

Code of Conduct

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Amendment Register

Date Amended	
Amendments	

1. Overview

This Code of Conduct sets out the framework by which our teachers / tutors and staff should conduct themselves, both with the young people they tutor and other stakeholders. The document has been based on the Code of Practice of The Tutors' Association (TTA). SENSational Tutors Ltd. suggests that all teachers/tutors are registered members of this professional body.

2. Scope

The scope of this procedure applies to all practitioners who deliver tuition facilitated by SENSational Tutors Ltd.

3. Summary

This Code of Practice ("**Code**") describes the standards of professionalism that we, SENSational Tutors Ltd and the public expect of our teachers / tutors providing tutoring services, as well as SENSational Tutors Ltd staff and/or directors (together "**Staff**").

The Code applies to conduct and behaviour relating to face-to-face, online, oneto-one and group tutoring. It comprises a framework for ethical and competent practice which applies, irrespective of where you tutor and the students that you tutor. It ensures that the safeguarding and welfare of children and vulnerable people is the absolute priority and that the correct safeguarding procedures are always followed. You must exercise your judgment by applying these standards to the situations you are in and deciding on a course of action, bearing in mind the students you are tutoring.

It also covers the behaviours expected of Staff towards other Staff; towards parents and any others who commission tutoring on behalf of a tutee; and in any expression of views, verbal or written, including in social media, that may impact adversely on the reputation of SENSational Tutors Ltd.

You are personally accountable for compliance with the Code and must always be prepared to justify your decisions and actions.

Acting honestly and in the best interests of our students

- 3.1 You are honest in all communications relating to tutoring students, including but not limited to any communications with SENSational Tutors Ltd, individual students you are teaching, clients/parents/carers/guardians of students you are teaching and agencies who have engaged you for your tutoring services.
- 3.2 You understand that your relationship with students and their families/carer/guardians is professional and not personal and you have a duty of care towards them.
- 3.3 You provide a caring, positive and stimulating environment in which students can learn.
- 3.4 When working as a tutor, you always behave, communicate and conduct yourself in a professional manner to the standard that would be reasonably expected of a SENSational Tutors Ltd tutor. This includes your life when not actively tutoring – for example on your social media, profile photo on WhatsApp.

- 3.5 You always respect students' personal dignity and promote their wellbeing.
- 3.6 You encourage and help students achieve their unique potential as independent learners through acknowledgement, encouragement, understanding and personalised attention.
- 3.7 You do not engage in or assist your students in engaging in any form of plagiarism.
- 3.8 You demonstrate faith in students' learning ability and provide accurate, constructive, and regular feedback on students' strengths, weaknesses, attainment, progress and areas for development in a manner that is beneficial to their overall learning.
- 3.9 You are careful to avoid creating unhealthy dependencies and to avoid engaging in any practice which undermines the independent learning of students.
- 3.10 You understand the need to be flexible in your approach to tutoring students and commit to assisting them discover effective learning strategies that help them develop the skills that they need to achieve the educational goals set by them, their parent or guardian or any Agency/Local Authority/Parent/Carer that has engaged your tutoring services.
- 3.11 You consider each student's attributes, needs and circumstances and adapt your tutoring appropriately to accommodate these.
- 3.12 You are committed to identifying any challenges or difficulties that students have with their learning and provide appropriate assistance to help them overcome those barriers.
- 3.13 You conduct your sessions with students using appropriate materials.
- 3.14 If you are carrying out tutoring online, you use all reasonable endeavours to maintain the security of the tutoring sessions.
- 3.15 If you are carrying out tutoring online, you carry out the entirety of every session alone in an appropriate and quiet non-public space that is free from disturbances with a high-quality internet connection.
- 3.16 You carry out tutoring sessions on time and provide your student, your student's parent, or guardian and/or the agency that has engaged your services (if relevant) with reasonable notice if you are unable to carry out a session.
- 3.17 You ensure that information provided to you about students and information gained when working with students is kept confidential unless doing so would result in injury or harm being done to them.

4. Complying with Child Protection and safeguarding procedures

- 4.1 You will comply with our Safeguarding Policy.

5. Maintaining appropriate communication

- 5.1 Before commencing a tutoring role, you ensure that you are clear on who your contact at the Local Authority is or who the responsible person is for your student (the Contact). You ensure that you have all necessary contact information for the Contact.

- 5.2 Before commencing a tutoring role, you ensure that you are clear on your objectives, the educational goals set by the student or the Contact. You must ensure that these are appropriate for the child/young person who will be tutored - that objectives are not set too high or too low for them. There should be a clear plan to review and assess these objectives.
- 5.3 Before commencing a tutoring role, you ensure that you discuss and agree a proper and appropriate feedback procedure with your Contact. For example, by email, on a learning platform, in the form of reports. You should also discuss frequency of feedback, e.g. after every session.
- 5.4 During the term of your role, you maintain open, clear, regular, and appropriate communication with your Contact, informing your Contact promptly of any issues or difficulties.
- 5.5 You disclose to your Contact promptly any concerns you have about any social, emotional and/or behavioural difficulties a student is experiencing that are beyond your competencies to address. This should be done unless doing so could endanger the safety of the child - for example, if a child were to disclose harm from a parent, you would report this to SENsational Tutors Ltd, or to the local safeguarding board.
- 5.6 You maintain accurate records of tutoring sessions and students' progress and provide these to your Contact on request.
- 5.7 You disclose any personal or material interest when making any referrals.

6. Ensuring suitability for each role

- 6.1 You ensure that you are suitably qualified, skilled and experienced for any student that you take on to ensure that you can provide the highest quality of teaching that SENsational Tutors Ltd would reasonably expect of a tutor. You will notify SENsational Tutors Ltd immediately if you believe you are unable to provide the highest quality teaching experience for a young person/student and/or if you believe you are not a suitable match for a young person. An example of this may be where your skills/experience does not meet the requirements of the student/client.
- 6.2 If you are tutoring a student that you consider to have special educational needs that are beyond your experience or ability to resolve, you discuss the issue with your Contact and SENsational Tutors Ltd.

7. Continuing professional development

- 7.1 You keep up to date with current and advances in tutoring pedagogy and practice, including training regarding behavioural needs.
- 7.2 You maintain your competence to carry out your role by keeping your professional knowledge and skills up to date.
- 7.3 You know where to source updates on relevant syllabuses and the way that the subjects you are tutoring are examined.

- 7.4 You ensure that you keep up to date with your students' national curriculum and exam specifications so that you are best placed to help your students achieve their educational outcomes.
- 7.5 You regularly undertake relevant Continuing Professional Development.
- 7.6 You keep up to date with and follow the legislation, regulation and guidance governing tutoring and the way that you work.

8. Professional conduct

- 8.1 You do not conduct yourself, your businesses, and/or any of your communications in any way that may bring the tutoring profession and/or SENSational Tutors Ltd into disrepute. You endeavour to conduct yourself, your business, and your communications always in such a way as to bring credit to the tutoring profession and to SENSational Tutors Ltd.

Unacceptable behaviours include, but are not limited to:
 - Bullying behaviour;
 - Threats of unnecessary or vexatious legal action (especially towards tutors, employees, or contractors); and
 - Any actions that might reasonably be deemed by the directors of SENSational Tutors Ltd to bring the company into disrepute, including public comments on matters concerned with tutoring, either verbal or written, including on social media.
- 8.2 You take no action that deliberately injures the business, reputation, or interests SENSational Tutors Ltd.
- 8.3 At all times you act honestly in your professional dealings with clients, potential clients, tutors, and employees.
- 8.4 You do not, knowingly or recklessly, disseminate any false or misleading information.
- 8.5 You respect the confidentiality of all business information which comes into your possession (other than those people entitled to receive it) unless it is unlawful to do so.
- 8.6 You do not claim SENSational Tutors Ltd's endorsement in connection with any activity unless you have SENSational Tutors Ltd's prior written approval to do so.
- 8.7 You have regard for, and comply with, all the relevant laws of the country in which you are operating.
- 8.8 You observe this Code as it may be expanded and annotated and published from time to time and brought to your attention in SENSational Tutors Ltd communications.

9. Complaints

- 9.1 You cooperate with SENSational Tutors Ltd if a complaint is made against you and provide full and accurate explanations, information, and documents promptly in response to any request or requirement.
- 9.2 If a complaint against you is escalated to SENSational Tutors Ltd, you cooperate with SENSational Tutors Ltd and provide full and accurate explanations, information, and documents promptly in response to any request or requirement.
- 9.3 You can justify your decisions and actions to demonstrate compliance with your obligations under this Code.
- 9.4 You inform SENSational Tutors Ltd. promptly of any facts or matters that you reasonably believe should be brought to their attention so that it may investigate whether a breach of this Code has occurred.
- 9.5 You notify SENSational Tutors Ltd. promptly if you are subject to any criminal charge, conviction of caution or are subject to the Rehabilitation of Offenders Act 1974.

10. Observing the Code

- 10.1 You always ensure that you comply with this Code and any further Codes of Practice and supplementary guidance that SENSational Tutors Ltd publishes relating to SENSational Tutors Ltd.