



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

- In home tutoring
- Online tutoring
- Assignment Assistance
- Intensive Workshops

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 the student. The link will be emailed. No download necessary.
- TutorCruncher Account Profile** - TutorCruncher is our online portal for tracking details about tutoring sessions and payments. See page 2 for steps to create your account.
- Tutor Match** - You will receive a recommendation of the best tutor for your child and discuss getting started.
- 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 all communications.

For urgent matters or if you need to speak with Andrea immediately, you may call her on **0416 194 113** or Ella on **0451 911 663**. Otherwise, we suggest that you email us first and we will respond to your concerns ASAP.

OUR POLICIES

All Axademix 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, as below, 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 invoices, as below.

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

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

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:

- Meeting assessment criteria
- Planning for an assignment
- Proofreading and editing

You or your child can submit as Assignment Assistance request [here](#) or via our website. 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. Once the form is submitted, a quote will be provided. The tutor only begins work once the quote is approved. We guarantee a 48 hour turn around, but on average you'll have the assignment back within 4 hours.

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/academixtutoringservices/>

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

OUR WORKSHOPS

We offer a variety of engaging and practical workshops designed to support students across key subject areas and skill levels. These sessions are interactive, targeted, and designed to build both confidence and capability.

Workshop types include:

- **Maths Methods** – Focused support with key concepts, exam techniques, and problem-solving strategies.
- **Computer Literacy** – Essential digital skills to build confidence using technology for school and beyond.
- **And more** – Additional workshops are offered throughout the year based on student needs.

For full details and upcoming dates, please visit our website [here](#).

If you are interested, please let us know as soon as possible. Our workshops often fill quickly — sometimes before we begin formally promoting them.