



Client Welcome Pack

Hello,

Welcome to Academix Tutoring. Our team is looking forward to supporting you with your tutoring needs. Whether you're looking for tutoring assistance for your child or you're studying yourself and need assistance, we can help.

Academix provides high quality, result driven, content based tutoring suited to the unique and individual needs of each student we work with. All students are matched with a tutor based on their level of knowledge, gender, learning style and personality. Academix makes a point of taking the tutor match stage of the process very seriously. We understand that tutor-student rapport plays an important role in building student confidence and ultimately the value they receive from their tutoring sessions.

All Academix students receive access to a range of supplementary learning resources to use with their tutor and independently - these resources range from worksheets and workbooks through to topic presentations and supplementary exam materials.

Academix has a variety of options available to ensure tutoring is accessible to all students, from Primary school to University. We also issue quarterly newsletters to update you throughout the school year, provide additional free resources, share our Student of the Week nominations and more.

We can provide a variety of tutoring options to suit your needs, including:

- In home tutoring
- Online tutoring
- Assignment Assistance

We look forward to working with you to find a tutoring solution that fits your needs.

Kind regards,

Andrea Cave
(Director)

Our Process

- First Contact** - A brief discussion about your needs and set a time for a free consultation.
- Complete **'New Client Form'**
- Online Consultation** - An in-depth discussion and opportunity to meet. Consultation appointments can be set via this link: [Calendar Booking with Andrea](#).
- TutorCruncher Account Profile** - TutorCruncher is our online portal for tracking details about tutoring sessions and payments.
- Tutor Match** - You will be updated on who your new tutor is and why they were matched with your child.
- Tutor Introduction** - Your tutor will make contact to introduce themselves and confirm the time for the first session.
- First session Follow-up** - A member of the management team will check-in to discuss the first session.
- Resource Library** - The tutor will set-up their new student with access to hundreds of free learning resources.
- On-going Support** - Our team is available to help anytime and will check in periodically.

Contact List

Email: admin@academixtutoring.com.au

Please let us know any concerns you may have via this email. Andrea has access to this email and will be able to see your questions or responses.

For urgent matters or if you need to speak with Andrea immediately, you may call her on 0416 194 113. Otherwise, we suggest that you email us first and we will respond to your concerns ASAP.

Our Policies

All Academix Tutoring Policies are outlined on our website [here](#). The use of our services indicates the acceptance of our terms and conditions and your agreement to be bound by them.

Your TutorCruncher Account and Making Payment

Once we have created a TutorCruncher profile for you, you will receive an email to set your password as below.

Hello Lisa,

Welcome to Academix.
Please set your password.

[Set Password](#)

This link will expire after three days.

Once your password has been set up you will be able to log in to your account anytime via the link: <https://secure.tutorcruncher.com/academix/login/>

Login



Welcome to Academix

Email Address

Password

[Reset Password](#)
[Login Help](#)

[Sign in with Email](#)

Within your TutorCruncher portal you will be able to add payment details should you wish to pay for tutoring sessions via a debit or credit card. You will also see details about unpaid invoices and credit requests.

Note: You do not need to create a login for your TutorCruncher profile - all invoices will be sent directly to the email address you have provided us.

Payment Details No payment methods saved Add new card	
Upcoming Lessons You have no upcoming lessons	Unpaid Invoices & Credit Requests You have no outstanding payment requests, great! View all Invoices & Credit Requests

Our preferred payment method is Direct Bank Transfer. You can use the following account details to make payments using this method:

Account Name: Academix Tutoring

BSB: 014 202

Account Number: 293 439 964

Please use the Invoice number (Eg. INV-5001) as your payment reference.

These bank details will also be provided when your weekly invoices are issued via email.

Assignment Assistance

Our tutors can provide casual assignment assistance as assessment pieces present across the school year. Our Assignment Assistance can help students with:

- Understanding criteria sheets
- Planning for an assignment
- Proofreading and editing

You or your child can submit an [Assignment Assistance request here](#). This form allows you to submit all relevant details for the assignment, including your preferred tutor if this applies. It also allows Academix to accurately provide a quote for the assignment assistance.

Please note that the Assignment Assistance form is the only accepted format for this service - please do not email assignments directly to your tutor.

Our Socials

We love to share valuable information with our community. You can find important dates and events relevant to the school year, study tips and tricks as well as fun activities online at the following links:

Facebook page → <https://www.facebook.com/academix Tutoring services/>

Instagram page → <https://www.instagram.com/academix tutoring/>

