



# Northside Tutors

## Educational Support Services Agreement, Terms & Conditions, Indemnity & Disclaimer

**Last Updated:** February 2026

### **Northside Tutors**

650B Brits Road, Pretoria North, Gauteng, South Africa

WhatsApp: 072 313 4784

Email: [admin@northsidetutors.com](mailto:admin@northsidetutors.com)

---

### **1. Status of Northside Tutors**

Northside Tutors operates strictly as an **independent educational support and administrative service provider**.

Northside Tutors:

- is **not a school**, private school, cottage school, or examination body.
- does not replace parental responsibility in homeschooling.
- does not issue state-recognised qualifications.

By registering for services, parents acknowledge that Northside Tutors provides **support services only** and not formal schooling.

---

### **2. Legal Framework for Homeschooling (South Africa)**

In accordance with South African homeschooling legislation and the **Basic Education Laws Amendment (BELA) framework**:

1. A homeschooled learner receives education under the supervision and responsibility of the parent/guardian.
2. Parents/guardians remain solely responsible for:
  - registering learners with the Provincial Department of Education where legally required;
  - ensuring curriculum compliance;
  - maintaining academic oversight;

- meeting national educational standards.

### **3. Support Services**

- Northside Tutors may provide guidance, administrative support, and assistance relating to homeschooling registration processes, curriculum implementation, academic planning, and compliance pathways.
  - All assistance is provided as a support service only. Final responsibility for legal compliance, registration, and educational decisions remains with the parent/guardian.
4. Families may obtain legal guidance through the **Pestalozzi Trust**, which supports homeschooling families in South Africa.

---

### **3. Educational Pathways & Exit Qualifications**

Northside Tutors supports students preparing for recognised exit pathways including:

- General Education Development (GED)
- American High School Diploma (AHSD)
- Supplementary academic support for other curricula (CAPS, IEB)

#### **3.1 GED**

Students complete the GED pathway only upon passing official GED examinations.

#### **3.2 SAQA Evaluation**

Only the **South African Qualifications Authority (SAQA)** may evaluate foreign qualifications for NQF Level 4 equivalency.

Applications remain the responsibility of parents/students.

#### **3.3 AHSD Registration**

Students pursuing an American High School Diploma must be registered through:

- **Homelife Academy (USA)** or **Highlands Prep (USA)**  
via **Diversio Academy** (South African umbrella)
- **Acellus Academy (USA)**

#### **3.4 Curriculum Platforms**

Platforms such as **Power Homeschool Acellus** are curriculum tools only and do not constitute recognised exit qualifications unless meeting the graduation requirements through **Acellus Academy**.

Parents must verify tertiary admission requirements independently.

---

#### 4. Scope of Services

Northside Tutors may provide:

- Academic tutoring sessions
- Administrative assistance
- Study planning support
- Academic monitoring guidance
- Transcript and documentation assistance
- Parent consultation services
- Specialised Academic support for Spectrum Academic Therapy approaches designed to support neurodiverse learners with an education framework.

Northside Tutors does **not guarantee**:

- examination results,
  - academic performance,
  - university acceptance,
  - qualification equivalency outcomes.
- 

#### 5. Independent Contractor Relationship

Northside Tutors functions as an **independent service provider**.

Nothing in this agreement establishes:

- a school–learner relationship,
- agency relationship,
- or legal guardianship beyond supervised session time.

Educational responsibility remains with the parent/guardian at all times.

---

#### 6. Learning Support & Special Educational Needs

Where learning or medical challenges exist (including autism spectrum conditions, ADHD, dyslexia, dyscalculia, emotional or medical conditions):

- Individual Education Plans (IEPs) may be recommended.

- External professional evaluation may be required.

Northside Tutors provides academic and learning support, including Spectrum Academic Therapy strategies, but does not offer clinical diagnosis or therapy services, which remain the responsibility of qualified professionals and the parent/guardian

---

## **7. Fees & Financial Terms**

1. Service fees are structured across 12 months.
  2. GED support services remain payable until final examinations are completed.
  3. Payments are due on or before the **7th of each month**- please ensure payments reflect by the 7<sup>th</sup>. Any arrangements are solely at the discretion of Northside Tutors. Parents/guardians remain fully responsible for all payments and for managing timely settlement of accounts.
  4. Study Platform suspension and reactivation fees may apply for unpaid accounts.
  5. Electronic payments only (no cash).
  6. Parents/guardians must provide a minimum of one school term written notice to discontinue services. Northside Tutors may, at its discretion, accept shorter notice, but parents remain liable for all fees due up to the end of the notice period
  7. International provider fees may change due to exchange rate fluctuations. Certain services provided through external platforms, including international providers such as Acellus, may be subject to fee adjustments. While providers may notify Northside Tutors of fee changes at short notice, Northside Tutors will communicate such changes to parents/guardians as soon as possible.
  8. Fees for external providers may change at any time, with the annual review typically occurring in July. Parents/guardians are responsible for any fee increases applicable to their child's account.
  9. Bank charges for cash deposits will be added to invoices.
- 

## **8. Attendance & Scheduling**

- Please notify us in advance if you are going on holiday or will not be attending sessions.
  - No catch-up sessions.
  - Advance notice required for holidays outside term dates.
-

## 9. Student Conduct & Session Rules

- **Students must please:**
  - behave respectfully,
  - use devices for academic purposes only,
  - follow safety and conduct rules.

Northside Tutors reserves the right to remove disruptive participants.

- **Dress Code**

Students are expected to dress **neatly, comfortably, and appropriately for a learning environment**. **Northside Tutors reserves the right to ask students to change clothing that does not meet these guidelines:**

- cover the torso, shoulders, and midriff
- avoid excessively revealing or distracting styles (e.g., crop tops, strapless tops, see-through clothing)
- be suitable for participation in classroom and practical learning activities

---

## 10. Minimum Student Requirements

Students must have:

- a personal laptop or smart study device,
- a dedicated study environment,
- consistent study routines.

GED mathematics students require an Android device with the official GED calculator application.

---

## 11. Participation & Safety

While every reasonable precaution is taken to ensure student safety, participation in educational activities may involve some unavoidable risk. Parents/guardians accept this and agree that Northside Tutors cannot be held liable for minor accidents or incidents that may occur. Parents grant permission for participation in all educational activities related to services provided.

---

## 12. Limitation of Liability

To the fullest extent permitted by South African law:

Northside Tutors and its staff shall not be liable for:

- academic outcomes,
  - examination results,
  - tertiary admission decisions,
  - indirect or consequential losses,
  - injuries occurring outside supervised session times.
- 

### **13. Indemnity**

Parents/guardians acknowledge that participation in Northside Tutors' services, activities, or use of facilities carries inherent risk, including but not limited to slips, trips, falls, or accidents caused by natural or structural hazards on the premises.

Parents/guardians agree to indemnify and hold harmless Northside Tutors, its staff, and representatives against all claims, damages, or liabilities arising from any injury, accident, or death occurring during participation in services or while on Northside Tutors' premises, except where caused by gross negligence or wilful misconduct by Northside Tutors staff.

Parents remain responsible for all medical expenses, emergency treatment costs, or related liabilities.

---

### **14. POPIA – Protection of Personal Information**

Northside Tutors collects and processes personal information solely for educational administration and communication purposes in accordance with the **Protection of Personal Information Act (POPIA)**.

Information will:

- be kept confidential,
- not be sold or shared unlawfully,
- be used only for legitimate service delivery purposes.

By registering for services, consent to such processing is granted.

---

### **15. Digital Acceptance**

Acceptance of this agreement through:

- online registration,
- electronic communication,



- or payment for services

constitutes legally binding acceptance equivalent to a physical signature.

---

## 16. Online Acceptance Clause

By registering for, accessing, or continuing to use Northside Tutors services via this platform, parents/guardians acknowledge that they have read, understood, and accepted these Terms & Conditions, including all disclaimers, indemnities, fee policies, and rules. Acceptance through this platform constitutes a legally binding agreement, equivalent to a signed document.

## 17. Optional Acknowledgement – fully covered by online Acceptance Clause

Student Name(s): \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date & Place: \_\_\_\_\_

---

## Northside Tutors

### *Academic Progress & Support agreement*

---

#### 1. Service Positioning Statement

Northside Tutors is an **independent academic support and tutoring service** providing learning facilitation, progress monitoring, and academic guidance.

Northside Tutors is **not**:

- a registered school,
- an examination body,
- an accredited curriculum provider, or
- a qualification-issuing institution.

Students remain enrolled with their respective schools, homeschooling providers, or curriculum institutions. All academic results, credits, and graduation decisions remain the responsibility of those institutions.

The progress measures used by Northside Tutors are **internal support indicators** designed solely to guide tutoring interventions and student success planning.

---

## 2. Academic Progress Expectations

To benefit fully from tutoring services, students are expected to:

- Engage consistently with assigned coursework.
- Demonstrate reasonable weekly progress aligned with agreed learning goals.
- Maintain communication with their Program Advisor and the progress group.
- Participate actively in scheduled academic support sessions.

### University-Bound Students

Students preparing for tertiary admission are encouraged to aim for performance levels aligned with university entrance expectations (typically 87–90% or higher depending on institution requirements).

---

## 3. Student Support Status Levels

These levels describe **support intensity**, not academic standing.

---

### A. Active Support

Student:

- progresses according to agreed goals
- engages consistently with learning support

Action:

- Standard monitoring and encouragement.
- 

### B. Progress Concern

Triggered when:

- progress slows below expected pace, or
- engagement becomes inconsistent.

Support Actions:

- Advisor check-ins increase
  - goals adjusted where necessary
  - early intervention strategies implemented
- 

### **C. Structured Support**

Applied when challenges continue.

Support Actions:

- Individual improvement plan
  - closer monitoring
  - scheduled progress reviews
  - increased parent communication
- 

### **D. Support Continuation Review**

Student shows improvement but still requires structured monitoring before returning to Active Support status.

---

### **E. Service Continuation Review**

Initiated when:

- progress remains significantly below agreed goals despite support, or
- participation expectations are not met.

Possible Outcomes:

- adjustment of service level
- temporary pause of services
- termination of tutoring agreement with notice

*(This review concerns service suitability only and does not affect school enrolment or academic records.)*

---

### **4. Progress Monitoring Structure**

Student progress is reviewed through:

- **Weekly check-ins** — Premium Edge students
- **Bi-monthly reviews** — Access Plus students
- **Bi-Termly reviews** – Flexi Core students
- **Midterm evaluations** — All programs
- **End-of-term evaluations** — All programs

Monitoring focuses on:

- completion pace
  - engagement
  - skill development
  - goal alignment with a learner-centered approach
- 

## 5. Communication Expectations

Student success depends on consistent communication.

Students and parents are expected to:

- remain active on the WhatsApp Progress Group,
- respond to advisor communication,
- raise concerns early.

Northside Tutors commits to proactive and positive communication with supportive intervention when concerns arise.

---

## 6. Service Review Appeal Process

Northside Tutors recognizes that unforeseen circumstances may impact progress.

### Eligibility

Students or parents may request a review when significant circumstances affected participation or progress.

### Process

Within 30 days of notice:

1. Submit written explanation.

2. Provide updated improvement plan on their behalf.
3. Attend consultation meeting.

### **Outcome**

- Decision of the review is final.
  - If approved, an **Improved Academic Support Agreement** must be acknowledged within one week.
  - A second service termination decision is final.
- 

### **7. Important Service Limitation**

Northside Tutors provides academic support and guidance but **cannot guarantee**:

- examination results,
- academic promotion,
- credit completion timelines,
- graduation outcomes,
- university admission.

Outcomes depend on student effort, external curriculum providers, and assessment bodies.

---

### **8. Agreement Purpose**

This agreement exists to:

- provide clarity,
  - ensure accountability,
  - support student growth,
  - maintain high-quality tutoring services.
-



# Northside Tutors

## *Accounts, Participation & Student Support Notification*

This notice is provided to ensure clarity regarding financial commitments, program participation, and student support expectations at **Northside Tutors (NST)**.

No signature is required. Continued participation in services indicates acknowledgement of these guidelines.

---

### **1. Accounts & Arrears Agreement**

To maintain uninterrupted academic support and curriculum access, accounts must remain up to date.

#### **Payment Expectations**

- Accounts may **not run in arrears**.
- Monthly fees must be settled **before the next month's curriculum payment** becomes due.

#### **Account Pause**

If payment is not received:

- The student account will be **paused**.
  - Access to curriculum and tutoring support may be suspended.
  - A **reactivation fee** may apply when services resume.
- 

#### **Options to Resolve Arrears**

Parents may choose one of the following:

##### **Option 1:**

Settle the full outstanding balance by the agreed due date.

##### **Option 2:**

Arrange to spread the skipped payment over **two (2) months**, in addition to the regular monthly fee.

Arrangements must be communicated proactively with administration.

---

#### **Financial Sustainability Notice**

Severe financial difficulty resulting in **more than three program pauses within a 12-month period** is generally not sustainable for effective academic progress.

In such cases, Northside Tutors reserves the right to:

- recommend an alternative academic approach, or
- withdraw tutoring services if the current arrangement is no longer feasible for the learner's progress.

This decision is made to protect the learner from ongoing academic disruption.

---

## **2. Academic Progress & Student Well-Being**

At Northside Tutors, we aim to support every learner toward consistent academic growth. Successful outcomes depend on regular participation, engagement, and stability in learning routines.

### **Scope of Support**

Northside Tutors provides:

- academic tutoring,
- progress monitoring,
- learning guidance and accountability.

Northside Tutors does **not** provide:

- psychological counselling,
  - medical services,
  - behavioural therapy,
  - mental health treatment.
- 

### **Parent/Guardian Responsibility**

If a learner experiences emotional, psychological, developmental, or medical challenges that affect learning, parents/guardians are responsible for ensuring appropriate professional support outside of Northside Tutors.

NST works collaboratively with families but cannot assume responsibility for medical or therapeutic care.

---

### **Service Continuation**

Northside Tutors may pause or discontinue services if:

- a learner is unable to make academic progress despite reasonable support interventions,
- participation becomes consistently disrupted,
- communication becomes unsafe, abusive, or hostile toward staff or students, or
- the learning environment can no longer be maintained safely or productively.

Any such decision will be communicated respectfully and with reasonable notice where possible.

---

### **3. Student Information Declaration (For Record Purposes) – please indicate on our Admin Online Profile**

Parents are encouraged to inform NST of any conditions that may influence learning so appropriate academic support strategies can be considered.

#### **Option A – No Known Conditions**

To the best of my knowledge, my child has no known condition significantly affecting participation in tutoring sessions.

#### **Option B – Known Conditions**

My child has condition(s) that may influence academic participation. I acknowledge responsibility for ensuring appropriate external professional support where required.

**Condition(s) : Please indicate on our Admin Online platform.**

---

### **Support / Management Plan (if applicable): to be discussed in a consultation**

*(Information is used only to support academic planning.)*

---

### **4. Our Shared Goal**

Northside Tutors is committed to maintaining a structured, supportive environment that promotes steady academic progress while ensuring fairness and sustainability for all students.

We appreciate your partnership in creating consistency, accountability, and positive learning outcomes.

---

### **Northside Tutors**

office@northsidetutors.com | WhatsApp: 072 313 4784

---