



EDUCATION CENTRE  
LEARN NOW • PLAY LATER

[learn@zesteducation.co.nz](mailto:learn@zesteducation.co.nz)  
09 529 2686

## Hello and welcome

A very warm welcome from Zest to all our new parents, students and staff. We would like to take this opportunity to introduce our new staff members; Liezel McMillian (Office and Operations Manager) and new tutors Georgia Nixon, Alex Farmiloe, Georgina Harnett, Rebekah Polcyn, Sophie Reedy-Young and Jee Soo Park (tutor and specialist services assistant). Together we continue to develop and expand our learning programmes and services.

## Customer Satisfaction Survey

Thank you for all those parents who responded to our customer satisfaction survey. We are very grateful with the high response rate, the positivity of these responses and the constructive feedback that you have provided. We would like to share with you a few highlights from this survey;

- **Communication and Feedback**

Our continued provision of high tutor quality, a convenient location, personalised programmes and our communication and feedback all rated highly as did our professionalism. As we continue to grow we are working towards providing more effective tools and systems to facilitate communication regarding your child's progress.

- **Our parents are top 'word of mouth' promoters**

Another metric that stood out for us was the 'Net Promoter ® Score', which is used to measure the confidence level of customers advocating a company's brand. The average score for 175,248 organisations worldwide was 11, whereas our was 60. This gives us insight into the level of confidence you as parents place on your child's journey with us, which is again a wonderful result. We remain committed to maintaining this confidence and trust, as we work with you to improve your child's learning outcomes.

- **Flexibility is very important**

Most of our parents said that flexibility is important to them and that they are happy to continue paying for this service. Whilst we will continue to offer this flexibility we would like to provide a gentle reminder that there is a cost for rescheduling, as we are sure you have seen in our terms and conditions; <http://www.zesteducation.co.nz/terms-conditions>. To maintain our high standards of service delivery, whilst offering our parents flexibility, we will be monitoring change management more closely in Term 2. If you find that you need to make changes to your child's schedule regularly, please bare this in mind, as you will see the cost of \$30 per change added to your invoice. We do of course allow for one free change per term, as we understand that life is unpredictable, and therefore provide for absences due to sickness or an unforeseen event.

- **Winner of Customer Survey Competition – valued at \$530.00**

We are delighted to announce that Nigel and Atousa Robertson and their son Jamie are the recipients of 10 x free sessions for term 2, 2018. Thank you again to everyone for their time, effort and constructive feedback in completing our survey.

## New Services for 2018

- **Cellfield Remuera** – a specialised intervention programme that **unlocks the power to read**. This is an outstanding programme that will assist those students with visual and/or auditory processing difficulties. It is also a powerful tool to assist students who are learning English as a second language; <https://cellfield.nz/>
- **Auckland Irlen Diagnostic Clinic** - which provides coloured lens treatment for people who have difficulties processing visual information due to light sensitivity <http://irrlen.com/>

- **Study Skills Course** – Another notable highlight from our survey was the demand for study skills to assist our students in achieving their goals. We hope to commence trialing face to face, workbooks and online study modules early in 2019.
- **New 'pay now' button** – as we continue to improve our systems to make it easier for parents to interface with us, we have added a 'pay now' button to our invoices. Please note that this service is also available by logging into your Aimyplus account; <https://zest.aimyplus.com/>

## April Holiday Programme

We are open;

- Friday 20th April
- Monday 23rd - Friday 27th April (closed Wednesday 25<sup>th</sup> for Anzac Day)

Session Times
9-10am
10-11am
11am-12pm

Please refer to page 3 for further information or book online; <https://zest.aimyplus.com/>

## Term 2 2018

Commences; Monday 30th April – Finishes Saturday 7<sup>th</sup> July 2018 – *closed Monday 4<sup>th</sup> June for Queens Birthday Weekend*

Thank you to those parents who have contacted us regarding bookings for term 2. A friendly reminder that all classes will roll over from term 1 unless we hear from you.

Our **online booking** is now available for you to request your preferred days and times; <https://zest.aimyplus.com/> **Please note that all booking requests are not confirmed until you receive an invoice and email.**

Wishing you all a happy and relaxing holiday!

**Warm Regards;**

**Emily, Paul, Liezel and the Zest Education Team**



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## April Holiday Programme

- **Week 1;** Friday 20th April
- **Week 2;** Monday 23rd – Friday 27th April (closed Wednesday 25<sup>th</sup> for Anzac Day)

Session Times
9-10am
10-11am
11am-12pm

### Secondary (Both NCEA and Cambridge to all levels)

- Revision of recent exam papers
- English-Grammar, Essay skills, Reading Comprehension, Specific textual study
- Maths including statistics and calculus
- Physics, Chemistry and Biology

No. of sessions	Fees
1-4	\$52.50
5+	\$50.00

### Preschool, Primary and Intermediate

- ICAS preparation
- English-all aspects of reading and writing
- Maths-all aspects of NZ curriculum
- Science

### Preschoolers (30mins)

- Early reading/phonics programme for emergent readers
- Letter formation-preparation for writing
- Early numeracy

## Online booking and enrolment form

Please email [learn@zesteducation.co.nz](mailto:learn@zesteducation.co.nz) or book online <https://zest.aimyplus.com/>

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I wish to enrol \_\_\_\_\_

Year at school: \_\_\_\_\_

Days and Times	Fri 20 <sup>th</sup> April	Mon 23 <sup>rd</sup> April	Tues 24 <sup>th</sup> April	Wed ANZAC DAY	Thurs 26 <sup>th</sup> April	Friday 27 <sup>th</sup> April
9.00am – 10.00am						
10.00am – 11.00am						
11.00am – 12.00pm						

Please contact us for further information regarding our 'Private 1-1 tuition'

Tuition required in (Subject/s) \_\_\_\_\_

Please tick times/days required:



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## Term 2, 2018

**Commences;** Monday 30th April – Finishes Saturday 7th July 2018 (10 weeks)

**Closed;** Monday 4th June – Queens Birthday (Mondays - 9 weeks)

Please advise us a.s.a.p. if your child is going to be late or is unable to attend a session. Firstly, the safety of your child is of utmost importance to us. Secondly, we often have waiting lists for our classes. Thirdly, we are obligated (by choice) to pay our tutors (out of respect for their attendance and preparation time) regardless of whether your child attends or not. 1 catch-up for illness can be arranged within the term. Additional catch-ups/timetable changes can be arranged when 24hours notice is given. There is a \$30.00 administration fee for this service.

Your child's progress is important to us! We are here to support, build confidence, and extend their academic success. Please contact us at any time, if you wish to discuss your child's progress or if you have any questions.

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### Rate Card & Payment Type

Weekly Sessions	Term Paid in Advance	Weekly or Monthly Payments Contractual for the term
1	\$52.50	\$54.50
2 +	\$50.00	\$52.50

**Please note** our methods of payment available are;

Internet banking. A/C 12-3488-0025458-00.

Ezydebit and Visa via Aimyplus; <https://zest.aimyplus.com/> . Visa payments will incur an approximate fee of 3.0%.

Eftpos and Visa over the counter

A friendly reminder there is a \$1.00 surcharge per session for visa payments over the counter.

There is an additional \$5.00 resource levy per child per term



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**Term 2, 2018**

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I wish to enrol \_\_\_\_\_ (please print)

Year at school: \_\_\_\_\_

Tuition required in (Subject/s) \_\_\_\_\_

Please tick times/days required:

Preferred time (subject to availability)	Mon	Tues	Wed	Thurs	Fri	Sat
<b>Primary &amp; Intermediate</b>						
3.30pm-4.30pm						
4.35pm-5.35pm						
5.40pm-6.40pm						
9.00am-10.00am						
10.00am-11.00am						
11.00am-12.00pm						
<b>Seniors</b>						
3.45pm-4.45pm						
4.45pm-5.45pm						
5.45pm-6.45pm						
9.00am-10.00am						
10.00am-11.00am						
11.00am-12.00pm						

Please contact us for further information regarding our 'Private 1-1 tuition'. (Year 9-13 only)