

Rosanna Brown English Tuition

Behaviour and Conduct Policy 2026 – 2027

1. Policy Statement

Rosanna Brown English Tuition is committed to providing a safe, respectful, inclusive and productive learning environment in which all students can learn confidently and make meaningful academic progress.

- This Behaviour & Conduct Policy applies to all students participating in:
 - 1:1 tuition programmes
 - One-off tuition sessions
 - Online tuition
 - In-person tuition
 - Group tuition
 - Assessment and marking services
 - Assessment review sessions
 - Any associated learning platforms, resources and communication systems
- The purpose of this policy is to establish clear expectations for behaviour, participation, communication and conduct so that all tuition can be delivered safely, professionally and effectively.
- This policy should be read alongside the Safeguarding Policy, Terms & Conditions and any other policies issued by Rosanna Brown English Tuition.

2. Principles

- Rosanna Brown English Tuition believes that students make the greatest progress when they learn in an environment that is:
 - Safe
 - Respectful
 - Supportive
 - Inclusive
 - Well-structured
 - Free from disruption
- Students are expected to contribute positively to this environment through respectful behaviour, active participation and appropriate conduct at all times.
- The safety, welfare and wellbeing of students will always take priority over academic progress, scheduling or service delivery where safeguarding concerns arise.

3. Expectations for All Students

Attendance & Preparation

- Students are expected to:
 - Attend sessions punctually
 - Be ready to begin learning at the scheduled start time

- Bring all required materials and resources
- Complete any requested preparation activities where appropriate
- Ensure submitted work is their own unless otherwise agreed
- Take reasonable responsibility for their organisation and preparation

Engagement & Participation

- Students are expected to:
 - Participate actively in learning activities
 - Listen carefully to explanations and feedback
 - Ask questions where clarification is needed
 - Respond positively to guidance and correction
 - Make reasonable efforts to apply feedback and improvement strategies
 - Remain engaged for the duration of the session
 - Demonstrate willingness to reflect, improve and develop their skills

Respectful Conduct

- Students must:
 - Treat the tutor respectfully at all times
 - Treat other students respectfully during group sessions
 - Use appropriate language
 - Follow reasonable instructions given by the tutor
 - Respect differing opinions and contributions during discussion
 - Conduct themselves in a manner consistent with a safe educational environment

Unacceptable Behaviour

- The following behaviours are not acceptable:
 - Disruptive behaviour
 - Persistent refusal to participate
 - Deliberate interference with learning activities
 - Repeatedly talking over others
 - Offensive, abusive or threatening language
 - Harassment, bullying or intimidation
 - Discriminatory language or behaviour
 - Deliberate misuse of learning platforms
 - Sharing inappropriate content
 - Deliberately distracting other students
 - Behaviour that compromises safeguarding or professional standards
 - Behaviour that negatively affects the learning experience of others
- Where such behaviour occurs, the tutor may take appropriate action in accordance with clause 12 of this policy.

4. Online Tuition Expectations

- When participating in online tuition, students are expected to:

- Join sessions promptly using the correct access details
- Use their own registered account where applicable
- Ensure devices are charged and functioning appropriately
- Have reasonable access to internet, microphone and camera facilities
- Keep learning materials accessible throughout the session
- Participate from a suitable, quiet learning environment free from avoidable distractions
- Remain visible during sessions unless alternative arrangements have been agreed
- Keep cameras switched on and microphones off, unless otherwise instructed and where ordinarily required as part of safeguarding expectations
- Remain focused on lesson activities
- Use devices solely for educational purposes during tuition

5. In-Person Tuition Expectations

- When attending in-person tuition, students are expected to:
 - Arrive punctually
 - Attend the agreed learning location
 - Follow any reasonable venue rules
 - Participate respectfully and positively throughout the session
 - Use facilities appropriately
 - Respect the learning environment and resources provided
 - Follow instructions given by the tutor

Tuition Delivered in the Student's Home

- Where tuition takes place within the student's home, students are expected to:
 - Treat the session as they would a lesson in a school or professional educational setting
 - Remain focused and engaged throughout the session
 - Work in the agreed learning space for the duration of the lesson unless necessary arrangements have been agreed
 - Minimise avoidable interruptions wherever possible
 - Ensure mobile phones, games consoles and other devices are used only for learning purposes unless otherwise agreed by the tutor
 - Interact respectfully with family members and the tutor throughout the session
- Parents and family members are asked to support a calm, safe and productive learning environment by:
 - Providing a suitable learning space wherever reasonably possible
 - Minimising avoidable interruptions during tuition
 - Ensuring students are ready to begin at the agreed start time
 - Remaining reasonably contactable throughout the session where appropriate
- Students must not:
 - Behave in a manner that compromises safety
 - Engage in disruptive conduct

- Damage property, equipment or learning materials
 - Repeatedly leave the agreed learning space in a manner that disrupts the session or prevents meaningful participation.
 - Use inappropriate language or behaviour towards the tutor or others present
 - Engage in behaviour that prevents meaningful delivery of the session
- The tutor reserves the right to pause or end a session where behaviour, safety concerns or repeated disruption prevent effective educational delivery, in accordance with clause 12 of this policy.

6. Group Tuition Expectations

- Group tuition relies upon cooperation, mutual respect and positive participation.
- Students participating in group sessions are expected to:
 - Allow others opportunities to contribute
 - Listen respectfully when others are speaking
 - Participate constructively in discussion
 - Respect different viewpoints
 - Encourage a positive learning environment
 - Support a culture of kindness, inclusion and respect
- Students must not:
 - Interrupt repeatedly
 - Dominate discussion
 - Ridicule, embarrass or criticise other students
 - Exclude or target other participants
 - Engage in behaviour that isolates, intimidates, undermines or negatively affects another participant
 - Share another student's personal information, assessment outcomes, feedback or personal circumstances
- Any behaviour that negatively affects the learning experience, wellbeing or safety of others may result in intervention by the tutor.

7. Assessment Review Sessions

- Assessment review sessions are designed to help students understand and apply feedback effectively.
- Students are expected to:
 - Bring all relevant marked work and feedback
 - Participate actively in discussion
 - Ask questions where clarification is needed
 - Engage positively with developmental feedback
 - Reflect on identified strengths and areas for improvement
 - Participate in guided practice activities where appropriate
- Where work is submitted for assessment and marking services, students are expected to submit their own work honestly and disclose where AI tools, external support or collaborative work have contributed to the submitted piece (where relevant and in accordance with any instructions provided by the tutor).

- Students are encouraged to engage openly and positively with professional feedback, recognising that identifying strengths and areas for development is an important part of the learning process. Students are encouraged to view feedback as a valuable learning tool which will give them strategies for future success.

8. Appropriate Clothing

- To maintain a professional educational environment, students must wear clothing appropriate for learning. This applies to:
 - Online tuition
 - In-person tuition
 - Group sessions
 - Assessment review sessions
- Students should be dressed appropriately as they would be for school-based learning and in a manner consistent with participation in a professional educational environment.
- Clothing must not contain:
 - Offensive language
 - Discriminatory content
 - Sexually explicit or suggestive imagery
 - Material that could reasonably be considered inappropriate within an educational environment
- Where concerns arise regarding appropriate dress, the tutor may address the matter sensitively and, where necessary, discuss appropriate arrangements with the student and/or parent or guardian.

9. Respectful Communication

- Students and parents are expected to communicate respectfully and professionally at all times.
- Communication should remain:
 - Courteous
 - Constructive
 - Relevant to tuition and educational matters
- The following will not be tolerated:
 - Abusive communication
 - Aggressive behaviour
 - Harassment
 - Intimidation
 - Discriminatory remarks
 - Excessive or unreasonable communication demands
- The tutor aims to maintain open, positive and professional communication with all families. However, where communication becomes excessive, inappropriate, disruptive, aggressive, unreasonable in frequency, or otherwise inconsistent with the professional operation of the service, the tutor reserves the right to introduce reasonable communication boundaries.
- Such measures may include:

- Requesting that communication takes place through a specific agreed channel (for example, email rather than multiple platforms)
 - Limiting communication to reasonable working hours except in genuine emergencies
 - Consolidating multiple messages into scheduled updates or responses
 - Requiring communication to be directed through a parent or guardian rather than a student where appropriate
 - Restricting communication to matters directly related to tuition, safeguarding, scheduling, student progress or administration of the service
 - Declining to engage in repeated discussion of matters that have already been fully addressed
 - Arranging a scheduled meeting or telephone discussion where written communication is no longer the most effective means of resolving a concern
- Any communication boundaries introduced will be reasonable and proportionate, with the aim of supporting effective communication, maintaining appropriate safeguarding and professional boundaries, fostering respectful and professional working relationships, and creating the positive, well-structured learning environment in which students can engage confidently and make meaningful academic progress whilst enabling the tutor to deliver high-quality educational provision to all students.

10. Use of Technology, Resources & Learning Platforms

- Students must use all learning platforms appropriately, including:
 - Google Classroom
 - Video conferencing platforms
 - Shared resources
 - Digital learning materials
- Students must not:
 - Share login details
 - Access another student's materials
 - Upload inappropriate content
 - Misuse communication tools
 - Copy, distribute or reproduce tutor-created materials without permission
 - Share meeting links
 - Allow unauthorised individuals to join sessions
 - Use private messaging functions inappropriately
 - Share personal contact information with other students
 - Record, photograph, screenshot or screen-record sessions without prior written permission
- All educational resources remain the intellectual property of the tutor unless otherwise stated.

11. Safeguarding-Related Behaviour Expectations

- To support safeguarding and student welfare, students must:
 - Follow safeguarding instructions given by the tutor
 - Respect professional boundaries

- Use only approved communication channels and learning platforms for tuition-related communication.
 - Participate appropriately in sessions
 - Refrain from behaviour that could place themselves or others at risk
 - Behave in a way that supports a safe, respectful and inclusive learning environment
- For students under 18, parents or guardians are expected to remain reasonably contactable during tuition sessions in accordance with the Safeguarding Policy.
 - Students must not:
 - Share images or recordings of other students
 - Attempt to contact other students outside approved learning activities
 - Engage in cyberbullying, inappropriate online communication, harassment, coercion or behaviour that may place themselves or others at risk online
 - Engage in behaviour that compromises the safety, wellbeing or dignity of others
 - Any safeguarding concern arising from student behaviour will be addressed in accordance with the Safeguarding Policy.

12. Failure to Engage or Inappropriate Conduct

- Where behaviour, attitude, communication or lack of engagement prevents meaningful educational delivery, the tutor reserves the right to:
 - Provide reminders or warnings
 - Redirect behaviour
 - Pause activities
 - Restrict participation in aspects of the session
 - End the session where necessary
 - Contact parents or guardians
 - Refuse future bookings
 - Withdraw ongoing tuition provision where continued delivery is considered incompatible with the safe, respectful and professional operation of the service. Any refund entitlement will be determined in accordance with the applicable Terms & Conditions.
- Where behaviour raises safeguarding concerns, the tutor may take immediate action considered reasonably necessary to protect the welfare, safety or wellbeing of any student, including (but not limited to) ending a session, contacting parents or guardians, restricting access to services, or making referrals to appropriate safeguarding agencies or authorities where required.
- Where a session is interrupted, curtailed or ended due to student behaviour, safeguarding concerns, or serious breaches of this policy, replacement teaching time, rearranged sessions or refunds will not ordinarily be provided. Any exceptions will be considered solely at the tutor's discretion and in accordance with the applicable Terms & Conditions.
- Where ongoing provision is withdrawn, any refund entitlement will be determined strictly in accordance with the applicable Terms & Conditions.
- Nothing in this policy limits the tutor's ability to take immediate action where safeguarding concerns arise.

13. Partnership with Parents

- Rosanna Brown English Tuition values positive and collaborative relationships with parents and guardians. Strong communication and shared expectations between tutor, student and family play an important role in supporting academic progress, confidence and wellbeing.
- Parents and guardians are encouraged to:
 - Support punctual attendance and good learning habits
 - Encourage positive engagement during sessions
 - Reinforce the value of effort, resilience and independent learning
 - Support completion of independent work where appropriate
 - Encourage students to respond positively to feedback and guidance
 - Communicate any relevant concerns or changes in circumstances that may affect learning
 - Support the safeguarding, behaviour and professional expectations outlined within tuition policies
 - Ensure students are able to participate safely and appropriately in accordance with the Safeguarding Policy
- The tutor is committed to working openly, honestly and constructively with families, celebrating progress, addressing concerns sensitively and helping students achieve their full potential in a supportive learning environment.
- Where concerns arise, every reasonable effort will be made to work collaboratively with students and families to identify appropriate solutions and support positive outcomes wherever possible.

14. Policy Review

- This Behaviour & Conduct Policy is reviewed regularly to ensure continued alignment with:
 - Safeguarding requirements
 - The Tutors' Association professional standards
 - Rosanna Brown English Tuition Terms & Conditions
 - Professional best practice for private tuition
- This policy should be read alongside the Safeguarding Policy, which takes precedence in any matter relating to student welfare, safety or child protection, together with all relevant Terms & Conditions governing tuition and specialist feedback services.
- **Next review due: September 2027**