

Code of Practice for UK-based online tutoring businesses

Purpose

This document sets out professional business practices for online tutoring businesses.

Scope

Online tutoring is defined as synchronous / live one tutor to one / many students, provided by a human tutor over the internet.

Geographical coverage

This Code of Practice relates to:

- Online tutoring businesses registered in the United Kingdom, and
- Businesses where the majority of tutors are based in the United Kingdom.

Businesses registered outside the UK are excluded from this Code of Practice.

Confidentiality

Businesses must maintain professional standards and ensuring confidentiality.

Businesses are committed to maintaining the highest degree of integrity in all their dealings with potential, current and past clients, and the protection of all personal information received in the course of providing online tutoring. They extend the same standards to all their customers and tutors.

Ethics

Businesses must always conduct their services honestly and honourably. They must take proper account of ethical considerations, together with the protection and enhancement of the moral position of their customers and tutors.

Child Safety

Online tutoring can involve putting minors in direct contact with adult tutors, over the internet, by video and / or audio.

- All businesses are required to have clear Child Safety processes and procedures.
- Whilst desirable, it is not necessary for tutors working for these businesses to be DBS (or CRB) checked.
- It is acceptable for businesses to accept DBS (or CRB) checks provided by other organisations / institutions.
- It is not necessary for businesses to interview or check references for their tutors.
- Where businesses use tutors that are not DBS (or CRB) checked they need to make this explicitly clear to customers on their website.

Technology

- Businesses must make it clear to customers how their online tutoring is delivered, and the nature of the technology used.
- Whilst desirable, it is not necessary for businesses to record all lessons.

Customer Offer

Businesses:

- Must have customer pricing options clearly available on their website.
- Must adhere to UK distance selling regulations and offer money-back guarantees.

Tutor Offer

Businesses:

- Must make clear whether they can set their own rates, the commission rates payable on their earnings and payment terms.
- Are not required to employ tutors, and make them subject to Contracts of Employment. As a result they are not required to pay tutor Income Tax or National Insurance contributions.
- Must make clear to tutors that all tutoring earnings are subject to income tax.

Signed by:

.....

On behalf of: [company name]

.....

Date