



CODE OF CONDUCT FOR LIFELINE TUTORS

Preamble

The Code of Conduct for Lifeline tutors, as aligned with the Labour Act 2003 (Act 651) and the Ghana Education Service (GES) Code of Conduct for Teachers, is binding on all Tutors, workers and sub-contractors of Lifeline Educational Solutions Limited, herein referred to as Lifeline Educators/Tutors.

This document provides an understanding of the rules and regulations which Lifeline Tutors or Sub-contractors must abide by to ensure that we deliver on our mandate and become the best private tuition company in the Northern Region and beyond.

It is imperative to adhere to these guidelines for the benefit of the company, the Tutors, and the students whose educational needs we aim to address.

The company shall not be held liable for penalties or losses incurred due to an educator's/tutor's disregard of the company's rules, labor laws, and/or the code of conduct for Tutors.

NB: This document is the sole property of Lifeline Educational Solutions Limited and should not be shared without authorization.

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Introduction:

At Lifeline Educational Solutions, we hold ourselves to the highest standards of professionalism and integrity. Our code of conduct outlines the expectations and guidelines for behavior that all Lifeline tutors must adhere to in order to maintain the trust of our clients, preserve the reputation of the company, and ensure the well-being and growth of our students.

1. Professionalism and Integrity

As a Lifeline tutor:

1.1. Uphold the reputation of Lifeline Educational Solutions by exhibiting behavior that reflects positively on the company.

1.2. Maintain personal integrity, demonstrating honesty, respect, and professionalism in all interactions with clients, students, and colleagues.

2. Financial Ethics

2.1. Refrain from engaging in any **financial transactions or representations** on behalf of Lifeline Educational Solutions without explicit authorization.

2.2. Avoid collecting unauthorized fees, levies, or any form of payment from clients unless directly rewarded by the client.

3. Commitment to Lifeline's Values

3.1. Act in a manner that aligns with Lifeline's core values, upholding the best interests of the company at all times.

3.2. Follow lawful instructions, orders, and directives given by authorized individuals or bodies associated with Lifeline without willful disobedience.

4. Teaching Standards and Practices

4.1. Utilize Lifeline's problem-solving principles during teaching sessions, focusing on understanding student weaknesses and setting achievable academic goals.

4.2. Provide monthly progress reports on each student to Lifeline Educational Solutions.

4.3. Employ appropriate teaching materials as per the academic level of the student.

4.4. Adhere to the terms outlined in LES' contract with clients without deviation.
, This includes but not limited to lesson duration, number of students tutored, and frequency of lessons.

4.5. Utilize Lifeline's resource centre on our website to enhance the teaching and learning experience for our learners.

4.6. Use **Log Sheet** to record all tuition sessions, subjects taught, et al.



4.7. Adhere to the lesson duration on each tutorial assignment. Behaviour which undermines the agreed time schedule will be penalized.

4.8. Refraining from causing any physical or psychological harm to students – The use of cane is prohibited, unless otherwise advised by the parent.

5. Professional Responsibilities

5.1. Conduct oneself with utmost professionalism, refraining from any behavior that may imply inappropriate conduct towards clients or students.

5.2. Serve as a positive role model, exhibiting high standards of speech, behavior, discipline, and professionalism.

5.3. Tutors have the responsibility of protecting Lifeline's Resources from getting into the hands of third parties. This includes but not limited to private individuals and competitors.

5.4. Tutors are only allowed to use our resources in so far as they are working with us and on our contract or assignment. The use of our resources for personal gains is considered a breach of contract.

5.5. Details of a signed contract between Lifeline and a tutor or sub-contractor is a private document and should not be shared or made public.

6. Cancellation and Rescheduling Policies

6.1. Communicate promptly with parents or guardian in the event that a tutor cannot honour a lesson make arrangements for makeup sessions.

6.2. Inform supervisors in advance of any extended absence or intention to resign.

7. Consequences of Breach

7.1. Any breach of this code of conduct may lead to disciplinary action, including but not limited to forfeiture of remittances, warnings, suspension, or termination of the tutoring contract.

8. Communication and Confidentiality

8.1. Maintain confidentiality regarding student information, academic progress, and any personal details disclosed during tutoring sessions and or interactions with Lifeline.

8.2. Communicate respectfully and effectively with colleagues, supervisors, and clients, fostering a positive and collaborative working environment.

9. Continuous Professional Development

9.1. Engage in ongoing professional development and training opportunities provided by Lifeline Educational Solutions to enhance teaching skills and stay updated with educational methodologies.

10. Safety and Ethical Considerations

10.1. Ensure compliance with safety protocols during physical teaching sessions, maintaining a safe environment for both the tutor and the student.

10.2. Uphold ethical standards in research, referencing, and use of copyrighted materials in teaching materials and sessions.

11. Conflict Resolution and Problem-Solving

11.1. Handle conflicts or disagreements with professionalism and diplomacy, aiming to resolve issues amicably and in the best interest of the students and the company.

11.2. Utilize problem-solving skills to address academic challenges, adapting teaching methodologies to suit the individual learning needs of each student.

12. Evaluation and Feedback

12.1. Encourage and welcome feedback from students, parents, and supervisors to improve teaching methodologies and enhance the learning experience.

12.2. Participate in periodic performance evaluations conducted by Lifeline Educational Solutions for continuous improvement.

12.3. A tutor's work may be evaluated or appraised from time to time. A tutor who is found to be in breach of any of our contracts will face penalties.

13. Cultural and Religious Sensitivity and Inclusivity

13.1. Respect and celebrate diversity, ensuring an inclusive and culturally sensitive teaching approach that acknowledges and embraces students' backgrounds and differences.

14. Social Responsibility and Community Engagement

14.1. Encourage volunteerism or community engagement initiatives among tutors to support educational outreach programs or activities that benefit the community.

15. Compliance with Legal and Regulatory Requirements

15.1. Adhere to all local, regional, and national educational laws, regulations, and policies while conducting tutoring sessions and activities.

16. Payment and Compensation

16.1. Tutors will receive payment for their services at the end of each agreed-upon tutorial period, typically on a monthly basis. Payments are calculated based on the number of tuition sessions per week, the duration of lessons, and the number of students involved.

16.2. Rates for tutoring services will be clearly disclosed and agreed upon by both parties before the commencement of a tuition assignment. If there are changes in the conditions or scope of the assignment, rates may be renegotiated with mutual consent.

16.3. Lifeline disburses payments to tutors upon receipt of payment from clients, ensuring timely compensation. This is mostly done on the 5th of the subsequent month.

16.4. Our primary mode of payment is through **Mobile Money**. Tutors have the option to request payment transfer to their preferred account.

16.5. Tutors will be compensated for **tutorial sessions conducted**. Additional services which may be compensated will be discussed before the carrying out of such.

16.6. Tutors who fail to fulfill their contractual obligations may face a deduction or loss of their remittance as per the terms of the agreement.

17 Termination of Contract

17.1. A tutor's contract may be terminated on grounds of incompetence, non-compliance to our code of conduct, indiscipline, moral bankruptcy and others.

17.2. Lifeline may pursue further action against those whose behavior and conduct undermine our work and gives the company a bad name or image.

17.3. Lifeline reserves the right to terminate this contract at any time at its sole discretion.

17.4. A tutor who wishes to terminate a contract must inform Lifeline in not less than two weeks of his/her intention to do so, following which Lifeline will make preparation to replace such a tutor. Abandoning a contract without due process will result in penalties including but not limited to non-payment of remittance, termination of all contracts and working relations.

18. Confidentiality and Intellectual Property

18.1. This document is solely owned by Lifeline Educational Solutions Limited herein referred to as "Lifeline" or "company". Any form of sharing, reproduction, distribution or use of this document for personal gains is deemed illegal and will be dealt with within the remit of the Ghanaian Law.

18.2. Further, all resources created and distributed by Lifeline are deemed as Lifeline's property and may not be used for any other purposes.

18.3. All tutors/sub-contracted whose working relationship with Lifeline ends must return all Lifeline's resources back to the company, failure to comply will result in legal action to reclaim the materials and pursue damages for unauthorized use or retention beyond the termination of the working relationship. This includes but is not limited to teaching materials, documents, proprietary software, and any other resources provided or created during the course of engagement with Lifeline Educational Solutions Limited.