

Payment and Policy Document

learner assist

ABN: 18 369 473 371

Juanita Lee, Director of Learner Assist

LDA Specialist Teacher Consultant Member

www.learnerassist.com.au

learnerassist851@gmail.com

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Learner Assist Policies and Procedures:

A. General considerations:

- 1. Students are reminded to be as prompt as possible to avoid inconveniencing other students attending a session after theirs. This applies to both regular and online sessions. If a student is late for a lesson, there is no guarantee that the time can be made up by extending that lesson.*
- 2. It would be appreciated if students did not bring food to lessons and wore easy-to-remove shoes upon entry. To reduce distractions where parents 'sit in' in lessons, siblings should not accompany the parent.*

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B. Absences, illness and excursions:

1. *If your child is unable to attend a lesson in person, please inform me a.s.a.p. (at least 24 hours before the lesson) to schedule a zoom session, or to schedule a make-up session in the school holidays, if possible. Learner Assist has a 24hr cancellation policy.*
2. *Students who fail to attend a scheduled session are not entitled to a credit adjustment. Late cancellations will incur a full lesson fee charge. **Note:** There is no guarantee that emails will be monitored over weekends. Every effort will be made to answer emails before 3pm on Saturdays, or on the Monday morning.*
3. *Learner Assist does not credit for absences reported as general illness (flu / covid etc), tiredness or other general concerns / family events. If the parent can provide a **dated doctor's certificate of illness**, an exception will be made.*
4. *Learner Assist also has the right to review a registration booking (lesson time) if a student misses their session for **more than 2 consecutive weeks in a row**, or if **their lesson/s is / are repeatedly cancelled**. **Note:** Placements cannot be 'held'.*
5. ***School camps** and **excursions** will be accommodated and catch-up sessions offered, if desired. If the camp affects two support sessions, only one of the sessions is credited. Additionally, parents should please inform Learner Assist regarding the date of school camps or major events **the term before**. Credit cannot be given for missed lessons if notice of the camp / event is provided the week before it occurs.*

C. Fee and payment policies:

1. *Fees may be paid on a **termly** or **monthly** basis. Please pay using the **banking details** provided on the invoices. **NOTE:** For parents paying on a termly basis, if a student is unable to attend lessons for more than a month for a valid reason (e.g., a doctor's letter for severe illness), a 50% credit will apply for those lessons missed.*

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2. *Payments must be made **within the first week** of receiving an invoice (or by the due date) or a different payment plan will need to be discussed. Learner Assist reserves the right to re-allocate session slots to other students if payments are not being met timeously. Ongoing late payments (**more than 2 consecutive late payments**), or non-payment, could mean permanent cancellation of your child's placement.*
3. *Please make sure that with each online payment the **student's name** and / or the **name of the parent / guardian** is noted.*
4. *At the start of an intervention program, the **first month's payment** will need to **be honoured** by the new student, even if the student decides not to continue after the first lesson or not attend into the future after the first month.*
5. *If ceasing intervention, a **month's notice** is required for students paying termly. **Two weeks' notice** is required for students paying monthly. (The parent will forfeit the amount paid for any lessons unattended that have already been paid for. If fair notice is not given, termly students will pay for a further month, and monthly students for a further 2 weeks.)*

D. Fee schedule:

Fee schedule for tuition Terms 1 and 2, 2026:

*Initial consultation for new student – 30mins \$30.00
(Initial screening test information is often discussed in this instance.)*

Parent or Teacher Consultations (Phone Calls / ZOOMS):

15 mins \$30.00

30mins \$60.00

*The above **does not** include additional written correspondence. There will be an additional cost for email correspondence, reports or meeting minutes.*

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Lesson Fees for Regular and Zoom sessions:

Includes written lesson feedback and Response to Intervention (R.T.I.) test score summaries ordinarily provided twice a year.

<i>1-hour regular teaching session:</i>	<i>\$120.00</i>
<i>45mins regular teaching session:</i>	<i>\$98.00</i>
<i>30mins teaching regular session:</i>	<i>\$65.00</i>
<i>*40-minute at school lesson:</i>	<i>\$88.00 (+ Fuel)</i>

Extra costs incurred for fuel if private support intervention lessons are held at school. The cost will depend on the distance to be travelled: Approximately \$5 extra per lesson.

E. Comprehensive assessment:

Comprehensive Assessment Fee for New, Ongoing, or Other Students:

Comprehensive assessments are completed on request, only, and are the prerogative of the parent.

Please note: General R.T.I. (Response to Intervention) screening is not comprehensive assessment. R.T.I. screening is done as a matter of course before an intervention program starts to inform the child's intervention support program, and then in February and July of every year for ongoing students into the future. With R.T.I. screening, summary reports are provided at no cost for both Literacy and Mathematics.

Comprehensive Literacy Assessment - Via request, only:

The Test of Integrated Language and Literacy Skills (TILLS), especially its core identification subtests to identify possible language and literacy weaknesses and strengths, and further Phonological Awareness, Single Word Reading Fluency and Spelling tests that provide standardised measures and diagnostic information are used.

The written report may serve as a referral to Allied Health professionals e.g., speech pathologists, educational psychologists, paediatricians, occupational therapists, and / or to specialist support teachers, optometrists, and/or audiologists.

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Such an assessment will constitute a full report, i.e. test results, commentary, and recommendations that could also serve to inform the student's school regarding suitable educational adjustments and / or modifications.

The comprehensive assessment testing process includes a prior consultation and a further meeting, after the assessment is complete and the report written, to discuss findings.

***Please note** that a learning disability diagnosis (disorder) cannot be provided. A referral for a diagnosis can be written into the final report, should it be warranted. Only an Allied health professional can provide a child with a diagnosis/es, ordinarily after an allotted time period where a child has received evidence-based intervention and regular progress monitoring, approximately 6 – 8 months.*

Cost for comprehensive assessment approx. \$500

Maths Assessment:

*The **WiAT** (Wechsler Individual Achievement Test – 3rd Ed) is used. A report with commentary and recommendations is provided.*

The PVAT (Dr Ange Rogers), The Dyscalculia Assessment (Emerson and Babbie) and other interviews may also be used depending on the age of the student.

Cost approx. \$150

F. Reports:

1. Reports for transition, end-of-year or update reports, and referral reports

***a. A general report** (update or end-of-year report for the school), with commentary based on recent 'Response to Intervention' standardised and other diagnostic test results. This report could include 4-5 SMART learning goals if requested by the parent.*

Cost \$100.00

***b. A referral report** for the student to access another professional.*

Cost \$150.00

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c. A transition report when a student is transitioning to secondary school or attending a new school. **Cost \$150.00**

d. An intervention summary report for the initial assessing body, i.e., if a student has had a prior educational or speech assessment, followed by a 6–8-month block of explicit, structured teaching with a view to confirming a learning disability diagnosis. In this case a report is oftentimes required to inform the initial assessing Allied health Professional of the student's progress and the nature of the program that was used for intervention.

Cost \$150.00

e. Meeting minutes (email correspondence / filling out forms etc.)

Cost approx. \$60.00

2. Further:

Attendance at School Meetings (P.S.G. meetings): **\$100.00 per hour**

Note: Extra costs may be incurred here if further actions outside of the actual meeting are required, e.g. meeting minutes or if written reports are required.

Cancellation fee (24hr policy):

Session fee

G. General information:

1. Each student is an individual with their own unique learning profile. Programs are tailored to suit individuals' learning needs and strengths.
2. Be aware that the initial nature of an intervention program may change over time. At the outset, the needs of each student are unseen, and each student's rate of progress cannot necessarily be determined to start with.
3. Sharing lesson feedback with a student's school or other specialists is encouraged, but it is the prerogative of the parent. **Note:** This service **does not** include additional email correspondence. (See section D regarding fees.) The teacher/s is / are generally cc'd into lesson feedback emails.

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4. *Comprehensive assessment is the prerogative of the parent. (Please see section E for costs involved should you seek comprehensive assessment.)*
5. *Please note that all confidential student information is stored on a pin-protected computer and any printed copies are kept safely in a locked cabinet.*

I look forward to us working together.

*Yours sincerely,
Juanita Lee*

Policy written by: Juanita Lee

Contact: 0423167699

Specialist Consultant Tutor for Learning Difficulties Australia

learnerassist851@gmail.com

www.learnerassist.com.au