



Code of Conduct

Evermore Education shall, at all time, act honestly in their professional dealings with clients (actual and potential), tutors and employees. Evermore Education upholds a high safeguarding standard and expectations of Tutors, Students and Parents. Any breach in the Code of Conduct, may result in immediate termination. The elements outlined in the code of conduct are in relation and linked to the Child Protection and Safeguarding Policy, and Tutor and Parent Contract Agreements.

Obligations of the Tutor

- The tutor is to undertake all preparation prior to lessons and to structure lessons in such a way to optimise time to the benefit of the student.
- Tutors shall keep up to date with developments in tutoring practice, curriculum, legislation and qualifications in order that they might diligently support the professional practice of tutoring.
- Tutors shall, at all times, understand that the role as tutor is to encourage and enable students to achieve their unique potential through positive tuition, understanding, acknowledgement and personalised attention.
- Tutors shall understand the need to be flexible and creative in tutoring, embrace and deliver effective learning strategies and committed to identifying any challenges and difficulties their students may have and strive to assist them in overcoming those barriers.
- Shall seek to understand and identify the students optimum learning style and where applicable incorporate into tuition delivery.
- Tutors shall not engage in any form of plagiarism, such as completing student's homework assignments for them.
- The tutor shall keep all information of the student confidential and shall keep other parties involved in the education of the student updated and informed, only if written permission from the parent is given, unless doing so would result in injury or harm being done to them.
- Tutors are to respect the confidentiality of all business information which comes into their possession, except from those persons entitled to receive it and unless it is illegal to do so.
- Tutors shall not, knowingly or recklessly, disseminate any false or misleading information, either on their behalf or on behalf of anyone else.
- Tutors will only be allowed to teach downstairs in the students home, with a parent present at home all times. After discussion with parents, if a student is unable to come out of their bedroom or upstairs space, the tutor must gain permission from the parent to undergo lessons in that space. It becomes the responsibility of the parent to

frequently check on the lesson to ensure the safeguarding is being met for both student and tutor.

- At no point is it the tutors responsibility to look after or teach any other children in the home, whilst agreed tuition is taking place.
- Tutors will keep an open channel of communication with Evermore Education for coordination and support. This can be done via email or the Evermore Education Whatsapp Groups.
- Tutors shall be careful to avoid creating any unhealthy dependencies by suggesting a need for tutoring where no such need exists; reporting in a manner that explicitly or implicitly suggests a need for further on-going tutoring; engaging in any practice that undermines the independent learning of pupils.
- Tutors shall understand that their relationship with the students is professional and not personal and acknowledge a duty of care towards them.
- Shall show respect for my student's cultural background, educational challenges, personal dignity and values.
- Tutors shall respect the Tutor Contract Agreement.
- Tutors shall report any concerns regarding students and families including, but not solely, conduct, safeguarding, behaviour to Evermore Education.
- Tutors must log their hours and lesson evaluation through their personal Google Form - failure to do so, will result in payment delays.
- Other obligations of the Tutor are outlined in the Tutor Contract Agreement.

Unacceptable Behaviour:

- **Welfare:** Neglect to report concerns or allegations about student welfare. Please refer to the Child Protection and Safeguarding Policy.
- **Boundaries:** Do not meet students outside of scheduled sessions, whether online or in-person.
- **Substances:** Do not smoke, consume alcohol, or use illegal substances during or immediately before tutoring sessions.
- **Relationships:** Do not cultivate inappropriate relationships with students or families. Private work must not be undertaken whilst working with the families under Evermore Education. If this happens, the Tutor will be immediately dismissed as this is a breach to our safeguarding policy and the Local Authorities will be notified. Private work is prohibited until 6 months after both parent/carer and tutor contracts end.
- **Promises:** Avoid making unwarranted promises to students and parents/carers.
- **Conduct:** Do not engage in any form of abusive or sexually inappropriate behaviour with or around students. This will result in immediate dismissal as this is a breach of safeguarding, the Local Authorities will be notified, as well as any emergency services.
- **Privacy:** Do not share personal contact details or social media, confidential information about students including academic performance or personal matters, without explicit consent.

- Intimidation: Do not act in a manner that is intrusive, threatening, or could be perceived as such. This will result in immediate dismissal as this is a breach of safeguarding, the Local Authorities will be notified, as well as any emergency services.
- Respect: Tutors must not belittle or patronise students, or make sarcastic, insensitive, or sexually suggestive comments. If this happens, the Tutor will be immediately dismissed as this is a breach to our safeguarding policy and the Local Authorities will be notified.

In person 1:1 tuition:

- Tutors shall maintain accurate records of tutoring sessions as expected and required using the Google Form provided.
- Tutor shall ensure that a parent/carer is present/in the vicinity throughout each tutoring session. If they are not, the Tutor must not enter the property. If the parent leaves mid-session, the Tutor must contact Evermore Education immediately.
- If the Tutor is delayed/late/unwell or unable to attend the lesson, the parents/carers and Evermore Education must be notified via email or the family WhatsApp group.
- Some sessions may involve going to an external location. If the Tutor and Student work outside of the family home, where a parent is present, they must work in a manned location such as a village hall. If the Tutor and Student go on an external visit, for example the library, the parent/carer must sign the consent form which needs to be submitted to the WhatsApp Group prior to leaving. More information can be found in the External Lessons and Outings Policy.

Virtual 1:1 tuition:

- The Tutor shall maintain accurate records of tutoring sessions as expected and required.
- Tutors shall ensure access to Zoom (or other providers) records are accessible to confirm conducted tuition.
- Tutors shall create a conducive learning environment that is free from distractions. This includes eliminating background noise and ensuring background settings are either configured to blurred, professional backdrops, or own environments are neat and tidy.
- The Tutor shall be prepared in advance for each tutoring session. If the Tutor is delayed/late/unwell or unable to attend the lesson, the parents/carers and Evermore Education must be notified via email or the family WhatsApp group.
- The Tutor shall ensure that their hardware and software are in good working condition. This includes a reliable internet connection and familiarity with teaching features ie. Whiteboard, sharing applications, giving control to students etc.
- More information regarding online tuition, please see the Online Tuition Safety Policy.

Compliance and Enforcement:

Failure to adhere to this Code of Conduct and the Tutor Contract Agreement may result in dismissal from Evermore Education. Severe violations may be reported to the police and/or local authorities. All further legal actions remain explicitly reserved.

Obligations of the Parents/Carers

- The parent is obligated to provide the tutor and Evermore Education with the relevant information, highlighting areas of learning objectives and setting measurable goals to work towards in tutoring sessions.
 - The parent will meet the tutor during an induction. If the parent is not happy with the tutor, or the student indicates that they are not happy, the parent is to inform Evermore Education so they can arrange alternative tutors.
- The parent may be required to sit in for the first lesson or two, especially if your child is younger or anxious about tutoring. Gradually grant more independence as you and your child get to know the tutor and establish trust.
- The parents will provide a safe learning environment that is reflected in our safeguarding policy. Students will need a table and chair, work book and stationery, in a non-distracting environment, ideally downstairs in their home. Other locations can be agreed by all parties prior to lessons starting.
- Tutoring may take place at external locations such as a village hall. If this takes place, any children under and including the age of 16, must be taken to this location to sign in and out with the tutor. Other arrangements may be in place to support the family with this but needs prior approval with Evermore Education.
- The Tutor may take the student on external visits, such as the library, museum or shops, but this needs prior approval from the parent/carer and a consent form must be completed and sent to the family WhatsApp group. More information can be found in the External lessons and Outings Policy.
- For online tuition, parents must implement the relevant parent control settings on the device for your child's use. This will help monitor and restrict access to inappropriate content.
 - Discuss privacy measures with the tutor, such as your child recording the lesson for future use, using a virtual whiteboard and ensuring that screen sharing is limited to the necessary materials. Tutors can send virtual whiteboards to parents after the lesson if required.
 - The parent must teach their child about online safety and appropriate behaviour.
- The parents may need to intervene when the student is disengaged, in cases such as, the student is dysregulated, frustrated, aggressive or withdrawn for the session, the parents involvement will be essential to get the student back on track and support the tutor.
- The parents must be respectful to Tutors and Evermore Education. Evermore Education does not tolerate any abuse or bullying, and has the right to cancel any agreement if this should occur.
- The parent must always be in eachshot for younger students, and must always be present/in the vicinity throughout each tutoring session. If they are not, the Tutor must not enter the property.

- The parent must not leave mid-session. If they do, the lesson will be stopped, the Local Authority and Police will be contacted, tutoring will be suspended and you will still be charged for two weeks after suspension.
- The parent must regularly check in with their child about their experiences with the tutor, to create an environment where they feel comfortable sharing any concerns or discomfort.
- Parents must ensure that the student, and anyone in the household, is appropriately dressed and use appropriate language as per our safeguarding policy. If this is not met, the tutor must not enter the property and the lesson fee will still be charged.
- While parents are not responsible for teaching, they may need to assist in ensuring that homework, revision or independent learning outside of tutoring hours is completed as these tasks are essential for students' progress.
- Parents/carers should notify the tutor and Evermore Education at least 24 hours in advance if a session needs to be rescheduled or cancelled. Excessive absenteeism without a valid reason may result in a review of the tutoring arrangement. Parents/carers should contact Tutors via email, cc'ing evermoreeducationuk@gmail.com or through the group Whatsapp chat with parents, tutor and Co-Directors.
- The parents must only communicate with Tutors or Evermore Education through the family WhatsApp Group or emails. If the parent contacts the tutor (or vice versa) privately, this is a breach to the code of conduct, safeguarding policy and contract agreements, resulting in a disciplinary for the tutor and may impact tutoring services.
- The parents must report if they have any safeguarding concerns in relation to the tutor, or any external lesson environments.
- The parents must sign the Contract Agreement and the GDPR consent form prior to any tuition taking place.
 - The parents must pay any upfront costings, such as course and exam costs, within 7 days of the invoice date. Once this is paid, along with the Contract Agreement and GDPR consent form being signed, tuition can commence.
 - If these are not completed within 21 days of the original sent date, then tutoring will not commence.
 - The parent has the right to ask for suitable amendments to the contract, but any such amendments would be made at the discretion of Evermore Education.
 - Any refusal to sign the contract, or any breach of contract after signing, will result in immediate dismissal and will no longer work with Evermore Education.

Compliance and Enforcement:

Failure to adhere to this Code of Conduct and the Parent/Carer Contract Agreement may result in termination of contract with Evermore Education. Severe violations may be reported to the police and/or local authorities. All further legal actions remain explicitly reserved.

Obligations of the Student

- The student undertakes to assist the tutor and parent in identifying problems in which the student needs specific tutoring, if they are able to.
- The student and parents agree to provide their own materials, such as paper and pens, needed for each tutoring session.
- The student agrees that assignments, exercises, revision and homework form an integral part of tutoring and completes such work timeously. We understand at times the student may be unable to engage in extra work - this should be communicated to the tutor prior to the lesson.
- Students must be appropriately dressed and use appropriate language as per our safeguarding policy. If this is not met, the tutor must not enter the property and the lesson fee will still be charged.
- Students are expected to treat their tutors with respect and courtesy. Disruptive or disrespectful behaviour towards tutors will not be tolerated.
- Students must respect the property of the home where tutoring takes place, as well as any materials or resources provided by the tutor. The costs of any intentional damage or misuse of property will be charged to the parents/carers. This includes any damage to external locations, such as the village hall.
- The student must treat their peers, family members, and any other individuals present with respect and kindness. Bullying, name-calling, or any form of disrespectful behaviour will not be tolerated.
- Students are expected to arrive on time for their tutoring sessions. Punctuality not only demonstrates respect for the tutor's time but also ensures that the full allotted session can be utilised effectively. In the event of unavoidable delays, parents/guardians must inform the tutor as soon as possible. The lesson will only take place in the allocated time slot, unless otherwise organised 24 hours prior to the lesson. The tutor has the right to terminate the lesson if the student is 15 minutes late.
- Regular attendance is crucial for the student's progress. Parents/carers should notify the tutor at least 24 hours in advance if a session needs to be rescheduled or cancelled. Excessive absenteeism without a valid reason may result in a review of the tutoring arrangement. Parents/carers should contact Tutors via email, cc'ing evermoreeducationuk@gmail.com or through the group Whatsapp chat with parents, tutor and Co-Directors.
- Other obligations of the student can be found in the Behaviour and Absence policy.

Conclusion

By signing the contract agreements, all parties agree to adhere to the contract, safeguarding policy and code of conduct.