

# Miss Barnes Tutoring

## CLIENT CODE OF CONDUCT

### **Purpose**

We aim to provide a safe, supportive, and effective learning environment for every student. This Code of Conduct explains how families and tutors can work together to ensure sessions are productive, respectful, and enjoyable.

### **Attendance and Punctuality**

Consistent attendance is important for progress. Families should aim to have students ready and on time for each session. If a session needs to be cancelled, giving at least 24 hours' notice is appreciated, except in cases of unexpected illness or emergencies. If a student is absent unexpectedly, families should contact Miss Barnes Tutoring at their earliest convenience.

### **Learning Environment and Health & Safety**

Families can help make sessions effective by providing a safe and comfortable space for learning. This should include a suitable table, desk, or other surface that allows the student to sit comfortably and maintain good posture while writing. The area should be free from hazards, distractions, or excessive noise. These small steps help the tutor focus on supporting your child and help your child get the most out of every session.

### **Supporting Learning**

Families play an important role in supporting learning. Encouraging your child to complete practice tasks, preparing for sessions, and communicating any changes in needs or wellbeing all help tutors tailor sessions effectively. Open communication and encouragement at home make a big difference to progress and confidence.

### **Behaviour and Respect**

A positive learning environment works best when everyone treats each other with respect. Families and students are expected to behave politely and kindly during sessions. Any form of discrimination, intimidation, or aggressive behaviour is not acceptable. If any issues arise, the tutor will work with the family to resolve them safely and respectfully.

## **Professional Boundaries**

Tutors maintain appropriate physical and social boundaries, keeping interactions respectful and age-appropriate at all times. They do not supervise children outside of scheduled sessions, and they avoid sharing personal contact details or engaging in social media interactions with students. Tutors will also not provide personal transport unless it has been formally agreed upon with suitable safety measures in place. While small, thoughtful gestures are appreciated, tutors are unable to accept gifts of significant value.

These boundaries are in place to keep sessions safe, professional, and productive, ensuring that your child can get the most out of their learning experience.

## **Safe Communication**

Open, respectful communication helps tutoring work best. Families should communicate any questions or concerns politely and constructively. Tutors are available to discuss your child's progress and any issues related to learning. Students should communicate with tutors through the agreed platforms, rather than personal social media, and tutors should not be asked to complete tasks outside of tutoring sessions that are unrelated to learning.

## **Safeguarding and Child Protection**

We are committed to making sure every tutoring session is safe and supportive. Families are encouraged to share any information that may help the tutor understand and support the student's well-being, including relevant medical, social, or safeguarding details. If any concerns about a child's safety arise, families should feel confident to raise them promptly with the tutoring service so that appropriate support can be provided. To ensure the well-being of both students and tutors, an appropriate parent or guardian must be present or easily reachable and internal doors must remain open.

## **Data Protection and Confidentiality**

We take the privacy of our families and students seriously. Tutors will store and share information only as needed to support learning and safeguarding, in line with GDPR requirements. Families are asked to keep login details, passwords, and session materials private. Recording sessions is not allowed unless agreed in advance with the tutor.

## **Agreement and Collaboration**

By participating in tutoring services, families acknowledge this Code of Conduct and agree to work in partnership with tutors. Following these guidelines helps ensure that sessions are safe, respectful, and effective, allowing your child to benefit fully from the support available.