

Code of Practice for Cardiff & Vale Tutors online tuition

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Next review due 26th May 2021

PURPOSE

This document sets out professional business practices for Cardiff & Vale Tutors online tutoring. Each Cardiff & Vale Tutor is self-employed and responsible for maintaining these professional standards.

SCOPE

Online tutoring is defined as synchronous / live one tutor to one / many students, provided by a human tutor over the internet.

GEOGRAPHICAL COVERAGE

This Code of Practice relates to:
Cardiff & Vale Tutors registered in the United Kingdom

CONFIDENTIALITY

Cardiff & Vale Tutors maintains professional standards and ensures confidentiality. Tutors are committed to maintaining the highest degree of integrity in all their dealings with potential, current and past clients, and the protection of all personal information received in the course of providing online tutoring. They extend the same standards to all their customers and tutors.

ETHICS

Cardiff & Vale Tutors always conducts their services honestly and honourably. They take proper account of ethical considerations, together with the protection and enhancement of the moral position of their customers and tutors.

CHILD SAFETY

Online tutoring involves putting minors in direct contact with adult tutors, over the internet, by video and / or audio. Cardiff & Vale Tutors has clear Child Safety processes and procedures (see separate policy).

- Whilst it is not necessary for tutors working for these businesses to be DBS (or CRB) checked, **all** Cardiff & Vale Tutors are Enhanced DBS checked and certified.

TECHNOLOGY

Cardiff & Vale Tutors online lessons require the use of a laptop or tablet with internet connection. Lessons are delivered on the Zoom communications platform <https://zoom.us/> . All online meetings with Zoom will be set up via a link and be password protected. The password and link will be shared privately via email exclusively to the parents of the tutee. Lessons involve links to other reading

related platforms and websites. We also use [Tutorbranch](#) and this requires an email and a password which we email.

RECORDS

Cardiff & Vale Tutors may ask for permission to record a lesson for training purposes. If permission is granted, these recording may be used for training.

The parent can ask for a lesson to be recorded and request a copy of the recording.

CUSTOMER OFFER

Cardiff & Vale Tutors display customer pricing options clearly on their website.

Cardiff & Vale Tutors adheres to UK distance selling regulations and offers money-back guarantees.

Signed by: *H. Glynn*

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