

QUALITY IN TUTORING STAFF CODE OF CONDUCT

2026

Quality in Tutoring
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Quality In Tutoring

Staff Code of Conduct Policy

Date Adopted: April 2026

Author/owner: Quality in Tutoring Ltd

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Approved	Signature	Date
M.A- Managing Partner		September 2025
M.A- Managing Partner		April 2026

Our Mission Statement: We are committed to empowering every student to reach their full potential through personalised, inclusive, and high-quality tutoring that inspires confidence, academic growth, and a lifelong love of learning.

Staff Code of Conduct

As a member of the team at Quality in Tutoring Ltd, you are expected to uphold our core values and professional standards to provide high-quality tutoring services and create a supportive, inclusive learning environment for all students. The following code outlines the standards of behaviour and responsibilities expected of all staff members.

1. Purpose of This Policy

This Code of Conduct sets out the professional standards, safeguarding responsibilities, and operational expectations required of all tutors and staff working with Quality in Tutoring Ltd. All staff are expected to adhere to this policy at all times when representing the organisation

2. Professionalism and Integrity

2.1 Qualifications and Competence

- Tutors must maintain valid qualifications and demonstrate subject expertise.
- Continuous professional development is expected, including safeguarding, prevent, and online safety training.

2.2 Commitment to Quality

- Deliver structured, high-quality sessions tailored to each student's needs.
- Follow agreed lesson objectives, assessments, and reporting procedures.

2.3 Communication

- Maintain clear, professional, and timely communication with parents, schools, and management.
- Provide accurate updates on student progress and engagement.

3. Respect and Inclusivity

- Treat all students, families, and professionals with respect and professionalism.
- Promote inclusive practice, particularly for students with SEND or additional needs.
- Maintain appropriate professional boundaries at all times.
- Avoid any behaviour that could be perceived as discriminatory, inappropriate, or unprofessional.

4. Safeguarding, Safety and Responsibility

4.1 Safeguarding Responsibilities

Safeguarding is the responsibility of all staff.

- Tutors must **remain vigilant at all times** to signs of:
 - Abuse
 - Neglect
 - Exploitation
 - Changes in behaviour

4.2 Reporting Safeguarding Concerns

- All safeguarding concerns or disclosures must be:
 - **Recorded immediately on TutorCruncher**
 - **Reported to the Designated Safeguarding Lead (DSL) or line manager immediately (same day, without delay)**
- Tutors must **never delay, investigate independently, or make assumptions.**
- TutorCruncher is used as a **recording tool only** and does **not replace direct verbal escalation.**

Failure to follow safeguarding procedures will be treated as a **serious breach of conduct.**

4.3 Student Welfare and Absence Protocol

- If a student misses **two consecutive sessions without communication:**
 - Tutors must **immediately inform their line manager and the school**
 - This will trigger a **welfare check**
- Tutors must not assume absence is authorised unless confirmed.

4.4 Session Supervision

- Tutors are responsible for student safety during all sessions.
- Sessions must take place in approved, risk-assessed environments (or approved online platforms).

4.5 Attendance and Punctuality

- Tutors must **attend all scheduled sessions on time.**
- Any delays or issues must be communicated immediately.

5. Operational Expectations and Compliance

5.1 School Calendar Responsibility

- Tutors are responsible for checking and following the school calendar for each student, including:
 - Term dates
 - Holidays
 - INSET days
- These days are **non-working and unpaid unless otherwise agreed**.

5.2 Session Cancellation Protocol

- Tutors **must not cancel or accept cancellations based solely on text messages** from parents/carers.

If a cancellation is received:

- Tutors must **call the parent/carer to confirm**
- Tutors must **inform their line manager immediately** or follow escalation protocol if manager not available.

If no response is received from the line manager:

- Tutors must **attempt to call the parent/carer to confirm the cancellation**.
- Tutors are required to **attend the scheduled session as planned** and remain available until further instruction is received.
- This ensures safeguarding, accountability, and continuity of provision at all times.
- Tutors may be **redirected to another student or nearby school** to fulfil their contracted hours.

5.3 Session Continuity Rule

- Once a session is cancelled:
 - **No further sessions should be scheduled** until confirmation of attendance is received from:
 - Parent/carer
 - School
 - Commissioning body

5.4 Reallocation of Sessions

- Tutors are expected to remain available during their scheduled hours.
- Where sessions are cancelled, tutors may be reassigned to alternative provision.

6. Reporting and Accountability

- Tutors must report:
 - Safeguarding concerns
 - Attendance issues
 - Behavioural concerns
 - Any incidents affecting student wellbeing
- All reporting must be:
 - Timely
 - Accurate
 - Logged appropriately (TutorCruncher + escalation)

7. Confidentiality and Data Protection

- All staff must comply with GDPR and company data protection policies.
- Student information must:
 - Be stored securely
 - Only be shared with authorised individuals
- Tutors must not:
 - Share student details externally
 - Use personal devices or platforms inappropriately

8. Professional Boundaries

- Tutors must maintain clear professional boundaries at all times.
- Personal relationships with students or families are strictly prohibited.
- Communication must remain appropriate and professional.

9. Ethical Conduct and Conflict of Interest

- Tutors must not:
 - Offer private tutoring to company students outside the organisation
 - Engage in any activity that conflicts with company interests
- Any conflicts must be declared immediately.

10. Compliance and Breaches

Failure to comply with this policy may result in:

- Formal warnings
- Removal from assignments
- Termination of contract

Serious breaches (particularly safeguarding failures) may result in:

- Immediate suspension
- Referral to external agencies where required

Data Protection

Quality in Tutoring Ltd is committed to ensuring the privacy and protection of all personal data handled during the course of our tutoring services. All staff are required to comply with GDPR and our internal data protection policies. If you have any questions or concerns regarding data protection or the handling of personal information, please contact our Data Protection Officer (DPO):

Data Protection Officer: Ms Mirvat Al-Khulaqi

Email: Mirvat.alkhulaqi@qualitytutoing.org.uk

Phone: 07446021987

For more detailed information, please refer to our Data Protection Policy document.