



## Behaviour Policy

The behaviour policy is designed to support how users of the platform should interact to promote an environment in which everyone feels happy, safe and secure and is able to teach or learn to their full potential.

As Plytime Learning is an online 1-to-1 service, with limited tutor time spent directly with students each week, this policy is primarily concerned with outlining expected user behaviours when using the Plytime platform. This policy will be issued when a user takes out a subscription or a tutor joins the platform.

Tutors, teachers and parents have important roles in modelling high standards of behaviour, in their dealings with the children as their example can have a great influence on the child.

Tutors should aim to:

- Create a positive climate where mistakes are treated as positive learning opportunities
- Show appreciation for effort and achievement
- Show that we are committed to helping each child to be their best
- Set realistic expectations for assigned work in-between sessions.
- Promote, through example, honesty, respect and courtesy.
- Provide a safe, caring and effective learning environment.
- Ensure fair treatment regardless of age, gender, race, sexual orientation, ability or disability
- Listen to the student and watch for any signs that may suggest there are safeguarding issues
- Follow the relevant policies and terms laid out by Plytime

Parents and teachers should aim to:

- Ensure their child attends their sessions on time
- Ensure their child has completed the work assigned and reviewed incorrect answers in advance of their next session
- Show appreciation of their efforts and achievement.
- Support the student
- Write and respond to Messages promptly to communicate with the tutor
- Treat the tutor with respect and courtesy at all times
- Avoid interrupting tutor sessions
- Ensure that the parent or teacher profile is up to date with accurate contact details at all times

Students should aim to:

- Always try your best
- Be friendly and helpful
- Be polite and well behaved
- Listen carefully to instructions
- Complete the work assigned to you by the tutor in advance of your next session
- Review incorrect answers in advance of your sessions and flag for support where needed
- Be present during the sessions and without distractions

- Ask for help if you don't understand

If a tutor, parent, teacher or student feels unhappy with the behaviour of another user on the platform they can either refer the issue to Plytime or attempt to resolve it themselves by communicating their concerns through Messages.

Plytime Learning will investigate all instances of poor behaviour, or behaviour that prevents students from learning effectively or tutors from providing the support effectively. If we discover instances of user behaviour that falls below expected standards we will take the necessary action, which for minor breaches may involve reminding the user about expected standards or in more serious cases, removing them from the platform.

Should a tutor be made aware of potential safeguarding issues during their session they should refer to and follow the Safeguarding Policy and Procedures as soon as is practically possible.

Where students have breached expected standards we will try to better understand why the incident occurred, how they think their actions impacted the other user and what they would do differently next time. The aim is to assist the student's development rather than punish them.

Records of any incidents and resolutions will be retained as part of the Complaints Procedure

Plytime's safeguarding lead will review the effectiveness of this policy on a regular basis, making and communicating changes as needed.