

Welcome to the Sunnydene Tutoring teaching team. Our mission is to provide high-quality, reliable and inspiring education to our pupils. This handbook outlines the standards and procedures that ensure our tuition centre remains a safe and professional environment for tutors, students and parents.

Please read the following information in conjunction with your contract, and the other policies within the staff pack, and ensure you understand the content ahead of delivering your first session. Any queries must be directed to Jeni or Amy, who will be able to provide any extra explanation necessary.

This handbook does not form part of any contract of employment and may be amended at the discretion of Sunnydene Tutoring.

Arrival and Sign-In

You must arrive at the premises with sufficient time before your first session to ensure the learning area is prepared and students are greeted on time.

If you are running late due to unforeseen traffic, you must call – on 01795 720593 – as far in advance as possible, so we can inform the waiting parent.

You must sign in and sign out, using the book in the shop.

Pupils must sign in and out, using the book at the entrance to the tuition space.

Jeni's pupils will use the shop entrance. All other pupils will use the corridor entrance.

Check the pod plan, which is on the notice board near the kitchen entrance, if you need clarification of which teaching area you will be based in for your sessions.

Ensure you collect your pupils promptly at the start time for sessions and finish promptly at the end of each session too. If a pupil (or pupils) for a group session is (or are) late arriving, inform the after-school team member on duty, who will wait for them at the entrance and bring them to you when they arrive. This ensures your teaching can begin at the agreed start time for your session.

Security and Safeguarding

The main tuition space door must always be locked, but the door to the corridor must be left unlocked. There is a reminder of this on a sign on the door.

If a student makes a disclosure to you, or if you have concerns about a child's welfare, you must follow the Sunnydene Tutoring Safeguarding Policy and alert the Designated Safeguarding Lead (DSL) immediately.

Lanyards must be worn whilst teaching. These are kept on the side of the grey filing cabinet in the main tuition space and must be returned there at the end of sessions.

For first-time meetings, meet in the shop for introductions by Amy.

You must maintain an Enhanced DBS check and pay the annual subscription for the update service. You are legally required to notify Jeni Smith immediately if you receive any new police cautions or convictions.

Sunnydene Tutoring will support in obtaining a new DBS certificate ahead of the start of your employment, if necessary. For tutors who offer (on average) a minimum of 4 sessions per term-time week for a minimum of 2 academic years, the cost of this check will be borne by Sunnydene Tutoring. For any tutors who offer fewer than 4 sessions per term-time week (on average) for fewer than 2 academic years, the cost of the DBS check will be deducted from that tutor's final month's wages.

You must not follow, "friend," message, or otherwise interact with students on any social media platform, gaming network or messaging app.

You must not exchange personal phone numbers or email addresses with students or with parents. All communication with parents, other than verbal feedback at the end of each session, must be conducted by the Sunnydene Tutoring admin team.

Photographs and videos may not be taken during sessions, unless the pupil information form (in the front of each pupil's session notes folder) states that a parent has given their permission. Photos may only be taken for the purposes of evidencing a child's progress, or for forwarding to Jeni Smith for sharing on social media or the Sunnydene Tutoring website. If a parent does not provide permission for photos to be taken, only the child's work must appear in any photos taken; no part of the child may be visible.

You may share content from the Sunnydene Tutoring social media accounts to your personal social media account(s) and tag Sunnydene Tutoring for the purposes of recommending our sessions, but you must not share any other Sunnydene Tutoring related content on social media.

New tutors will be supported during their induction period and are encouraged to ask Jeni or Amy for clarification or guidance at any time.

Handover and Feedback

Students must never be left unattended. At the end of a session, you must ensure your student is handed over directly to their parent or guardian. Only secondary pupils, in instances where we have explicit permission for them to leave independently, may leave without a parent having collected. If a pupil is not collected within a few minutes of the end of their session, please advise the supporting after-school team-member, who will supervise the pupil whilst they wait to be collected.

When a parent collects at the end of a session, verbal feedback must be provided. This should be brief but informative, providing details of the work covered and next steps. Since it is anticipated that the pupil will be within earshot when feedback is being given, feedback must be shared sensitively. If necessary, or beneficial, any additional information can be shared by email after the session; simply send the information you would like to share with Jeni, and it will be forwarded to the parent on your behalf.

If someone other than a student's parent arrives to collect at the end of a session, and you have not been informed of this, you must not let the student leave but must inform Amy (or the after-school team member on duty in Amy's absence).

After each session, dated notes must be written in the pupil folders provided. These can be found in the grey filing cabinet in the main tuition space at the start of each session and must be placed in the red filing box (in the shop) before you leave.

Equipment and Resources

Stationery will be available for each pupil's use during their sessions. You must provide a folder or workbook for each child, which can be used for storage of examples of the pupil's work as evidence of their progress.

English and maths resources are in Jeni's kitchen. Games are also in Jeni's kitchen area and additional resources are in the white dresser and in the cupboard by the main entrance. There are also worksheets and laminated board games in the grey filing cabinet. Additionally, Jeni has a digital bank of resources; just ask if you need support to source engaging session material, or if you need equipment that you cannot find.

At the end of each session, learning spaces must be left tidy and ready for use by another tutor, with all resources and equipment returned after use. Furniture within each pod can be used for storage of resources between sessions; any items left must be stored out of sight.

Celebrate students' work on the 'WOW wall' using Blu Tack only for display purposes. Certificates to take home can be obtained from Amy or Jeni, if desired.

Pupils should all be encouraged to borrow books from the library. Books borrowed must be recorded in the blue box on the library table. Students may keep books that are actively being read for as long as desired, but books must be returned to the library of a student stops their tuition.

Use of Personal Devices and Technology

You may use personal laptops or tablets during sessions where this supports teaching and learning, but these may not be plugged into power sockets within the building unless they have been PAT tested. Personal mobile phones should not be used during sessions except for session-related purposes or in an emergency.

Pupils must not use personal devices during sessions unless this has been approved in advance by Jeni.

You must not photograph, scan or digitally store pupils' work on personal devices unless explicitly authorised by Jeni. Any authorised digital files must be stored securely and deleted when no longer required.

Confidentiality, Data Protection and GDPR

All information obtained during interactions with pupils and parents must remain confidential. Information relating to sessions taught may only be shared with Jeni Smith (or Amy, in Jeni's absence). Personal data must only be accessed where necessary for the delivery of tuition sessions and must not be shared with any unauthorised individual.

Documents relating to Sunnydene Tutoring sessions must be stored securely when not in use: either at Sunnydene Tutoring, in a locked filing cabinet at your home address or on a password protected computer.

Any loss, accidental disclosure, or suspected breach of personal data must be reported to Jeni Smith immediately.

These confidentiality obligations continue after your engagement with Sunnydene Tutoring ends.

Health and Safety

In the event of a fire, escort your student(s) to the assembly point as displayed on the fire action notices. Do not stop to collect personal belongings. Further instructions will be given by the fire officer and the fire warden on duty.

There are 2 first aid kits in the building: in the (labelled) cupboard in the kitchen of Jeni's teaching room and in the (labelled) cupboard of the main staff kitchen. All accidents must be logged on an accident sheet, which is to be handed to Jeni or Amy once completed. Jeni and Amy are both qualified first aiders and can be called upon for first aid support, as needed.

Pupil Forms must be checked for health and dietary information. All activities involving food, or potential allergens, must be approved by Jeni in advance of the session.

Emergencies and Incident Management

In addition to fire procedures, you must follow instructions given by Jeni or Amy, in the event of any emergency, or any other incident affecting pupil safety.

If a pupil becomes distressed or unwell, or another high-risk situation arises, seek support from Jeni or Amy immediately. Do not attempt to manage high-risk situations alone.

Pay and Attendance

You will be paid £30 for each individual session and £40 - £45 for each group session, depending upon the number of pupils with spaces booked.

Pay will be scheduled to reach your bank accounts on the first of each month.

You are expected to be available for all sessions. A formal attendance review will be triggered by 3 separate absences in a rolling 6-month period, or if a pattern of absence becomes apparent.

Unavoidable cancellations must be reported before termly invoices are sent, to avoid invoicing complications.

Insurance

Tutors will be covered under the Sunnydene Tutoring public liability and professional indemnity insurance policy, when providing tuition sessions for Sunnydene Tutoring pupils, as organised by Jeni Smith.

Employers' liability cover is in place, as required.

Holiday Pay (The 12.07% Method)

As a part-year/irregular hours worker, you will receive an additional 12.07% in addition to your hourly pay for every session you deliver. This will be clearly shown on your payslip as "Holiday Pay."

Since sessions are scheduled for term-times only, you are required to take your 5.6 weeks of statutory rest outside of the term dates published on the Sunnydene Tutoring website.

Scan this QR code for term dates for the current school year:



Tutor Absence (2026 Regulations)

If you are unfit to work, you must notify Jeni or Amy by telephone at least 4 hours before your first session. Call 01795 720593.

Text messages or emails are not acceptable.

Statutory Sick Pay (SSP) will be paid at the prevailing statutory rate. If the standard weekly rate of SSP exceeds 80% of your average weekly earnings, your sick pay will be capped at 80% of your average weekly earnings.

Failure to follow the notification rules will result in SSP for that day not being paid.

A Self-Certification Form must be completed on your return to work, following sickness. This form can be obtained from Jeni or Amy. If you are absent for more than 7 days, a 'fit to work' note will also be required from your doctor before you may return to work.

Following an absence, to ensure continuity of learning for our pupils, you must offer a replacement session for each session missed. Each replacement session is to take place within 14 days of return to work. Two options must be offered, each on a different date, for each session missed. Discussions with parents regarding replacement sessions will be carried out by Jeni or Amy, with arrangements shared with you at the earliest opportunity.

Your standard hourly rate will be paid for any replacement sessions accepted by parents.

You have a statutory right to take reasonable time off for unforeseen family emergencies – for example, your child's sudden illness. This leave is unpaid and the 4-hour notification rule still applies.

Session Reschedules: Individual Session Pupils

Parents whose children attend individual sessions may request a maximum of 3 session reschedules per academic year. If a parent asks you directly to reschedule a session, you must direct them to Jeni or Amy, who will discuss the request with them. When Jeni or Amy notifies you that a parent has requested a reschedule, you must offer two alternative sessions - both on different dates. The sessions you suggest must be during normal operating hours for Sunnydene Tutoring but may be during term-time or during an upcoming holiday. If neither of the alternative sessions offered are workable for the parent, 'missed session work' must be provided. This must be sent to Jeni, by email, by

the end of the day of the missed session, who will forward the work to the parent. This work must comprise activities that the student can reasonably be expected to complete independently at home, must be relevant to recent session work completed and the quantity of work prepared must constitute work that would reasonably be expected to take an hour to complete.

Student Absence: Individual Sessions

If a pupil is unable to attend a planned individual session and fewer than 48 hours' notice is given by the parent, you will not be required to reschedule the session, but missed session work must be prepared, and sent to Jeni, who will forward this to the parent.

When sessions are cancelled by parents at short notice, or when a student does not arrive for their session, you will be paid for the missed session, providing appropriate session work is sent to Jeni by the end of the day of the missed session. The work prepared must be work that the student can be reasonably expected to complete independently at home, must be relevant to recent session work completed and the quantity of work prepared must constitute work that would reasonably be expected to take an hour to complete. If this work is not received by the end of the day of the missed session, no payment will be made to you for the missed session.

The same applies if a parent has used their 3 reschedule requests in an academic year.

Session Reschedules: Group Session Pupils

Parents of pupils who attend group sessions do not have the option of requesting a rescheduled session if their son or daughter is unable to attend.

Student Absence: Individual Sessions

If a pupil is unable to attend a planned group session, missed session work must be prepared, and sent to Jeni, who will forward this to the parent.

The work sent must follow the same guidelines as above, for individual session pupils, but the work must be received by Jeni no later than 2 days after the missed session.

Equal Opportunities and Professional Conduct

Sunnydene Tutoring is committed to providing an inclusive, respectful and supportive environment for all pupils, parents and staff. We expect all tutors to act professionally at all times and to treat others fairly and with dignity.

Tutors must not discriminate, harass or victimise any pupil, parent or colleague on the basis of age, disability, gender reassignment, pregnancy or maternity, race, religion or belief, sex, sexual orientation or any other protected characteristic.

Professional conduct includes maintaining appropriate boundaries with pupils and parents, using respectful language, following all policies in this handbook, and representing Sunnydene Tutoring positively at all times. Any behaviour that undermines trust, safety or professionalism may result in formal action.

Whistleblowing

You are encouraged to report any serious concerns about unsafe, unethical or unlawful practices at Sunnydene Tutoring. This may include concerns relating to safeguarding, health and safety or professional misconduct.

Concerns should be reported to Jeni Smith as soon as possible. If the concern relates to Jeni, it may be raised with Amy. All whistleblowing concerns will be taken seriously and investigated appropriately.

Sunnydene Tutoring is committed to ensuring that tutors who raise concerns in good faith are protected from any form of detriment or retaliation.

Complaints and Concerns

Sunnydene Tutoring takes all concerns seriously and aims to resolve issues promptly and fairly.

If a parent raises a complaint directly with you, you must not attempt to resolve it independently. Instead, direct the parent to Jeni or Amy and inform them of the concern yourself too, as soon as possible.

If you have a concern relating to a pupil's welfare or safety, the conduct or practice of another tutor, a decision or action taken by Sunnydene Tutoring, or any other relevant concern, you should raise this with Jeni Smith in the first instance (or Amy in Jeni's absence). Concerns will be handled sensitively and confidentially wherever possible. Tutors will not be treated unfavourably for raising genuine concerns in good faith.

Terminating this contract

At least one full term's notice, based on a 6-term academic year, must be given to Jeni Smith if you wish to terminate this contract before the end of an academic year. The Sunnydene Tutoring term dates, as published on the Sunnydene Tutoring website, should be referred to for clarification regarding the date on which the Sunnydene Tutoring academic year will end.

On termination of your contract with Sunnydene Tutoring, you must return your lanyard and all Sunnydene Tutoring resources, pass all pupil notes and records to Jeni Smith and permanently delete any electronic records relating to pupils.

You may not, for a period of 12 months following the date of a parent's final invoice, provide tuition services directly to Sunnydene Tutoring pupils or families, as outlined elsewhere in this handbook.