA is fortunate to have over 90 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](#).

## LESSON CONTENT

### WHAT IS BTA'S TUTORING METHODOLOGY?

Belrose Tutoring Academy has developed and refined our tutoring methodology since 2015. This proven approach is used consistently by all BTA tutors.

It consists of five stages:

#### 1. Initial Informal Assessment

BTA tutors are taught how to informally assess students in initial lessons to gauge their level and figure out how they can best support them going forward.

We prefer to use this informal assessment method as it can yield similar results to formal assessments but allows for greater tutor-student rapport to be developed in the early stages of the tutoring process.

#### 2. Identify Strengths and Areas for Improvement

Following the informal assessment, BTA tutors will then identify the student's strengths and areas for improvement. This can include reflecting upon not just a student's academic performance but also their organisational and note-taking skills.

This ensures that any "gaps" in a student's learning are identified and addressed, and to ensure a strong academic foundation is established upon which to build going forward.

#### 3. Prioritise Content

BTA tutors are taught to then prioritise the most important areas to cover for each individual student to ensure their time and effort at tutoring is optimised.

This can include completing SMART short-term, medium-term and long-term goal setting which may include organisational and note-taking skills.

#### 4. Target Priority Areas

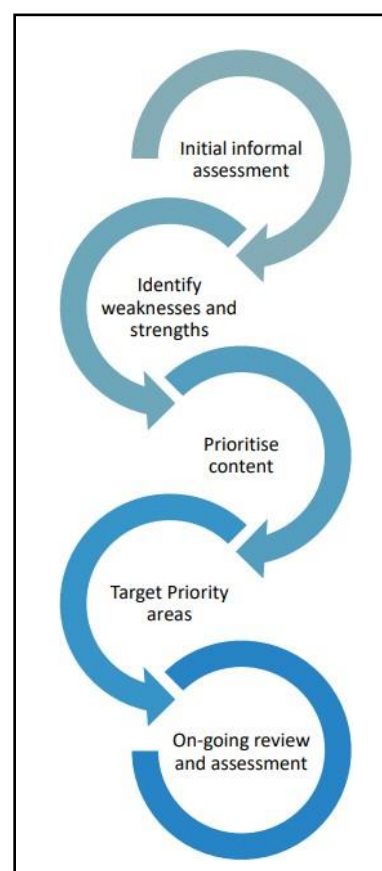
Once the priority areas are identified, BTA tutors will select the best resources and course of action to get the best results.

BTA has over 700 of the best tutoring textbooks available for students to use, as well as a plethora of resources such as practice examinations and text summaries.

#### 5. On-going Review and Assessment

Working one-on-one with students allows our tutors to have distinct knowledge about how they are progressing.

BTA tutors will continuously review student improvement and make necessary changes to ensure they are tracking successfully towards completing their tutoring goals.





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## HOW DO YOU STRUCTURE YOUR LESSONS FOR PRIMARY SCHOOL STUDENTS?

Whilst the lesson structure for each individual student will vary depending on their goals and learning style preference, BTA tutors are taught to conduct primary school lessons with the following general structure:

1. Introduction – 5 minutes

BTA tutors will ask general questions to develop rapport. This may include questions about sports, hobbies and the school week, ensuring the lesson gets off to a positive start.

2. Goals – 5 minutes

BTA tutors will reflect on the student's short, medium and long-term goals, as well as any classwork or assessments, to ensure the student feels well supported and the purpose of the lesson is well established.

3. Essential Skills – 15 minutes

The following 15 minutes of the lesson may focus on essential primary school skills such as times tables and fractions for maths or spelling and grammar for English.

4. Priority Areas – 30 minutes

The bulk of the lesson will tackle the student's priority areas which are often highlighted in the initial informal assessment.

This will ensure students are spending the bulk of their tutoring sessions focusing on content that is most relevant and beneficial to them.

5. Conclusion – 5 minutes

BTA tutors will collaboratively reflect on the lesson content with their student. They will ask questions to check a student's overall understanding of the subject matter and help students with what to prioritise throughout the week.

*\*\*Please note: This is just our general lesson structure and we will adapt it to your particular needs.*

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## HOW DO YOU STRUCTURE YOUR LESSONS FOR HIGH SCHOOL STUDENTS?

As the needs of each high school student differs drastically, so will the most beneficial lesson structure. BTA tutors are taught to use the following general lesson structure for high school students but adapt it to suit the individual needs of each student:

1. Introduction – 5 minutes

BTA tutors will ask general questions to develop rapport. This may include questions about sports, hobbies and the school week, ensuring the lesson gets off to a positive start.

2. Goals – 5 minutes

BTA tutors will reflect on the student's short, medium and long-term goals, as well as any classwork or assessments, to ensure the student feels well supported and the purpose of the lesson is well established.

3. Course Content Check – 15 minutes

The next part of the lesson will be spent on ensuring the student is understanding their current schoolwork. This helps in building a student's confidence as they can feel assured they're learning everything they need to be whilst simultaneously making sure there is no gaps in their knowledge.

#### 4. Student Specific content – 30 minutes

Each student will require different content to be covered pending their own individual needs. If you wish for particular areas to be addressed, please let us know in your initial contact with us.

#### 5. Conclusion – 5 minutes

BTA tutors will collaboratively reflect on the lesson content with their student. They will ask questions to check a student's overall understanding of the subject matter and help students with what to prioritise throughout the week.

*\*\*Please note: This is just our general lesson structure and we will adapt it to your particular needs.*

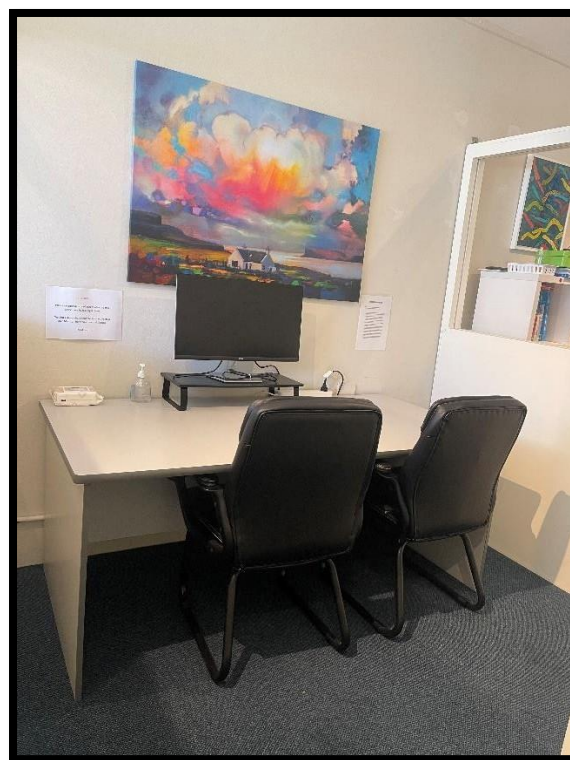
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#### DO YOU SET HOMEWORK?

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.

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



## TECHNOLOGY AND RESOURCES

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### 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.

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### 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.





## PREPARING STUDENTS FOR ASSESSMENTS

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### 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 our students produce their own work.

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### 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.

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### 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.

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### 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.

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### 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, sufficient and effective note-taking on course content as well as sitting practice examinations.

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### 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.

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#### 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, BTA's head tutors are available to conduct 1 hour [Organisational, Note-taking and Study Skills sessions](#). These one-on-one sessions focus on how students can optimise their learning potential through proven techniques used by some of NSW's top students.

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#### EXTRA QUESTIONS?

We'd love to hear from you. The best way to contact us is via email at [contact@belrosetutoring.com](mailto:contact@belrosetutoring.com).



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