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Introduction:

Our tuition company wants learning to be fun and successful for everyone. To make sure that happens, we've got some simple rules for tutors, students, and parents to follow.

Rules for Tutors (Teachers):

Tutors should always be friendly and arrive on time for lessons.

Tutors need to talk nicely and help you when you have questions.

Tutors won't message you on social media or text you in private.

Tutors will make learning fun and help you understand everything.

Tutors won't let you cheat or tell lies. They want you to do your best honestly.

Tutors will tell your parents how you're doing and how you can get better.

Tutors will make sure you're safe and feel at ease during your lesson.

Rules for Students (You):

Be polite to your tutor and listen to their advice.

If you don't understand, ask questions. It's okay to ask!

Have all your stuff ready before lessons.

If you don't understand something, be honest and ask for help.

If you're online, use technology safely and follow the rules.

Follow any instructions your Tutor gives.

If you feel sad, unsafe or scared, let your Tutor know. If your Tutor makes you feel sad, unsafe or scared, tell your parent/carer/school and inform the Designated Safeguard lead at Tutor Train Ltd - Praema Stelling, 07500 862722, hello@tutortrain.co.uk.

Rules for Parents:

Talk nicely to your tutor and our company and share what you think.

Support your child's learning by helping with materials and finding a quiet place to study.

Pay fees on time and follow our rules.

Be polite and show respect for your tutor's skills and ways of teaching.

Ask questions of your Tutor if you are unsure on any aspect of learning.

Contact the Tutor at reasonable times of the day.

Check with the tutor to see how your child is doing in lessons.

If rules are not followed, there might be warnings or a break from lessons. We want learning to be happy, respectful, and successful for everyone!

Low-Level Behaviour

We understand that sometimes you may be feeling upset or having a tough day, and this may lead to unacceptable behaviour during sessions.

We always start by being kind and trying to understand what's bothering you.

Here are some examples of low-level behaviours:

- Coming to the session a little late
- Not feeling like talking or answering questions
- Using words that are not very nice
- Not wanting to do the work
- Talking to friends or getting distracted

Let's say you arrive late and are not in a good mood because of an argument at home. Instead of getting upset about being late, we'll greet you warmly and give you a chance to talk about how you're feeling.

Behaviour Warning System

Our Tutors use different strategies based on what's best for you. For example, if you're really into football, you might earn football stickers for great work!

We also use a system to help you know when your behaviour needs to change. Here's how it works:

Warning 1: We'll talk to you and ask you to stop or change what you're doing.

Warning 2: If you keep behaving the same way or start doing something else disruptive, we'll give you another warning and explain what might happen if it continues, like not getting a sticker or chatting with your parents after the session.

Warning 3: If the behaviour doesn't improve, we'll follow through with the consequence.

Warning 4: If the behaviour continues, we may be required to end the lesson.

High-Level Behaviour

We believe in giving chances and making things right, but there are times when behaviour is not okay or safe. Some examples are:

- Being mean or rough with Tutors or other students
- Using mean words with Tutors or other students
- Making threats
- Saying bad words
- Suspected or confirmed use of things you shouldn't

In cases like these, we might need to pause lessons until we figure out how to help you and keep everyone safe.

Reporting Incidents and Concerns

We track all behaviours and discuss them with Praema Stelling. Together, we make a plan to help you improve.

If something seems more serious, we'll let Praema Stelling decide what to do next. If it's a safeguarding issue (something that could be harmful to you or others), we'll follow special rules to keep you safe.

We want everyone to have a great time learning with us, so let's work together to make it a positive experience for everyone! 😊