



BUSINESS POLICIES

These Business Policies set out the operational standards, ethical rules, and administrative procedures of C&T TUTORIALS (“the Business”), a private tutoring and academic support service operating in the Republic of Namibia, and shall be read together with and form an integral part of the C&T TUTORIALS Partnership Agreement (“the Partnership Agreement”). These policies apply to all partners, tutors, employees, contractors, and clients.

1. LEGAL STATUS AND INDEPENDENCE POLICY

1.1 C&T TUTORIALS is a private, independent business entity.

1.2 The Business is not affiliated with, endorsed by, sponsored by, or acting on behalf of any university, college, or public institution, including the University of Namibia (UNAM).

1.3 No representative of the Business may imply or claim institutional authority, influence over assessments, grading, admissions, or examination outcomes.

1.4 These policies are binding on all Partners in the same manner as obligations contained in the Partnership Agreement.

2. SCOPE OF SERVICES POLICY

2.1 The Business provides tutoring, mentoring, study skills development, exam preparation, and academic writing guidance.

2.2 Services are advisory and educational in nature and do not replace formal instruction provided by educational institutions.

3. ACADEMIC INTEGRITY POLICY

3.1 C&T TUTORIALS is committed to academic honesty and ethical learning.

3.2 The Business strictly prohibits:

- Completing assignments, tests, or examinations on behalf of students;
- Ghost-writing or producing academic work for submission as a student's own;
- Assisting with plagiarism, collusion, falsification, or any form of academic misconduct.

3.3 Tutors may explain concepts, review drafts, and provide feedback, but responsibility for final submissions rests solely with the student.

4. CLIENT REGISTRATION AND ELIGIBILITY POLICY

4.1 Services are available to school learners, tertiary students, and adult learners, subject to capacity and tutor availability.

4.2 All clients must complete registration and agree to applicable policies, terms, and disclaimers before services commence.

4.3 The Business reserves the right to refuse or discontinue services where requests are unethical, unlawful, or unreasonable.

5. FEES, PAYMENT, AND REFUND POLICY

5.1 Fees shall be communicated clearly prior to commencement of services.

5.3 Payment is required in advance unless otherwise agreed in writing.

5.3 Late or non-payment may result in suspension or termination of services.

5.4 Fees are non-refundable except where required by law or where services were not delivered due to fault of the Business.

6. CANCELLATION AND RESCHEDULING POLICY

- 6.1 Clients must provide reasonable notice for cancellation or rescheduling of sessions.
- 6.2 Failure to attend a scheduled session without notice may result in forfeiture of the session fee.
- 6.3 The Business may reschedule sessions due to unforeseen circumstances and will provide reasonable notice where possible.

7. CONFIDENTIALITY AND DATA PROTECTION POLICY

- 7.1 All personal, academic, and business information shall be treated as confidential.
- 7.2 Information shall be used solely for service delivery, administration, and lawful business purposes.
- 7.3 Reasonable measures shall be taken to protect records in line with applicable Namibian laws.
- 7.4 Confidentiality obligations continue after termination of services or association with the Business.

8. TUTOR AND STAFF CONDUCT POLICY

- 8.1 Tutors and staff shall act professionally, ethically, and respectfully at all times.
- 8.2 Discrimination, harassment, intimidation, or abusive conduct is strictly prohibited.
- 8.3 Tutors shall operate only within their areas of competence and prepare adequately for all sessions.

9. HEALTH, SAFETY, AND ONLINE CONDUCT POLICY

9.1 The Business is committed to providing a safe and supportive learning environment, whether in-person or online.

9.2 All participants must comply with reasonable safety, behavioural, and platform-use rules.

9.3 Any conduct that threatens safety or wellbeing may result in immediate termination of services.

10.INTELLECTUAL PROPERTY POLICY

10.1 All lesson materials, notes, assessments, branding, and content developed by or for C&T TUTORIALS remain the intellectual property of the Business unless otherwise agreed in writing.

10.2 Clients may use materials for personal learning only and may not reproduce, distribute, or commercialise such materials without written consent.

11.LIMITATION OF LIABILITY POLICY

11.1 The Business does not guarantee academic outcomes, grades, or institutional decisions.

11.2 To the extent permitted by Namibian law, the Business shall not be liable for indirect or consequential losses beyond the fees paid.

12.COMPLAINTS AND DISPUTE MANAGEMENT POLICY

- 12.1 Complaints should be submitted in writing and will be addressed fairly and promptly.
- 12.2 Any dispute arising from the application of these policies shall be resolved in accordance with the dispute resolution procedures set out in the Partnership Agreement, including negotiation, mediation, and arbitration within the Republic of Namibia.

13.POLICY BREACHES AND DISCIPLINARY ACTION

- 13.1 Breaches of these policies by partners, tutors, or staff may result in disciplinary action, including termination of association.
- 13.2 Clients who breach these policies may have services suspended or terminated without refund.

14.AMENDMENT OF POLICIES

- 14.1 These policies may be amended only by written resolution of the Partners, in accordance with the amendment provisions of the Partnership Agreement.
- 14.2 Updated policies shall take effect upon signature by the Partners or upon formal publication, as determined by the Partners.

15.GOVERNING LAW

These Business Policies shall be governed by and interpreted in accordance with the laws of the Republic of Namibia, consistent with the governing law clause of the Partnership Agreement.

16. ACKNOWLEDGEMENT

All partners, staff, tutors, and clients acknowledge that they have read, understood, and agreed to comply with these Business Policies.