

Online tutoring policy:

Our online tutoring services are designed to provide students with a safe, engaging, and effective learning experience. By participating in online tutoring, students and parents/guardians agree to the following terms.

Technology Requirements:

- Students are responsible for ensuring they have access to a reliable internet connection, a suitable device, and any required software or applications before the session begins.
- Students should test their equipment prior to each lesson to minimise disruptions.

Learning Environment:

- Students should participate in sessions from a quiet, well-lit, and distraction-free environment.
- Parents or guardians are encouraged to supervise younger students and remain available if assistance is required.

Attendance and Punctuality:

- Students should join their online session on time and be prepared with any required learning materials.
- Late arrivals will be managed in accordance with our Late Arrival Policy.

Communication and Conduct:

- Students are expected to behave respectfully and engage appropriately throughout each session.
- Disruptive, inappropriate, or offensive behaviour may result in the session being terminated. Continued breaches may lead to the suspension or discontinuation of tutoring services.

Privacy and Confidentiality:

- Online sessions are conducted using approved and secure platforms where possible.
- Students and families must not share meeting links, passwords, or access details with anyone outside their household.
- To protect the privacy of all participants, tutoring sessions must not be recorded, photographed, or shared without the prior written consent of both the tutor and the company.

Technical Difficulties:

- If technical issues interrupt a session, both parties will make reasonable efforts to reconnect as quickly as possible.
- If the issue cannot be resolved, the remaining session time will be rescheduled or otherwise addressed at the company's discretion, provided the disruption was not caused by the student's equipment or internet connection.

Child Safety:

- Tutors maintain professional boundaries at all times and communicate with students through approved platforms and company communication channels.
- Parents or guardians are responsible for ensuring that students have appropriate supervision during online sessions, where required based on the student's age and needs.

We are committed to providing a professional, safe, and productive online learning environment and appreciate the cooperation of students and families in supporting a positive tutoring experience.