

Educator Policy

TRADEMARK USAGE AND RESTRICTIONS

DAINIK SCHOOL's name and logo are registered trademarks owned by DAINIK SCHOOL DIGITAL PRIVATE LIMITED. As a DAINIK SCHOOL educator, you may want to use our name and/or logo to promote your approved DAINIK SCHOOL batches, and we welcome you to do so as long as you adhere to the requirements outlined below. Please note that usage of these assets should be solely for course promotion and does not represent employment or affiliation with DAINIK SCHOOL beyond the teaching relationship.

DAINIK SCHOOL name and/or logo should only be used to advertise your listed courses that have been approved by Dainik School. You may not use our name and/or logo to promote courses or services not approved by DAINIK SCHOOL and those which are offered by you outside of DAINIK SCHOOL platform.

Do not alter or modify DAINIK SCHOOL's name, trademark and/or logo. When advertising your course, you may not alter or modify DAINIK SCHOOL's name, trademark and/or logo. Simply pick which logo will work best with your advertisement, download it, and use it! You're ready to go, no editing necessary.

RESPONDING TO COURSE REVIEWS

Reviews and ratings are a critical tool in helping parents decide which course is right for them. At DAINIK SCHOOL, our customers write reviews after they complete the course. Although low reviews may frustrate educators, it is critical that even low

reviews stand in order to protect the integrity of the review system.

You may not attempt to artificially inflate your ratings for any reason. Examples of this might be: giving discounts for reviews, enrolling your friends or family to leave reviews, Such actions may result in restriction or removal.

DISPUTING REVIEWS

Our general policy is to not alter course reviews; instead, Learners can update their reviews. However, there are instances where our team will investigate and determine if it is appropriate to remove all or part of a **written** review. If a full written review is removed, the star rating will also be removed.

DAINIK SCHOOL only removes or edits reviews for the complaints that are **unrelated to a teacher's actions**.

- Missed session reviews - If a negative review is about the session **instruction** and the learner never attended the session.
- Tech issues - when the learner faces issues in joining or accessing the recording.
- Following instructions - When the learner **didn't follow clearly written instructions** to prepare for the session and the team can prove that educators have conveyed the same.
- If the threat of leaving or removing a poor review was used as a tool to extract refunds, i.e. a customer threatened to leave a review if they did not receive a refund.
- If a review contains inappropriate content, we will typically edit the inappropriate section out, but may remove the entire review if the review cannot be

rendered 'appropriate and comprehensible' with minimal editing.

REVIEW REMOVAL PROCESS

If a teacher would like to remove a review please do the following:

- Make sure that it falls into one of the examples of what constitutes a review removal pointer.
- If it does, fill out this form to provide our Support Team with more detailed information about the review. Make sure to fill out all required fields and provide as much specific information as possible.
- The teacher will be notified of the outcome of the inquiry. We aim to resolve all disputes within two weeks.
- Upon completing its investigation, the Training Team's decision is final.

Please note: Review Disputes must be submitted within 10 days of the posting of the review.

DAINIK SCHOOL COLLABORATION WITH SCHOOL ORGANIZATIONS

DAINIK SCHOOL is excited to be working with schools to impart actual learning experiences for young learners and connecting them with their passion and interest. DAINIK SCHOOL collaborates with schools via third parties wherein we offer selected courses to school on their demand or taste. When

DAINIK SCHOOL brings school learners then the revenue share is distributed to DAINIK SCHOOL and its Educators, third parties and school.

YOU ARE REQUIRED TO PROTECT THE CONFIDENTIALITY OF STUDENT DATA

When DAINIK SCHOOL works with schools, the personal information provided about a student as well as any information collected during the delivery of DAINIK SCHOOL's services is considered to be "educational records" As a teacher, you will have access to student data for learners enrolled in your course. You should only access the student data for the time period needed to instruct that learner. As a reminder, all student data is confidential and may only be used by you to deliver or improve your curriculum. Disclosure, sharing or selling any student data is strictly prohibited.

YOU MUST ENSURE ALL STUDENT DATA REMAINS ON THE DAINIK SCHOOL PLATFORM

Teachers are required to teach all live sessions on Zoom through the DAINIK SCHOOL platform, and may not host DAINIK SCHOOL sessions on any platform outside of DAINIK SCHOOL . All communication between teachers and parents and/or their students should occur through the DAINIK SCHOOL platform. Using the DAINIK SCHOOL platform helps ensure that proper data management, privacy, and security practices are followed.

Anything that you see on the DAINIK SCHOOL platform must remain on the DAINIK SCHOOL platform. We recognize that some sessions may require learners to send digital assignments to you for assessment; in the case that you cannot complete an assessment within the system, you are required to ensure you do

not retain any learner data for longer than your time teaching the learner. Should you have any physical documents or printouts that contain learner data, they must be destroyed when they are no longer needed to provide services to that student. Shredding is the preferred destruction method for physical documents.

COMMUNICATE WITH LEARNER THROUGH DAINIK SCHOOL

All communication between Learner and teachers should occur through the DAINIK SCHOOL platform. In order to ensure that all users have a high quality, safe and positive experience on DAINIK SCHOOL, our support team needs to have visibility into what's been going on. In case of any mishap, the team can check for both sides and accordingly address the issues. If the learner and teacher uses private chat for communication it will be difficult for the team to do so. The same goes for payments that take place outside of DAINIK SCHOOL. The support team can only assist with refunds and verify payments that take place through the DAINIK SCHOOL.

Read more about [DAINIK SCHOOL communication tools](#).

If you are teaching a class that incorporates the use of another Learning Management System, such as Canvas or Google Classroom. Please note that DAINIK SCHOOL may request access to your LMS if a situation arises in one of your classes.

Any school batches should not involve cancelling any session and rescheduling it. If it is the case, the educator will be charged with the penalty.

UNAVOIDABLE CIRCUMSTANCES FOR EDUCATORS

DAINIK SCHOOL's policies require that teachers conduct class as scheduled or reschedule (Very limited) any missed class time. It is important to stick to a class's planned schedule because learners

that take classes plan around their learning schedule. so please be mindful of this when making any changes. If you need to cancel a live session due to a personal issue, the educator is responsible to do the following process 24 hours prior the class starts :

- Notify the learner by posting an announcement on the chat windows. Coordinate with the team to Reschedule the canceled meeting by adding a new meeting date and time.
- Do not post a pre-recorded lesson to the classroom in the name of a live class.

If any student is not interested in a reschedule session and would like to receive a refund, the team will do the needful and notify the educator.

In case of emergency like health issues, a family emergency, or other extenuating circumstances arise, let OLL know about the situation as soon as possible. We will work with you to make any necessary changes to your schedule. For the batch that have an upcoming session that is scheduled to meet in less than 12 hours from the date/time that you report your emergency, our team will:

- Notify learners by posting an announcement to the classroom wall on your behalf.
- Cancel classes if needed

Note : As a courtesy, DAINIK SCHOOL will help you manage your batches(s) with the sessions scheduled to occur less than 12 hours. For upcoming sessions occurring beyond 12 hours of

reporting your emergency to DAINIK SCHOOL, we ask you to manage your own class sections. You should communicate with enrolled students , cancel meetings, offer reschedule sessions and coordinate with the team.

Note : Any organization batches should not involve cancelling any session and rescheduling it.

TEACHER RESPONSIBILITY FOR SAFETY

Regardless of the topic you are teaching or the age group you are working with, you have a responsibility to create a safe online classroom environment. For this reason, teachers are required to teach all live classes on Zoom through the DAINIK SCHOOL platform. While parents are responsible for supervising their kids, we expect that you teach your classes in a way that encourages physical safety, mental wellbeing, and online privacy for all students. Poor judgment on safety and privacy can result in Removal

- Teachers are required to keep their cameras on while teaching a live class.
- As the teacher, you should **be present and supervise your meeting at all times**. Please make sure you are able to be at your computer for the entire time that Zoom is open and your live class is running.
- Before running your first class, **be fluent in your zoom features** you'll use to manage your classroom and respond quickly if safety or behavior problems arise.
- Parents are able to listen into class at a reasonable distance from their learner or watch the recording later, but it is against DAINIK SCHOOL's policies for a

parent to listen in or watch class from a separate device.

- If a safety related incident occurs during one of your classes, **contact DAINIK SCHOOL support immediately to let us know:**
info@dainikschool.com