

GoStudent Tutor Code of Conduct

Purpose:

This code outlines the conduct and behaviour that is expected from GoStudent Tutors. It aims to help us protect students from abuse and reduce the possibility of unfounded allegations being made against tutors.

As a Tutor at GoStudent you are acting in a position of authority and have a duty of care towards the students we work with. You are likely to be seen as a role model and are expected to act appropriately.

As a verified tutor at GoStudent I agree to adhere to the below code of conduct:

1. To always behave in a professional manner when interacting with students, parents, guardians and members of the team.
2. To be on time for each scheduled session, ideally ready and waiting for attendees to arrive five minutes before the start time.
3. To use appropriate language and tone in all interactions, always ensuring that all conversation is professional. We are a young and vibrant organisation so we expect tutors to be friendly, professional, and mannerly when interacting with parents and students.
4. To prepare fun and engaging sessions that are tailored to the students' needs.
5. To ensure that I have working technology, a strong internet connection and the ability to use the teaching features in zoom (e.g. screen sharing, use of whiteboard).
6. To familiarise myself with the webapp and the online scheduling tool so that I am able to communicate clearly with my students.
7. To have a professional and non-distracting set up whilst tutoring (e.g. no unmade bed in the background, no excess noise, etc).
8. To ensure an open line of communication between myself and the tutor team.
9. To take the time to write thoughtful and considered feedback at the end of each session, understanding that parents love to know how their child is doing and that this, in turn, fosters a positive relationship.
10. To be responsive to messages within the GoStudent platforms in a timely manner.
11. To remember to keep my availability up to date, ideally keeping peak hours free when I can (suggested times are 'Monday to Friday 16:00-19:00' and 'Saturday and Sundays 10:00-15:00' this is when tutoring is most in demand and this way you can get more bookings).
12. To prioritise the welfare and safety of students by following the GoStudent safeguarding policy by flagging any safeguarding issues to the Designated Safeguarding Officer.

Unacceptable behaviour

When working with students, you must not:

- allow concerns or allegations to go unreported
- arrange to meet a student online or face to face outside of scheduled sessions
- smoke, consume alcohol or use illegal substances
- develop inappropriate relationships with students, including having 'favourites', accepting or giving gifts
- make inappropriate promises to students
- engage in behaviour that is in any way abusive including having any form of sexual contact with a student
- let students have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account
- act in a way that can be perceived as threatening or intrusive
- patronise or belittle students
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of students
- contact students who are Under 16 using Whatsapp under any circumstances.

Upholding this Code

You should always follow this code of behaviour and never rely on your reputation or that of Go Student to protect you.

If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave GoStudent. We may also make a report to statutory agencies such as the police and/or the local authority child protection services. If you become aware of any breaches of this code, you must report them to the Designated Safety Officer.