



Student and Parent Code of Conduct

ELITE TUITION CENTRE LIMITED

Effective from 25 September 2026

Organisation details	Information
Company number	13550993
Registered office	2 Cannon Hill Road, Birmingham, England, B12 9NN
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Purpose. This code sets the behaviour expected from students, parents and guardians so that tuition remains safe, respectful, focused and effective for everyone.

1 Scope and shared commitment

This code applies to face-to-face tuition, online tuition, assessments, holiday clubs, centre communications, trips or activities, and use of centre premises, equipment and digital services. It should be read with the Tuition Terms and Conditions, Safeguarding and Child Protection Policy, Online Tuition Policy and Acceptable Use Policy.

Students, parents, guardians, tutors and staff share responsibility for maintaining a calm and inclusive learning environment. Expectations will be applied fairly, taking account of age, understanding, disability, special educational needs and reasonable adjustments.

2 Student expectations

- Arrive on time, prepared to learn, with the books, stationery, homework and equipment requested by the tutor.
- Follow reasonable instructions promptly and participate constructively in lessons, assessments and agreed learning activities.
- Speak and behave respectfully towards other students, tutors, staff, parents and visitors.
- Allow others to learn without persistent talking, interruption, distraction, intimidation or disruption.
- Complete work honestly and make a genuine effort; ask for help when instructions or learning are unclear.
- Respect differences in ability, background, belief, disability, identity and personal circumstances.
- Tell a tutor or trusted adult promptly about bullying, unsafe behaviour, inappropriate contact or another safeguarding concern.

3 Parent and guardian expectations

- Provide accurate enrolment, contact, medical, educational, special educational needs and safeguarding information, and keep it up to date.
- Ensure the student attends punctually and is collected on time where collection arrangements apply.
- Support regular attendance, completion of agreed work and respectful behaviour without placing inappropriate pressure on the student.
- Read centre communications, respond within a reasonable time and raise concerns through the appropriate private channel.
- Pay fees in accordance with the Tuition Terms and Conditions and discuss payment difficulties promptly.
- Treat tutors, staff, students and other families respectfully and avoid aggressive, abusive, discriminatory or threatening communication.
- Remain responsible for the child's education, supervision and welfare outside scheduled tuition sessions.

4 Attendance punctuality and collection

Students should attend all scheduled lessons and arrive ready before the stated start time. Late arrival does not extend the scheduled finishing time. Parents should notify the centre as soon as reasonably possible if a student will be absent or late.

Parents and guardians must follow any agreed arrival, departure and collection arrangements. A child must not be left unsupervised before the centre has accepted responsibility for the session, and the centre must be told in writing about any person authorised to collect the child or any agreed independent-travel arrangement.

5 Learning conduct and academic integrity

Students should attempt set work, accept constructive feedback and avoid conduct that prevents the tutor from teaching. Work presented as the student's own must be their own unless collaboration, outside assistance or use of an artificial-intelligence tool has been expressly permitted.

Cheating, plagiarism, impersonation, falsifying results or using unauthorised material during an assessment is not acceptable. The centre may explain the concern, require work to be repeated and inform the parent or guardian.

6 Personal devices and online behaviour

Personal phones, tablets, smartwatches, headphones and similar devices must be kept away and silent during tuition. They may be used only when a tutor gives permission for learning, accessibility, medical or safeguarding reasons. Use during an authorised break must remain appropriate and must not disturb others.

Students and parents must not photograph, film, livestream or record a lesson, student, tutor, screen or centre area without express permission. Meeting links, passwords, learning accounts and private communications must not be shared with unauthorised people.

7 Respect safety and safeguarding

Bullying, harassment, discrimination, sexualised behaviour, threats, violence, intimidation, deliberate humiliation, harmful online conduct and possession of an unsafe or prohibited item are not acceptable. Students must follow health, fire, emergency and safeguarding instructions.

A safeguarding concern must be reported promptly to a tutor, member of staff or the Designated Safeguarding Lead. No person should investigate the matter themselves, promise secrecy or circulate harmful material. The centre may share relevant information where legally required or reasonably necessary to protect a child or another person.

8 Respect for property and the learning environment

Students must look after centre premises, furniture, books, equipment and the property of other people. Food and drink may be limited to designated areas. Deliberate damage, theft, misuse or unsafe handling must be reported immediately.

Where loss or damage is deliberately or negligently caused, the centre may discuss a fair and proportionate remedy with the parent or responsible adult. Nothing in this code imposes liability where it would be unlawful or unreasonable to do so.

9 Communication and boundaries

Parents should use the centre's approved contact channels and communicate at reasonable times. A request not to confront another child or disclose private information, expressly preserving lawful complaints and reports. The enrolment "acknowledgement" now calls for an actual record of receipt.

Tutors and students must maintain appropriate professional boundaries. Students should not use personal social-media accounts to contact tutors. Parents must not request private arrangements that bypass the centre's safeguarding, payment or communication procedures.

10 Responding to concerns and breaches

The centre will normally respond in stages, taking account of seriousness, age, intent, impact, repetition, previous support and reasonable adjustments. A minor or first concern will usually be addressed through a

reminder or warning, discussion with the student and contact with the parent or guardian where appropriate.

A serious incident or repeated breach may lead to a behaviour meeting, agreed support plan, removal from an activity or session, temporary suspension, change of tuition arrangement or ending tuition. Immediate protective action may be taken where necessary for safety or safeguarding. Any contractual decision will also follow the Tuition Terms and Conditions and applicable law.

Level	Typical centre response
Low-level or first concern	Reminder, explanation, warning and support to correct the behaviour.
Repeated or disruptive concern	Parent or guardian contact, behaviour discussion and an agreed improvement plan.
Serious safety or safeguarding concern	Immediate protective action, safeguarding escalation and an appropriate review of continued provision.

11 Concerns complaints and review

Students and parents are encouraged to raise concerns early with the tutor or Centre Manager. Formal dissatisfaction will be handled under the Complaints Policy. Safeguarding concerns must use the safeguarding procedure and should not wait for the ordinary complaints process.

No person will be disadvantaged for raising a genuine concern in good faith. This code will be reviewed at least annually and sooner after a serious incident, significant service change or relevant change in law or guidance. The next scheduled review is September 2027.

Code summary

Area	Expected standard
Attendance	Arrive on time, prepared and follow absence and collection arrangements.
Learning	Participate, complete work honestly and allow others to learn.
Respect	No bullying, harassment, discrimination, threats or abusive communication.
Devices	Keep personal devices away unless a tutor permits their use.
Recording	No photography, filming or recording without express permission.
Parents	Provide accurate information, support attendance and use appropriate communication channels.
Concerns	Report safety concerns promptly; use the Complaints Policy for formal complaints.

Acknowledgement. Enrolment and continued attendance indicate that the student and contracting parent or guardian have been given access to this code and agree to support its reasonable application.