

Golden Key Education 2023 Terms & Conditions (请学生及家长仔细阅读以下条款并签字)

Course Information

1. To ensure the best possible learning environment, class sizes will be capped at 8 students during each school term (except a maximum of 15 students per class, for year 9-12 Pre-SACE accelerated Mathematics & Science classes).
2. Golden Key Education offers one free group or private (if required) trial lesson and a free entrance test each subject. This applies except for year 12 students. In this case, a free group trial lesson can be arranged - or a private trial lesson, at a cost of \$50 per subject.
3. Students will be assigned to a class that best corresponds to their study plan, feedback from trial lessons and results of entrance assessments.
4. Complimentary study support sessions are available for the prepaid year 1 to year 9 students at our Adelaide campus. Please note: registration is required at least one week before the beginning of the term. The Homework Help center operates face to face during the school terms on Saturdays and Sundays. Please send an inquiry to Golden Key Administration for details.
5. It is the responsibility of parents who want to enroll a student in a prepaid package to advise Golden Key Administration, at the time of enrolment, of any days that the student cannot attend a session each term. Golden Key will ensure our best efforts to organise alternative arrangements.
6. For prepaid courses, the first three study terms are 10 weeks and the fourth term is 9 weeks. Students who sign up for prepaid courses mid-term are required to pay for at least 8 lessons. Any unused hours can be carried onto the next term or credit arranged for vacation courses. Special circumstances may be negotiated with the Golden Key Administration team.
7. During each term break, if a student would like to enroll in a temporary one-to-one course, the tuition fee may be calculated on the basis of the pre-paid rate during the term break. This is only available to students who had enrolled in a prepaid course the previous term - or will be enrolling in a prepaid course for the following term.

课程信息

1. 为确保教学效果，课表中各年级课程均为不超过 8 人的精品小班 (除 9-12 年级 PRE-SACE 数学&科学加速班每组最多 15 人)。
2. 金钥匙为新生提供免费入学测试及小组试听 (12 年级如安排一对一试听，每学科\$50。其它年级如必要安排一对一试听均免费)
3. 金钥匙按学生入学测试成绩，试听课老师反馈以及参加培训的目的进行分班分级。
4. 金钥匙为 1 至 9 年级报名预付学期课的学生提供免费作业辅导课程帮助学生按要求完成每周作业 (阿德莱德校区面授) 每学期的辅导时间可能会有调整，具体时间请与校方确认。
5. 家长在报名时需说明在所报课程的周期内，是否会有某节或某日的课不能参加。以便校方提前为学生做出相应的调整方案。

6. 预付学期费指，第一至第三学期每学期 10 周课。对于学期中途报名预付费的学生需报至少 9 次课（余额可顺延至下学期或用作抵免假期课程的学费）。特殊情况可与校方协商。
7. 如学生在每学期的假期期间需报名一对一课程，如此前一学期在金钥匙参加过任意学科的预付课程，或已报名金钥匙此后一学期的任意学科的预付课程，假期一对一课程均可按学期预付费的优惠学费计算。

Lesson rescheduling/cancellation policy

Pay As You Go (Casual rate)

1. Students attending either group classes or one-on-one lessons will not be charged a fee to cancel or reschedule a lesson, on the condition that Golden Key Administration is informed by students or parents at least 24 hours before the scheduled class. Places will only be reserved if this occurs on the first two occasions per term. Please note, students will still be required to submit an Absence Request online (link).
2. **For students attending group courses**, if Golden Key Administration is notified of a cancellation or change of a lesson (or no show) less than 24 hours prior to a class, then no fees will be charged the first time per subject per term. However, students will still need to submit an Application for Absence Request online (link) to avoid a fee. In the case of the second time in a term to cancel or change a class less than 24 hours prior to class, the tuition fee for the entire lesson will be charged. A third cancellation in the same term will be taken as an indication that the student will no longer be attending the course, and their place will no longer be reserved.
3. **For students attending one-on-one courses**, if Golden Key Administration is notified of a cancellation (or no show) or to reschedule a lesson less than 24 hours prior to the class, then that lesson will be charged at the rate of the first 30 minutes. In the case of the second time in a term lesson cancellation or change of class is made less than 24 hours prior to the class, then the tuition fee for the entire lesson will be charged. A third cancellation in the same term will be considered a withdrawal from the course and a place will no longer be reserved.

Prepaid One Term

1. **For prepaid group courses:** a maximum of one lesson per term per subject cancellation is permitted. Please note, parents will still be required to submit an Online Notification form (link) to cancel a lesson. If Golden Key cannot arrange an alternative for the missed session, it may then be carried over as a credit for the next term. Further cancellations or no shows of lessons or quit in any prepaid term will not be carried over as a credit or be refunded.
2. **For prepaid one-on-one courses:** if a student notifies Golden Key to cancel or change a class **more than 24 hours** prior to that lesson (and there has been no prior lesson cancellation in that term), then no fees will be charged. Please note, this applies only for the first time per subject per term and an Application for Absence online (link)

must be submitted to avoid a fee. Each subsequent cancellation will be subject to tuition fee charges for the entire lesson.

3. **For prepaid one-on-one courses:** if a student notifies Golden Key to cancel or change a class **less than 24 hours** prior to a lesson (and there has been no other lesson cancellation during the term), then that lesson will be charged for the first 30 minutes. Subsequent cancellations made less than 24 hours prior to a lesson will be subject to tuition fee charge for the entire lesson.
4. Please note: attending a minimum of 9 lessons per term is expected for all Pre-paid students. Any missing lessons will not be refunded or count as credit for the following term's tuition.

课程变更或取消条款

按每次课付费条款

1. 无论参加**小组课或一对一课程**，如学生可在课前的 24 小时之前通知校方取消或更改课程，每学期每学科前两次不计费且名额保留。但学生需线上提交缺课申请（链接）。同一学期的第三次课程取消或更改将视为退出该课程，名额将不被保留。
2. 对于参加**小组课**的学生，如需课前 24 小时内临时取消或更改课程，每学期每学科第一次不计费，但学生需线上提交缺课申请（链接）。对于每学期每学科第二次课前 24 小时内的临时取消，校方将收相应整节课的学费。同一学期的第三次取消将视为退出该课程，且名额将不被保留。
3. 对于参加**一对一课**的学生，如需在课前 24 小时内临时取消或更改课程，每学期每学科第一次按相应课程的半小时计费。对于每学期每学科第二次课前 24 小时内的临时取消，校方将收相应整节课的学费。同一学期的第三次课程取消将视为退出该课程，且名额将不被保留。

按预付费课程条款

1. 对于预付费的**小组课**，校方允许学生因故取消每学期每学科一次课。学生需线上提交缺课申请（链接）。如校方不能对此进行另行安排，所缺课程将会自动向后顺移到下一学期或退还相应学费。但如缺课超过每学期一次，或退出该课程，校方不做另行安排且不做退款。
2. 对于预付费的**一对一课程**，如学生可在课前的 24 小时之前通知校方取消或更改课程（且此前在同一学期没有临时取消课程情况）每学期每学科第一次不计费，所缺课程将会自动向后顺移到下一学期或退还相应学费。之后的每一次取消均收相应整节课的学费。
3. 对于预付费的**一对一课程**，如需在课前 24 小时内临时取消或更改课程（且此前在同一学期没有取消课程的情况）每学期每学科第一次按相应课程的半小时计费。之后每一次的课前 24 小时内的临时取消均收相应整节课的学费。
4. 如所缺课程导致当前学期课程不足 9 周，校方不会将缺课记为下学期课程的学费抵免或退还。预付费学生必须至少支付 9 周学费。

General Issues

1. Students can use 'WeChat' App or GK MS TEAMS account or email to communicate with GK subject teachers. Students may ask questions, upload and download homework etc. Year 1 to 7 students 'parents may also be invited in the group chat when it is necessary. However, students and parents are not allowed to contact our teachers privately in any way.
2. All students are required to complete the required homework after each lesson. We expect students to send teachers their homework through MS TEAMS or email or WeChat by Thursdays for feedback (or at least two days before each week's lesson). Subject teachers have the responsibility to check students' work on a weekly basis. However, if a teacher spends more than 15 minutes for a student's homework feedback, the teacher may suggest a student to attend weekly homework help sessions or book one on one catch up sessions.
3. Online drafting* or an extra lesson can be arranged if a student needs extra support on their day-time school assignments e.g. Investigation; folio; SHE tasks; Practical Reports etc. (*refer to the attached tuition fee list)
4. In case of any day-time school assignment drafting, a student needs to send GK admin team the task sheet and a draft at least 7 days before the due date for feedback or request a private lesson. (*refer to the attached tuition fee list)
5. Year 11 or 12 students attending prepaid Maths or Science group classes, will be eligible to receive a free, thirty-minute, one-on-one academic Report writing instruction session each term - per corresponding subject. For example, Maths investigation/folio, or Practical report, or SHE task, and so on.

Conditions:

- a. **Clause 1: Students are required to notify GK Administration at least one week prior to book the session.**
 - b. **Clause 2: Note: Report help tutors may not be the same teachers as the usual group classes.**
 - c. **Clause 3: Due to the high demand for this free service, each session may be arranged in either a face-to-face or as an online mode of delivery.**
 - d. **Clause 4: The 30-minute Report guidance (per term) is in relation to the relevant subjects of the course attended at Golden Key Education.**
For example, a student enrolled in the pre-paid Chemistry course, will only be eligible for the Chemistry practical Report help.
 - e. **Clause 5: This service is only available for students who have paid a minimum 8 weeks prior to the scheduled start of the corresponding group class for that term.**
This will then enable access to the free 30-minute Report guidance in that term.
 - f. **Clause 6: This course can only be used during the current term or during the holiday period immediately following the end of that term. It cannot be accumulated to be used in any subsequent terms.**
6. Students are recommended to arrive at Golden Key at least five minutes before the class starts.

7. If a student arrives late to his/her class and the teacher is unable to reschedule or extend the lesson will end at the original scheduled time and the class fee will not change.
8. If a teacher is sick or unable to come for any reasons, we may arrange a relief teacher for a class. However, if a student is dissatisfied with the class and rearrangement, please contact Mr. Pan within 24 hours after class.
9. Sometimes a lesson may need to extend up to 10 minutes due to some unexpected circumstances, please wait patiently for class to finish.
10. Parents are required to wait outside the classroom to ensure there are no unnecessary disruptions to class, unless otherwise agreed.
11. Students are not allowed to leave school during school time without permission from the school. All students should be collected from within school grounds.
12. Parents must pick up their children on time. In cases where parents cannot avoid being late, they must inform the school ASAP. Students are to wait at the reception when their parent/guardian is late, not out on the street.
13. Parents should inform the school if they want to pick up students early.
14. Students in Grade 4 and younger should be collected from class. No young student is to be collected from outside the classroom.
15. Students and parents are required to ensure that students sign in at the front desk each time when they arrive and leave. Registered times are the actual arrival and departure time (not the beginning and end times of class).
16. On the school campus, dangerous activities are strictly prohibited. This includes:
 - a. fighting and chasing each other recklessly.
 - b. throwing stones or other projectiles.
 - c. climbing posts, trees, fences or any dangerous surface.
 - d. playing with dangerous toys.
 - e. playing with projectiles (including balls) indoors.
17. Please avoid bringing food containing nuts to school to accommodate for students with allergies.
18. Students must not share food with each other without first consulting the office.
19. Students with severe allergies must present the school with an action plan and bring their asthma puffer and/or their Epi-pen.
20. Keep classrooms and school yards clean; no littering.
21. Take care of school equipment and property. Students are liable for any damage they are responsible for.
22. Students should not bring expensive valuables to the school. The school is not responsible for any lost items.
23. Parents must drive very slowly and carefully while passing the school campus and should not park or stop in the midway at any time. Parents must abide by all traffic rules.
24. Any photographs or videos taken may be used as promotional material for Golden Key Education and will not be passed on to a third party. Please notify the us if you don't want your child/children photos taken.
25. Parents must consent to the school responding on any emergencies on their behalf.

26. Parents should inform the school with any changes of their address, telephone number or e-mail in case the school needs to contact you.
27. The fees will be calculated according to the Golden Key tuition fees list. The full amount of payment must be paid before the due date.

其它事项

1. 金钥匙的管理团队会为每一位学生建立与老师间的微信群或 MS TEAMS，以便学习问题得到及时的解答。老师和学生可通过微信群或 MS TEAMS 方便的进行上传和下载作业及教学资料。1-7 年级家长会邀请加入协助。8-12 年级则由学生直接与老师进行学习交流。学生或家长不可与金钥匙老师进行私信或加其为微信好友或以任何形式进行私下联系。需要时，金钥匙管理团队可为家长预约与老师会面的时间。
2. 所有学生需按时按要求完成每周作业。对于参加周末课程学生，需每周四前将作业通过微信或 MS TEAMS 方式传给相关任课老师。对于参加平时课程学生，需在每周课两天前提交作业。金钥匙老师有义务为学生检查作业并反馈。但如学生问题较多（超过 15 分钟的解答时间），老师可能会建议学生参加每周作业辅导，或安排一次一对一辅导课。
3. 对于学生所在日校的学科作业，如数学，科学报告（Maths investigation/folio, SHE task, Practical report etc.）及英语作文等，如有需要指导，均需安排一对一辅导或通过邮件或 Google Docs 进行线上作业批注（Assessment Drafting）。请参阅价目表。
4. 经任课老师们反馈，大部分学生的数学和科学实验报告需老师进行系统和详尽的指导，微信学习组回复此类问题并不高效。对此类问题老师将不在微信学习组回复。对于参加 11 或 12 年级预付费数学或科学小组课的学生，每学期的相应学科将获免费一次半小时一对一的学术报告写作指导，比如 Maths investigation/folio, Practical report, SHE task etc.
条款 1：学生需在交作业 due date 前的至少一星期通知校方 Admin 安排；
条款 2：报告辅导老师不一定是其平时小组课的任课老师(校方会尽量协调)；
条款 3：由于学生需求量较大，此课程可能以网课或面授课形式安排；
条款 4：每学期的半小时报告指导是指与金钥匙所参加课程的相关学科，如参加数学小组课将有半小时数学报告免费指导；参加化学小组课则将有半小时化学报告免费指导；
条款 5：至少预付当前学期 8 周相应组课的学生可享受当前学期免费半小时的报告指导。
条款 6：此课程只可在当前学期或紧邻假期期间使用，不得累计至之后学期，且无退款。
5. 金钥匙不提供为学生代写作业的服务。如需老师查阅草稿(Draft)或指导，需至少在交作业 7 天前发给金钥匙前台或申请安排一对一辅导课。我们会尽最大努力帮助学生争取优异成绩。
6. 建议学生至少在课前五分钟到达学校。
7. 如果学生迟到，且老师无法进行重新安排或延时，课程会按照预定时间结束，且当节课费用维持不变。
8. 如老师生病或因任何原因临时请假，我们可能会安排金钥匙其他任课老师代课。但如果学生或家长不满意校方安排，请在课后 24 小时内联系潘校长。
9. 课程可能会有 5 分钟左右的课时延长，请之后上课的学生耐心等待。
10. 为保证学生上课的质量，除特殊安排，请家长在教室外进行等待。
11. 学生在校期间，未经学校许可，不得离开学校，严禁出校门。孩子一律要在校园内接送。
12. 家长须准时接送孩子。家长因故不能及时接学生时，必须尽快通知学校

13. 四年级及以下年级的学生家长需到教室门口接走孩子。
14. 学生和家长需确保学生每次到达和离开时在前台进行登记，登记时间为实际到达和离开的时间（而非上课或下课时间）。
15. 学生之间要友好相处，不互相打骂，不随便翻看别人的书包文具等，不玩危险品，不做危险活动(如爬树、爬栏杆、爬围墙栅栏等爬高行为,玩树枝棍棒、互扔石子、铅笔等任何物件)。
16. 为了避免有些孩子的食物过敏，请不要带有果仁的食物到学校，学生之间也不得互相分享食物。
17. 有严重过敏或哮喘的学生，家长需告知并提供学校 Action Plan;学生需随时携带 Epi-pen 或 Asthma Puffer.
18. 不乱扔垃圾，保持教室和校园干净整洁。
19. 爱护公物，损害公物要赔偿。
20. 学生不带贵重物品到学校(如较多现金,贵重首饰,贵重玩具等)，否则，责任自负。
21. 家长驾车通过校区时，要小心慢行，遵守规则，服从管理。
22. 家长须授权学校对发生紧急事故的学生采取急救措施，包括叫救护车。
23. 所有学生的照片仅限金钥匙内部使用，不会传至第三方。但如家长不同意孩子拍照，请通知金钥匙前台。
24. 家长如果改变联系电话、E-mail 地址和家庭住址，要及时通知学校。
25. 关于收费详情，请参阅课程学费明细。家长或学生需按时支付学费。

Golden Key Education reserves the right to alter these terms and conditions.

I have read and agree to this terms and conditions.

Student Name:

Parent/ Guardian Name:

Signature:

Date: