



## Code of Conduct for Tutors

### 1. Introduction

Tutors working with Lighthouse Tuition (South-West) represent not only themselves but also the values, reputation, and standards of the company. This Code of Conduct outlines the expectations and responsibilities of all subcontracted tutors delivering tuition services on behalf of our company. Failure to comply with this Code may result in disciplinary action, suspension, or termination of your contract.

### 2. Professionalism and Behaviour

Tutors must:

- Conduct themselves with integrity, respect, and professionalism at all times.
- Arrive punctually and be prepared for every session.
- Dress appropriately and maintain high personal hygiene standards.
- Avoid using inappropriate language or discussing personal matters with students.

Tutors must not:

- Form personal relationships with students or families beyond professional boundaries.
- Accept gifts or favours that could be perceived as inappropriate.
- Use tuition time for anything other than educational instruction.

### 3. Safeguarding and Child Welfare

Tutors are required to:

- Read, understand, and comply with the Safeguarding Policy.
- Maintain a valid Enhanced DBS certificate and up-to-date safeguarding training.
- Report any safeguarding concerns to Sophie Hocking, the Designated Safeguarding Lead (DSL), immediately.

Tutors must never:

- Be alone with a student in a closed, private space.
- Physically discipline or use intimidating language toward a student.
- Ignore or withhold reporting concerns or disclosures made by a child.

### 4. Learning Environment

Tutors must:

Adapt sessions to meet the needs of each learner, including those with special educational needs (SEN).





- Use age-appropriate and inclusive teaching materials.
- Maintain accurate records of attendance and progress.
- Work in open and visible parts of the home, not in bedrooms or isolated areas.

#### 5. Confidentiality and Data Protection

Tutors must:

- Treat all student and family information as confidential.
- Store any personal information securely and in line with the GDPR and Data Protection Policy.
- Never share photos, names, or details of students on social media or with third parties.

#### 6. Communication and Representation

Tutors must:

- Communicate professionally and clearly with parents/carers and Lighthouse Tuition staff.
- Notify Sophie Hocking of any issues that may impact their availability or performance.
- Refrain from promoting their own services to clients outside of the Company's scope.

#### 7. Health, Safety, and Wellbeing

Tutors are expected to:

- Ensure that the tuition space is safe before commencing a session.
- Report any accidents, risks, or issues to Lighthouse Tuition immediately.
- Avoid working when unwell, especially if symptoms are contagious.

#### 8. Online Tuition

For remote/online sessions:

- Use only company-approved platforms.
- Ensure sessions are conducted in a private and quiet environment.
- Maintain the same standards of behaviour and safeguarding as in-person sessions.

#### 9. Contractual Obligations

Tutors must:

- Submit invoices as per agreement.
- Abide by the terms of their SLA and IR35 guidelines agreement.
- Keep all compliance documents (e.g., DBS, safeguarding training) up to date and submitted annually.





Acknowledgement

By accepting tuition work through our company, you confirm that you have read, understood, and agree to comply with this Code of Conduct. Failure to adhere may result in immediate suspension or termination of contract.

Name of Tutor: \_\_\_\_\_

Signed by Tutor: \_\_\_\_\_

Date: \_\_\_\_\_

Signed on behalf of Lighthouse Tuition (South-West)

Director Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

