

Student Behaviour Policy

Date	Version	Created by	Description of change
3/07/2022	1	Head of Operations	Basic document outline
3/07/2023	2	Client Manager (RB)	Terminology updated (sanction)
13/03/2023	2	Director (MC)	Reviewed

Everyone at Capital Tuition Group wants you to have the best possible experience with your tutor and during your sessions. Your tutor will always treat you with respect and courtesy. There are things that you can do too to help make this an enjoyable experience so please could we ask you to follow this simple code of conduct.

Please;

- ✓ Turn up for lessons on time and log into your online tuition sessions a few minutes early using the link that has been emailed to you. This is to avoid any delay to your lesson due to technical issues.
- ✓ Log into your session using a computer or laptop. A mobile phone is insufficient!
- ✓ Turn your camera and microphone on. This is for safeguarding purposes and to support your learning.
- ✓ If you are taking part from home, make sure that you are logging in from a public space inside your home (e.g. study/office, living room, dining room, kitchen) and avoid logging in from your bedroom. If this isn't possible, then set yourself up so that your background faces away from your personal space (e.g. bed, wardrobe, clothes etc).
- ✓ Let someone know if you are going to be late or are unable to attend. You can contact us at hello@capitaltuitiongroup.com or 020 3478 8514 to let us know if you are having any attendance issues. After 2 consecutive absences without reason or prior notice, we may offer your place to another student.
- ✓ Behave in a respectful way towards your tutor, never use bad language and be appropriately dressed for your tutoring session.
- ✓ Come prepared – have everything you need for the lesson with you including work books, notebooks, pens, calculators etc.
- ✓ Treat other students with respect and in the same way you would expect to be treated.

- ✓ Use 'Lessonspace' sensibly and safely and always report any suspicious activity or communication from people who you don't know.
- ✓ Never under any circumstances record or livestream any of the lesson with your or another device*
- ✓ Remember that your relationship with your tutor is that of professionals so it is not appropriate to connect with them on social media.
- ✓ From time to time and for academic reasons you may need to communicate with your tutor. Only contact them via your school email address and you must cc your school's Head of Year and your parent or guardian.
- ✓ Your tutor may remove you from your online tuition session at their discretion for inappropriate behaviour, this will act as a sanction for such behaviour.
- ✓ Enjoy the learning experience!

Thank you 😊

***Recording Live Lessons**

Any recording of a live lesson without very clear permission from Capital Tuition Group and all other individuals or companies involved in your tuition is strictly forbidden, as in some cases it could be a criminal offence and lead to you being reported to the Information Commissioner's Office (ICO) or even the police.

If you have a genuine need to record a live lesson (for example due to significant learning needs or a specific requirement of a school) a written request would need to be made to Capital Tuition Group via email hello@capitaltuitiongroup.com. Capital Tuition Group does have the right to reject this request if it goes against GDPR rules. If Capital Tuition Group decided it was appropriate to grant your request, we will need to ask permission from everyone else involved in your lesson and it can only be granted once written confirmation is received from all of them.

Under no circumstances should lesson links be passed on to anyone else who is not registered for the lesson. This includes passing on the link via email, private messaging, social media, live streaming and/or any other methods. Any unauthorised passing on of a lesson link to anyone other than the students/tutors/staff/parents who are supposed to have it, will lead to the person responsible being reported to the Information Commissioner's Office (ICO) and, possibly, the Police. If Capital Tuition Group has enough evidence to suggest that a lesson link has been passed on by any student, Capital Tuition Group has the right to ban and cancel this student from the tuition. In this instance, the client of the student in question will not be eligible for a refund of any prepaid tuition.



This policy will be reviewed annually in line with current best practice and KCSIE guidance.

Approval Date	Renewal date	Version No.	Approved by	Date
1.09.22	1.9.23	01	Emily Townsend (DDSL)	1.9.22
19.07.23	19.07.24	02	Emily Townsend (DDSL)	19.07.23
14.03.24	14.03.25	02.1	Matthew Curnier (DSL)	14.03.24