**InTuition Online Programme (IOP)**

**Tutor Agreement and Contract for Services**

This document outlines the terms and conditions whereby contracted tutors (“you”, “your”) agree to provide certain online teaching services to InTuition Languages (“we”, “us”, “our”).

**Booking Process**

1. When a student applies for an IOP course, we contact suitable potential tutors on their behalf, based on the student’s stated priorities and preferences.
2. When we contact you on behalf of a student, you may accept or decline the booking.
3. If you accept the booking, we arrange a Trial Lesson between you and the student at the agreed time.
4. Following the Trial Lesson, the student may choose to continue studying with you for a minimum 5-hour course. If this is the case, we will advise you when the course has been confirmed. We will also advise you if the student has decided not to continue their studies with you.
5. You contact the student directly to arrange further sessions.
6. Payment is processed after each 5-hour block has been completed.

**Trial Lesson**

* Potential students are entitled to a free 30-minute Trial Lesson with each tutor we recommend to them.
* Tutors are not paid for the 30-minute Trial Lesson unless the student subsequently enrols for a paid course of study with you, in which case the payment for the Trial Lesson will be added to your total course payment.

**Blocks and Sessions**

* Students purchase course time in 5-hour **blocks**.
* Course time may be delivered by tutors in **sessions** of any duration. We recommend 45 minutes per session as suitable in most cases.
* You arrange session durations and times directly with your student, following the confirmation of course.

**Session Record**

* At the end of each Session, the **Session Record** should be updated.
* For CPF courses, the **Attendance Sheet** should also be filled and signed after each session.

**Payment**

**Non-CPF Courses:**

* When a block has been completed, upload your Session Record and complete the Claims Form online, using the link provided at course confirmation.
* We will process your payment on the Friday following our receipt of your completed Claims Form and Session Record.

**CPF Courses:**

* When the entire booking has been completed, upload your Session Record(s) and Attendance Sheet(s) and complete the Claims Form online, using the link provided at course confirmation.
* Complete the End of Course Report via the link provided.
* We will process your payment on the Friday following our receipt of the above documents.

**Platform**

* IOP courses are delivered via the [Zoom](https://intuitionlang.sharepoint.com/sites/Shared/Documents/GENERAL/Vis%20a%20Vis/Ts%20and%20Cs/zoom.us) platform. You may, if you and the student agree, use a different platform if you prefer.

**Materials**

* You may use your own materials for teaching, or the standard InTuition Languages materials as provided through the Portal.

**Technical and Environmental Requirements**

* An up to date PC or laptop and operating system, with the latest browser update applied
* A Zoom account
* A good quality webcam and microphone
* An appropriate working method: presentable in front of camera (no eating or drinking during sessions) and with an appropriate background to your environment
* Appropriate materials prepared in advance (InTuition materials or your own)
* Sessions scheduled in advance
* Punctuality: students can’t see you until you start the call
* Timekeeping: if you overrun a session you won’t get cut off, but the time will be deducted from subsequent sessions. Spend the last two minutes summarising, setting tasks and rescheduling
* Agreement to be recorded for quality control
* Timely submission of your Session Record and Claims Form at the end of each booking.

**Tutoring Responsibilities**

* You shall conduct a diagnostic assessment and discuss each student’s learning goals, and offer them an appropriate learning plan

**Cancellation terms**

* After a session has been scheduled, you must provide at least 24 hours notice if you are unable to deliver the session.
* If the student fails to attend a session within ten minutes of the agreed start time, the session is considered taught. If there are technical issues preventing connection, these must be raised immediately.
* If you are more than ten minutes late for a scheduled session you are responsible for providing a makeup session to cover the lost time.
* Students are obliged to provide a minimum of six hours’ notice (evening sessions) or twelve hours’ notice (morning sessions) if they wish to cancel or postpone a scheduled session. If this notice is not provided, the session is considered taught.

**Our Working Relationship**

* Tutors are engaged by InTuition Languages Ltd on a freelance, self-employed basis. The tutor is responsible for settling his / her own tax affairs. At no time shall the tutor discuss prices or fees with the student: all such queries should be directed to us.

**Privacy and Data Protection**

* Please see our separate **IOP Privacy Policy**.

**Termination**

* We or you may terminate this Contract without cause upon 7 days' written notice. In the event of termination, we shall pay you on a pro-rata basis any fees then due and payable for any services completed up to and including the date of such termination.

**Confidentiality**

* You acknowledge that you will have access to information and materials proprietary by InTuition that are to be treated as confidential. You agree to treat all Confidential Information as strictly confidential, not to disclose Confidential Information or permit it to be disclosed, in whole or part, to any third party without our prior written consent in each instance, and not to use any Confidential Information for any purpose except as required in the performance of the services outlined above.

**Non-Solicitation**

* You agree that during the term of this agreement and for a period of 12 months following the termination or expiration of this agreement, you shall not make any Solicitation to employ our contractors (e.g. teachers, marketing staff). You shall not approach students offering them to have lessons outside of our commercial control. Should you be approached by the student, you shall decline their solicitation.

**Term**

* The term of this Contract shall commence on acceptance of your first IOP booking and shall automatically renew on a year to year basis unless terminated at will by either party.
* This Contract shall be governed by and construed in accordance with the laws of England and Wales.

**Questions, Comments and Feedback**

* We welcome your questions, comments and feedback:
	+ teach@intuitionlang.com
	+ +442077394411
	+ [Intuitionlang.com/feedback](https://intuitionlang.sharepoint.com/sites/Shared/Documents/GENERAL/Vis%20a%20Vis/Ts%20and%20Cs/Intuitionlang.com/feedback)