Policies, Terms and Conditions

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**Last Updated: 07/07/2024**

# Policy Notice

This document is subject to regular change and most current versions will be accessible at: https://www.jrprotutor.com/legal

Any changes will be notified via email and come into immediate effect.

By signing this document, you acknowledge these policies are live and up to date and by agreeing to the terms and conditions, you also agree to any future updates in this document, unless prior notice is given.

In the event you are a mature student, please acknowledge that you must agree to both the parental and student responsibility sections of this document.

# Student Expectations

During lessons, I expect students to be organised, ready to learn and polite and act in a professional manner as if I was their teacher.

Organised students should:

* Be aware of the topics they are learning in school to the best of their knowledge.
* Have a drink prepared to avoid disrupting the lesson to get one.
* Have gone to the bathroom prior to the lesson to not disrupt the lesson
* Be in a quiet room, with good internet access and headphones if needed.
* Charge their laptop to avoid disruptions.
* Join the lesson space 5 minutes prior to the lesson commencing to ensure any updates have been completed.
* Attend with all necessary equipment including but not limited to;
	+ scientific calculator for KS3/KS4 maths and science.
		- Mobile phone calculators cannot provide the necessary degree of accuracy needed, therefore must not be used.
	+ any key texts for KS3/KS4 literature.
	+ Any marked homework assignments that we will use in the lesson for review.
* Wearing appropriate clothing in the lesson space (e.g. Shirts on in hot weather).

Ready to Learn Students should:

* Be in a positive mindset to learn.
* Have a drink to keep themselves hydrated and focused.
* Switch their phones on silent and place the screen down or away from themselves to avoid distractions.
* Mute any notifications on their laptop or learning device.
* Be prepared to ask questions and make it clear if they are struggling to understand a concept.

Polite Students

* Not interrupt, unless there is a technical issue
* Be respectful, as if they were in school lessons
* Avoid using derogatory language, and abide by the behaviour policy

By signing the bottom of this document, you acknowledge these conditions and ensure your child meets these to the best of their ability.

# Parental Expectations

To maintain a professional, working relationship, parents are expected to:

* Update me of any change in circumstance/ visible physical injuries prior to lessons to avoid unwarranted safeguarding concerns.
* Ensure the student has access to a snack and drink prior to the lesson.
* Ensure the student is able to attend the lesson on time.
* Ensure the student is able to meet the student expectations without barriers and inform me of any barriers before the lesson (e.g. no calculator).
* Familiarise themselves with these policies.
* Pay on time, according to payment policies.
* Know what level their child is working at and share any relevant updates from schools with me.
* Ensure there is active communication regarding any external issues (Behaviour Policy).
* Ensure the Wifi signal is strong and any issues are relayed to me before the lesson begins.
* Ensure the student has adequate technology and a suitable study space in order to learn (computer policy).
* Remain available during lessons in case of second level behaviour warnings are given.
* If applicable, ensure the students phone is set to silent and all notifications are muted on their learning devices.

By signing the bottom of this document, you acknowledge these conditions and ensure you meet these to the best of your ability.

# Tuition Systems

As of June 2024, I will be teaching solely on Zoom Workplace.

All data management will be held in a private, secure excel spreadsheet on Google Drive. All recordings made within the zoom lesson will be downloaded and saved on a secure, private google drive and stored for seven years, as per legal requirements (please see Recording Policy).

Bookings are handled through email enquiries and confirmation of lesson and meeting code will be received in an email 24 hours before the lesson begins, and if a parent or child “forgets” the “no-show” policy applies.

Cancellations must be given in writing via e-mail within the appropriate time frame, in line with the cancellation policy.

I reserve the right at any time to migrate to a LMS (learning management systems) online or offline, Including but not limited to OneDrive, Sharepoint, or hard copy solutions such as ring-binders and notepads.

By signing the bottom of this document, you acknowledge these conditions and understand I have the right to migrate to other LSM’s if required.

# Meetings and Parental Supervision

Children are required to enable their webcams and ensure their microphones are on. If this is not possible at the start of the lesson (without prior notification) I have the right to cancel and reschedule the lesson. Please refer to the computer policy.

Parental supervision is not required during lessons however if the parent is available for the first five minutes of the first lesson to ensure that the learning space works as expected.

By signing the bottom of this document, you acknowledge these conditions and ensure you are available for the first five minutes of the first lesson.

# Behaviour

To ensure the lessons run in a smooth, professional manner I ask that students adhere to the behaviour policy.

For behaviour, I implement a tiered approach to inappropriate behaviour:

* Reminder: At first occurrence, I will pause the lesson, remind the student of my behaviour policies and ask that the student changes their behaviour in a verbal reminder.
* First Warning: If behaviour continues, I will pause the lesson, remind the student of my behaviour policies and ask that students change their behaviour in a verbal warning. I will also send the parent an email informing them of the repeated behaviour.
* Second Warning: If behaviour continues, I will pause the lesson, and invite the parent to join the lesson space to discuss the behaviour and whether the lesson can be completed. Any time left from the current lesson can be recorded and supplemented onto the next lesson at my discretion. If the parent is not available, the lesson will end and the parent will receive an email informing them of the repeated behaviour and subsequent end to the lesson.
* Consequence: If the lesson continues and the behaviour continues, I will end the lesson. An email will be sent to parents informing them of their child’s behaviour and a meeting may be scheduled to discuss whether I am a suitable tutor for the child.

Prior notice must be given to me before the lesson if any external issues which may impact the child’s ability to behave have occurred. I am happy to relax the behaviour policy in these instances, however it is the parent’s responsibility to make me aware of any extenuating circumstances.

Payment is due in full for any lessons affected by behavioural issues as the lesson space has been booked for that child. No discounts will be given for a lesson ended due to bad behaviour (aside from supplemented time which is at my discretion).

Warnings can be issues for circumstances including, but not limited to:

* Refusal to complete a task when asked or Defiance or Rudeness.
* Swearing directed at myself inappropriately from the child.
* Sexist or homophobic or racist language.
* Tampering with technology.

By signing the bottom of this document, you acknowledge these conditions, agree to pay in full any cancellations due to behaviour and inform me of external circumstances which may impact your child.

# GDPR, Names and Data Sharing

As an online tutor, I rely on many services to ensure I provide a high-quality, professional service. This includes, but not limited to:

* Google Drive.
* Zoom Workplace.
* Microsoft Office (Excel, Powerpoint, Word).

Each student receives their own folder regarding their first name in a year by year folder, followed by a unique identifying number in ordinal order to avoid confusion with multiple names (e.g: First student of the year = 1, second = 2). If you would only like your child’s folder to be labelled without their first name, please email me in writing and I can assign a unique numerical identifier instead.

I will ensure students and parents are aware that I will not talk about specific learners by name, however I can make generalisations (e.g. my other students find this topic hard) however it will be generic and non-identifying.

Digital information is encrypted, protected with strong passwords and stored with two factor authentication where possible, minimal information will be shared with support staff from any company however this may link to the parent or child in the event of technological support, for example, Google accessing customer support for Google Drives. This will not be shared with them unless explicitly necessary (e.g. finding a corrupted file).

I implement a “blanket” permission policy, that I will only share information with companies if absolutely necessary but will not contact you for explicit consent. If you would like to opt out of this, and require me to ask permission for each individual service, please do not sign this document and contact me for a copy of policies with an opt out clause.

By signing the bottom of this document, you acknowledge these conditions, agree to a blanket permission and accept my professional judgement and give consent to store your child’s information in these services. You also acknowledge that if you wish for your child to have a unique numerical identifier, this must be given in writing prior to engaging in my services.

Please note in the event of a safeguarding concern, your consent is not required to share information with any bodies or teams which act under safeguarding and I am not obligated to inform you of this data sharing. If I suspect a safeguarding concern, I may contact the authorities and share all relevant information and depending on the nature of the concern, I may not be allowed to inform you of this sharing. Refer to Safeguarding Policy for more information.

# Cancellations

Cancellations are subject to a notice period, if the lesson has sufficient time to rearrange the lesson, there will be no cancellation fee. In the event of an emergency, these fees are waived, as defined as a medical emergency needing urgent treatment, an unexpected death, unexpected admission to A&E for themselves or family members or in the event of a natural disaster. Exceptions can be made in extenuating circumstances at my discretion. Failure of IT prior to the lesson does not count as an emergency, and the following policy will be implemented.

Notice Period: 24 hours.

This window allows me sufficient time to fill the slot. Any lessons cancelled within 24 hours of the lesson commencing are subject to a cancellation fee of 50%. Notice of cancellation must be given in writing via email.

These fees can be waived at my discretion in extenuating circumstances, but not to be expected and must be discussed with me prior.

# No Shows

For every lesson, I will be available, accessible with a stable internet connection and ready to teach, and plan commitments around student slots, therefore full fees are applicable for no-shows.

During the 55 minute lesson slot, if not informed of a cancellation, I will send a reminder to the parent 5-10 minutes into the lesson to see if the child is still attending, as this could be due to technical issues. However, if no reply is given, I will remain in the lesson space for the remainder of the lesson and this requires the full fee to be paid. During the event of a no-show, be aware I will be working through lesson plans or paperwork whilst waiting.

No free rearrangements are available, time will not be supplemented, no concessions will be made and full fees are payable. As a professional, these conditions are rigid as I commit my time and expertise to support a child's learning, and I expect the same level of commitment from students.

By signing the bottom of this document, you acknowledge these conditions and you are liable for the cancellation fee if the appropriate notice is not given. You acknowledge that whilst technical issues or unexpected events may occur, it is the responsibility of the student and/or parent to ensure the child attends the scheduled lesson.

# Financial Equity and Access to Services

As a private tutor, the primary goal of the business is to provide a sustainable, financial income and contribute to my profession through purchasing subscriptions and devices to better assist the learning environment. That being said, I acknowledge that financial circumstances may change within the family dynamic, and the primary concern is the effect on the student with the sudden loss of their academic support system.

As such, I implement a pay as you go policy for single lessons (55 minutes) at a fixed price with no fees if the parent/student decides to stop having lessons. Alternatively, the fixed price of 10 lessons is payable up-front in bulk before the lessons are given.

 However, in the event of a short-term affected income, communication with myself can help in finding a solution, such as:

* Creating a financial “account” in which lessons will be billed to a maximum credit limit of £500 and must be paid in full within 12 months. This will not include the “bulk package” deal which can only be paid up-front.
* Reducing the number of lessons in a certain time period to reduce the financial strain.

In the event of long-term affected income, I may be able to make adjustments such as implementing a “pay what you can afford” scheme at a reduced rate, at my discretion, or may refund any outstanding amounts left from the “bulk package” deal.

Any changes in circumstances which may lead to short or long term implications with billing must be shown with evidence of financial hardship. Short-term changes include, but not limited to, Universal Credit, Pension Credit, Job Seekers’ Allowance, Employment and Support Allowance, Income support, Personal Independence Payment, Attendance Allowance and Care Leavers Support. Long-term changes can be evidence from old and new contracts displaying the change in income. Under GDPR, these can be shared with accounting or financial services under my direction, to verify authenticity.

By signing the bottom of this document, you acknowledge these conditions, and contact me if you experience any financial hardship which would affect your ability to pay for services, and I reserve the right to ask for evidence before adapting these services.

# Zoom, Recording and Video Conferencing

Zoom is an app and a web-based platform which students can use in conjunction with MacOS, Windows, Linux, Android, iOS and ChromeOS. There is no charge to students, and does not require a login account. Meeting codes will be sent by email 24 hours before the lesson begins, alongside confirmation that the lesson is scheduled for one-off lessons. Any recurring lesson slots can re-use the same login code, however parents will still receive a confirmation email and code 24 hours prior to lesson commencing.

It is important that all lessons are recorded including but not limited to the following reasons:

* Creating revision material for the student
* Ensure conversations can be clarified
* Ensure your child is protected under safeguarding regulations
* Protect myself under misconduct allegations
* Ensure an audit trail for financial purposes
* Protect against chargebacks.

Students are reminded that the lesson is recorded and is identifiable via a red button and a label which reads “recording” in the top right hand side of the screen. Any recordings generated are automatically private and at parental request, all recordings can be made available. If safeguarding issues arise, recordings may be shared with relevant requesting contacts and these recordings are stored for seven years in line with financial data kept in a secure, private Google Drive.

In line with this, students and parents must agree to Google Terms of Service, found directly through Google and these contractual obligations are the sole responsibility of the parent/student and Google.

By signing the bottom of this document, you acknowledge these conditions, and provide full consent to Google Terms of Service as per your contract with Google. Additionally, you acknowledge the reasons for recording and provide full, unwavering consent to record your child and store these recordings in a secure Google Drive.

# Marking Policy and Submissions

As an independent tutor, parents can appreciate that the service I provide can sometimes come with time constraints – such as the case with marking work.

To ensure a timely response, students should enable marked work to be in an accessible format.

* Essay responses (not under exam style conditions unless the student is allowed a computer), submissions should be downloaded and received as a PDF file.
* For photographs of work (hand-written essays/mock exams/maths work) should be taken clearly and with a flash.

All work must be e-mailed for marking to: Jemma.r.tutor@gmail.com.

Any work will be marked within 5 working days, however if a student is still expecting work back after this deadline, I politely ask that you email me as this may have accidentally been missed in my inbox.

By signing the bottom of this document, you acknowledge these conditions and ensure marked work is submitted in an appropriate digital format.

# Homework, AI, Cheating and Plagiarism

Homework may be assigned on a semi-regular basis to assess student progress, and this will be discussed in class and sent via e-mail with an appropriate deadline.

Within this policy, AI is defined as any software capable of problem solving including, but not limited to ChatGPT or Bing Chat. Also, plagiarism is referred to as the act of presenting someone else’s work or ideas as their own, of which this includes but is not limited to, online sources. Videos. Textbooks and examples within lessons.

For open-book assignments, students are allowed to use any tools aside from AI.

For exam-styled mini mocks, students are not allowed to use any resources aside from those explicitly provided in the assignment.

Cheating is forbidden, including but not limited to, AI written answers, plagiarism or online mark-schemes or any online or digital software capable of solving questions for students.

When reviewing homework, if there is a notable discrepancy between the marked work and the child’s ability within the lesson space, this could be classified as cheating, with a failed grade. I reserve the right to run any written assessments through AI and plagiarism detection software as I see fit – all names will be removed from these documents in line with GDPR regulations. If the work flags for cheating, plagiarism or AI-generated, I reserve the right to fail the assignment and ask that the parent and child attend a meeting to discuss the consequences and actions of academic misconduct.

By signing the bottom of this document, you acknowledge these conditions, and understand AI-generated answers, cheating and plagiarism will not be tolerated and use of these will result in an academic conduct meeting.

# LGBT, Racial Inclusion and Diversity

As a professional, I am committed to provide a welcoming, respectful and inclusive learning service for all students, regardless of race, ethnicity, sexual orientation or gender identity. Discrimination is not tolerated, and steps will be taken to ensure that my services are inclusive of all individuals.

This will be achieved by:

* Asking and using the preferred name and pronouns of a student if appropriate.
* Ask for clarity in the pronunciation of names to be respectful to the student.
* Use inclusive language in all communications with students, with gender-neutral language where appropriate.
* Ensure that teaching materials are inclusive of diverse racial, ethnic and cultural backgrounds and do not perpetuate a harmful stereotype or bias.
* Respect the students privacy and confidentiality, in line with safeguarding procedures.
* Be open and respectful when discussing issues related to diversity and inclusion, and provide a safe space where students are comfortable to ask questions.
* Provide learning that is accessible to the needs of all students and use culturally responsive teaching strategies.
* Work to combat any unconscious biases I may have.
* Support LGBT students by addressing any discrimination or bias and using inclusive language.
* Regularly educate myself on the diversity and inclusion issues which could occur in gaps of understanding.
* Acknowledge religious traditions, such as fasting and impose a more relaxed behaviour policies and respond to requests for shorter lessons in this time period.

By creating a comforting, supportive environment, I feel the students will be able to fully concentrate on the work at hand, and I am committed to continually improve my own understanding of the inclusive policies in place with my students, regardless of background or identity.

By signing the bottom of this document, you acknowledge these conditions, and understand my commitment to inclusivity and acknowledge that this policy is subject to ongoing review and improvement based on feedback from current students and parents.

# Tuition Devices and Requirements

As my tuition business is online, students must have a suitable device with a 11” or larger screen to effectively participate in lessons.

A suitable device must:

* Be able to access video conferencing on Zoom.
* Have a microphone, webcam and speakers (or the ability to connect headphones).
* Be up to date on any software updates.
* Have an uncracked screen so that all the content is viewable.
* In some instances, have a touchscreen or mouse attachment in order to interact with the online whiteboard.

As zoom is the primary platform, students must have this downloaded or be able to access the web-based version in order to access the lesson space.

Technical responsibility falls on the parents and/or student to ensure their device is connected to wifi, regularly updated and running smoothly and lost time in lessons due to technical issues on the student’s side will not be made up. If technical issues occur on my side, this lost time can be made up at the end or “banked” depending on availability.

As an educator, I pride myself on having a wide range of resources available to use for student lessons, and these resources are available to the student at no additional charge.

By signing the bottom of this document, you acknowledge these conditions and understand that the student has access to suitable devices, and that no time will be “banked” for technical issues on the students end.

# Safeguarding, Disclosures and Child Protection

As a private educator, it is my legal responsibility to look out for safeguarding and welfare issues of children, which include but are not limited to, bullying, radicalization, sexual exploitation, grooming, incidents of self-harm, forced marriage, FGM and others.

If I suspect that a parent may be causing harm to a child (e.g visible injuries which I have not been informed about), I am legally obligated to report these concerns to my local safeguarding lead without parental knowledge. I will attempt to get as much context from the child without using leading questions and if the child provides a reasonable explanation for the change in behaviour or visible injuries, I may ask the parent to discuss this, unless I feel the parent may have caused harm.

Any changes in behaviour or physical injuries should be reported to me in written form via email before the lesson so I am aware of these.

In the event of a safeguarding disclosure, I will:

* Communicate with the student that I have listened to their concerns and take their allegations seriously.
* Encourage a conversation with the child without asking prompting or leading questions. I will not interrupt when the child is recalling significant events, and will not make a child repeat their account.
* Reassure the child that I will listen to what is bothering them, but I cannot promise to keep it confidential as some things must be reported to ensure their safety.
* Explain any actions I must take, in an age-appropriate way and ensure the child understands.
* Crop and save any relevant recordings or make notes if no recording is available.

Depending on the level of concern, I will refer to the relevant contacts such as, for bullying I will discuss with the parent, for any concern of abuse to report to a safeguarding lead and will discuss with the parent if allowed to. If the child appears to be in immediate danger, I will call the police. Due to this, I store student/parent addresses in a secure and private folder on Google Drive.

By signing the bottom of this document, you acknowledge these conditions, and agree to share any accident reports or circumstantial changes which may affect behaviour. This is non-negotiable.

# Face to Face Tuition Policy

As of June 2024, I am not currently offering face to face teaching. Any changes to this will be in an updated policy, which I will make parents/students aware of any changes via email.

By signing the bottom of this document, you acknowledge that I currently do not offer face to face teaching but will inform you via written communication if and when this policy is updated.

# Best Advice Waver

Each lesson I provide will encompass the commitment and enthusiasm I have for education and I will continue to remain up to date in my professional expertise and the latest developments in both education and technology to offer the most modern, effective teaching methods.

While I share guidance and recommendations with the best intentions, these are aimed to be in addition to your child’s learning experience. My role as private educator is to support, inform and encourage your child on their educational path, however the final choice does lie with the parent and I trust the parents judgement to make an informed and thoughtful decision.

I am not able to assume liability for the recommendations I offer, or the outcomes which may occur from their implementation and your choices are a reflection of your independent judgement and understanding of your child’s individual needs.

By signing the bottom of this document, you acknowledge these conditions and are aware that any advice given is with your child’s best interests in mind, but it is not a form of guarantee and the parent is able to release me from any obligations for the outcomes resulting from the educational guidance provided.

# Business Social Media Policy

As of June 2024, I have an official social media presence for tuition, to develop my reputation, attract new students and future employers amongst other reasons.

Each platform has its own age requirements, but this is subject to change and please check with the individual services for the most up to date information.

If the student is over the required age, they are welcome to follow my profile as are the parents:

Facebook @ JRProTutor

All social media links are found on my website: www.jrprotutor.com

Due to safeguarding, existing students must not message on these platforms and I have tried to disable private messaging and any other messages will be ignored.

I may share experiences on social media, including but not limited to anecdotal stories, memorable quotes, work completed in lessons, reviews and other resources, however this will be done with ethical considerations in mind and no identifying features will be published. All student’s are automatically opted in to this policy, unless the parent or student wishes to opt out, with written declaration via email. If any posts may create negative repercussions for your child, please contact me so I can remove this content.

By signing the bottom of this document, you acknowledge these conditions, and that you have opted in to my social media sharing policy.

# Communication between Child and Tutor

All communication must be given through e-mail at Jemma.r.tutor@gmail.com

Existing students may follow social media pages but must not communicate through these and I politely ask that no student or parent actively search for my personal social media accounts.

Parents are welcome to contact me through social media.

I encourage building a rapport between tutor and student, however I ask that parents monitor the e-mail communication and are welcome to request screen shots of any communication within us in writing. In the event of safeguarding disclosure, I may not be able to do this (see Safeguarding Policy).

By signing the bottom of this document, you acknowledge these conditions, and communication is predominantly through e-mail or video conferencing.

# Student Mobile Phones

In order to teach effectively, I require the full attention and focus of the student, and this is not the case if a mobile phone is present.

I ask that students set their phones to not disturb (with the exception of muting notifications from everyone aside from parent contacts) and leave the phone face down.

In the event that a mobile phone is present, I will not ask more than three times. If at first the student is distracted with a mobile phone, I will ask them to put it away. If it happens a second time, I will ask them to put it away and make the parent aware of the issue. If it happens a third time, I will pause the lesson and ask the parent to remove the phone or may suspend the rest of the lesson (“bank” the time). If this happens continuously in lessons, I will request the phone be confiscated during lesson time and a meeting will be held to discuss this.

If a student is contacted or needs to contact a parent during the lesson, or take photos of the work on screen, they must ask for permission, and for the purposes of equity I shall do the same. My phone will remain silent but accessible in case I need to contact the parent via e-mail during the lesson space.

By signing the bottom of this document, you acknowledge these conditions and agree to discuss these conditions with the child to ensure phones are set to mute/do not disturb, and you agree I will use my work phone as a point of contact with parents during lesson time.

# Payments and Invoices

By the time of tuition, the payment rates will be clear to parents before teaching commences. My standard rate is for 55 minute long lessons, however a reduced rate is accessible if purchased in a “bulk package”. In the interest of equity, all students are charged the same rate for that academic year, but at my discretion I may choose to offer discounted services – but this should not be expected.

I reserve the right to increase my tuition fees, however this will only be done at the start of the academic year, and students from the previous academic year pay bracket are exempt from payment increases in the spirit of fairness. For example, a student will remain at the same rate as the previous academic year if they choose to continue tuition into the next academic year without increases to fees; however if a second student from the same household requests tuition, this student will be susceptible to the increased tuition fee.

Payment is only accepted through BACS transfer after being a recipient of an invoice. Invoices will be sent no later than 3 business days before the lesson commencing through an email from Jemma.r.tutor@gmail.com. Any invoices not paid within 24hr of the lesson occurring without written explanation, will consider the lesson voided and a cancellation notice will be issued. If lessons are cancelled three times due to this issue, I reserve the right to suspend and cancel services to the parent and child. Successful payments will be reflected in an updated invoice and a confirmation email will be sent to the parent email on file.

By signing the bottom of this document, you acknowledge these conditions and understand that it is the parents responsibility to keep up to date with your email.

# Recurring Slots

I believe regular routine is essential in building a rapport with the student and allows them to remain focused, so I offer recurring lesson spots on a weekly, fortnightly or monthly basis (subject to normal fees).

Where possible, I can reserve slots for recurring students who may be taking breaks from tuition out of term time (e.g. summer holidays), but changes to recurring slots must be given in written form via email. This means that outside of term time I will fill these regular slots with ad-hoc students over the summer/half terms.

In the spirit of fairness, I may occasionally take breaks from lessons as a holiday, however I will give students and parents no less than one month's notice for any recurring student lessons, and these lesson slots will not be charged to the client.

By signing the bottom of this document, you acknowledge these conditions, and understand that unless given in writing, recurring slots will continue outside of term time and are liable for full fees.

# Smoking, Vaping and Alcohol

Smoking materials including but not limited to cigarettes, e-cigarettes, e-vapes, “elf bars” and “zero nicotine pods” are illegal in the UK to anyone under 18, and can be confiscated to any children under 16. In compliance with the law, anyone over 18 who buys or attempts to buy tobacco or cigarette papers on behalf of an individual under 18 is committing an offence and a person under the age of 18 who buys or attempts to buy tobacco or cigarette papers for a minor commits an offence.

Although online tuition occurs in the comfort of the student’s home, I remind all participants that smoking during lesson time is not appropriate or acceptable. For students under the age of 18, this will result in an immediate report to the parent and a direct liaison with safeguarding officials. For students over 18, although not a safeguarding concern, goes against my student conduct policy and therefore I reserve the right to terminate service.

I acknowledge that alcohol can be legal for students 16 years or older and is allowed in some religious contexts, however students are not permitted to drink alcohol within my lessons and I apply the same rules which exist in a school.

By signing the bottom of this document, you acknowledge these conditions and that yourself or the student will not smoke or drink alcohol within the lesson. Any instances which may occur allows the lesson to be immediately terminated and full fees payable regardless of loss time.

# Tutor Conduct Policy

I have parental and student expectations, as well as a code of conduct which I will abide by. As I do not offer face-to-face at this time, my focus is placed on digital conduct.

When teaching:

* I will listen, hear and respect every student's voice, including their own identity.
* I will ensure lessons are a safe space for discussion.
* I will keep parents in the loop, and inform them of any issues or topics which may occur in the lesson.
* I will keep in line with my own technology and behaviour policies to ensure I provide a service in a quiet room in appropriate clothing.

Outside of lessons, but whilst working:

* I will respond to messages within 3 working days.
* I will ensure marked work is returned within 5 working days.
* I will maintain confidentiality amongst other clients, and despite making generalisations, will refrain from discussing things which could identify your child.

Outside of lessons, in my personal life:

* Ensure any “public” social media profiles have no searchable name, unless for professional purposes.
* Ensure named social media, where unavoidable, is privatised.
* Ensure I conduct myself in an appropriate manner in public and internet comments are appropriate.
* Work to eradicate unprofessional digital footprints from my own youth.

By signing the bottom of this document, I (Jemma Radford) agree to conduct myself in regards to the Tutor Conduct policy and abide by these policies.

# Complaints Procedure

As a private educator, I am committed to the learning and support of your child’s educational development and strive to provide an inclusive, knowledgeable service in this process. At written request and in line with GDPR regulations, parents can request to view the educational planning for your child at any time.

I strive to provide an excellent service, however I address any concerns or complaints directly and personally to resolve them in a timely and beneficial manner to the working relationship between tutor and parent/student. To ensure the process is manageable and fair, complaints must be made within five years from the date of the lesson, and anything past this five-year period cannot be addressed.

If needed, please submit a written complaint at Jemma.r.tutor@gmail.com, including the following:

* Parent full name and Child’s Full Name.
* Date of the lesson which is the subject of the complaint.
* The nature of the complaint and the reason for lodging it.
* What resolutions you wish to see.
* When you will be available to discuss this matter further.

If a mutual resolution cannot be reached, you will be able to discontinue all tutoring services without any penalties for cancellation as well as a refund for any “bulk” lessons.

I ask that the details of the complaint must remain confidential rather than being shared on public forums or social media as a way to protect our professional relationship and any safeguarding for your child from potential exposure or online risks.

During the complaints process, I may share details of your complaint with an insurance advisor where necessary, and I will inform you in writing of this.

By signing the bottom of this document, you acknowledge these conditions and accept complaints must be submitted within the five-year period and waive your right to lodge a complaint including advice, misconduct or other grounds after this five-year period. You also consent to me sharing this complaint with the relevant people.

# Signatures

I confirm I have read and agree to the terms of JRProTutor in full, and acknowledge parental consent is given for future updates unless informed otherwise.

Name: Jemma Radford

Date: 29/06/2024



I confirm that I have read and agree to the terms at JRProTutor in full, and understand my consent is given for future updates unless informed otherwise.

Parent Name:

Childs Name:

Date:

