

A CLASS TUTORS



Safety Guides

Welcome to. A Class Tutors

OFFICE HOURS

Monday to Thursday 08:00am – 18:00pm,
Friday 08:00am – 16:00pm,
Closed on Weekends

Should you have any queries please email the administration and information marketing@aclasstutors.co.za

GLOSSARY OF TERMS:

"You": a user of our services
"Services": A Class Tutoring Services
"The Company / We / Us": A Class Tutors

EFFECTIVE DATE

Monday the 02nd of August 2021.

A Class Tutors Safety Guide adheres / complies with regulations and legislation as set out by South African laws regarding:

- ✓ Police Clearance Verification
- ✓ Sexual Offenders Register Check
- ✓ Child Protection Act
- ✓ Covid 19 Protocols

SCREENING PROCEDURES

CLIENTS:

- ✓ Provides accurate and up to date information.
- ✓ Provides physical address to A Class Tutors when requesting a tutor for contact sessions or for the accounts department for invoicing purposes.
- ✓ Institutions provide authentication information to verify registration.
- ✓ Payment / deposit required up front to ensure legitimate use of A Class Tutor services.
- ✓ Directly and voluntarily provides consent.
- ✓ Credit score checks.

TUTORS:

- ✓ Provides accurate and up to date information – regarding personal information.
- ✓ Provides physical address and location.
- ✓ Qualifications – authenticated / certified copies / transcripts.
- ✓ Experience – references.
- ✓ Work permit validation and requirements / validation period.
- ✓ Background checks:
 - Police Clearance
 - Sexual Offenders Register Check
 - Child Protection Act Check

READER / SCRIBER / INVIGILATOR / FACILITATOR: CONCESSION

- ✓ Provides accurate and up to date information – regarding personal information.
- ✓ Physical address and location.
- ✓ Qualifications – authenticated / certified copies / transcripts.
- ✓ Experience – references.
- ✓ A valued representative of A Class Tutors.
- ✓ Skill test – reading proficiency (for readers)
- ✓ Work permit validation and requirements / validation period.
- ✓ Background checks:
 - Police Clearance
 - Sexual Offenders Register Check
 - Child Protection Act Check
- ✓ Undergoes appropriate training to fulfil duties.

SELECTING STUDENTS

A Class Tutors provides for the inclusion of ALL students attending Home Schooling Programs, Public Schools / Private institutions regardless of personal details, physical features / characteristics, and abilities.

- ✓ Students over the age of 18 years may sign / consent to services for themselves.
- ✓ Students under the age of 18 years require an adult / parent / guardian / responsible person to sign and consent to services on their behalf.

SELECTING TUTORS

New applicants are required to provide A Class Tutors with:

- ✓ Accurate information
- ✓ Qualifications
- ✓ Background Checks
- ✓ Brief Assessment – Lesson Planning Skills

When placing a tutor with a family / student, a 'Tutor Selection' process is followed, this ensures that:

- ✓ The tutor meets the needs of the family / student.
- ✓ The tutor and student are compatible – they are comfortable with each other.
- ✓ The tutor can fulfil their duties with regards to subject knowledge.
- ✓ The tutor can fulfil their duties successfully with regards to availability / schedule.
- ✓ The tutor can provide lessons – online / contact.
- ✓ The tutor is selected by the parent / guardian / responsible person based on their tutor profile.

Tutors attending contact sessions at the client's home are required to inform an HR Official and trusted family member of their whereabouts and duration of the lesson being conducted.

SELECTING CONCESSIONS: READERS / SCRIBES / FACILITATORS/ INVIGILATORS

A reader / scribe / facilitator or invigilator can be requested to assist a student with examinations and assessments. A concession may be requested on an independent basis of a parent / guardian / responsible person on behalf of a student.

Authorized institutions and organizations may request the services of concessions provided there is reasonable justification.

- ✓ The person fulfilling the role of concession will be a representative of A Class Tutors.
- ✓ The screening process will occur to verify details of such representative.

Accurate information
Qualifications
Background Checks
Reading transcript – Readers
Training will be provided.

- ✓ The concession can provide the requested service to a student / institution based on compatibility, schedule and availability, accurate reading skills – pronunciation/enunciation of the language, legible writing abilities and a code of honor to conform to the rules and regulations as set out by A Class Tutors and / or the institution.

DISCLOSURE OF DETAILS

The client details will only be disclosed to the tutor once both parties have read, understood, and accepted the Terms of Agreement.

A tutor profile / story is created to be sent to parents / guardian / responsible person, comprising of relevant information needed for the parents / guardian / responsible person to conclude services with the selected tutor.

RISKS

It is important that all member affiliated with A Class Tutors (tutors, representatives, employees, clients) be aware of the risks associated with service provision.

Risks that exist (this is not an exhaustive list):

- ✓ Theft
- ✓ Harassment (stalking, unsolicited communication/texts by client, sexual advances)
- ✓ Confrontations
- ✓ Travelling risks – Using private and public means
- ✓ Travelling risks – Unknown / Remote locations
- ✓ Exposure to health risks – Taking into consideration Covid 19 protocols
- ✓ Online risks – Breach of personal information/Misuse of online services

PROTECT AGAINST RISK/HARM/ENDANGERMENT

If, at any time during the provision of services, the client / tutor feels threatened or believes harm is imminent, they must take reasonable action to prevent such harm from occurring.

The tutor must contact a Group leader / HR Personnel, report the matter, and take necessary steps to remove themselves from the situation.

A trusted person may also be contacted to assist the tutor by removing them from the situation. If required, the authorities must be contacted to prevent possible / further harm and danger.

"The Sexual Offences Act compels all citizens who are aware of the sexual exploitation of children to report the offence to the police."

"Section 110(1) of the Children's Amendment Act stipulates that suspected child abuse must be reported to child protection organizations, the provincial department of social development or the police."

CHECKLIST PROTOCOLS

The following checklists makes provision for protocols to be before/during/ followed sessions as well as health and safety protocols, regarding the spread / containment of Covid-19, which should be adhered to.

COVID CHECKLISTS FOR VARIOUS ROLES LISTED BELOW

TUTOR LESSON CHECKLIST

PRE-LESSON CHECKLIST

Contact the client 24-hours prior to the lesson to confirm the equipment that will be needed for the lesson.

Bring your own equipment: stationery and paper.

Wear a cloth disposable mask prior to arriving.

Bring your own hand sanitiser.



LESSON CHECKLIST

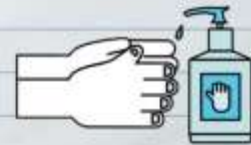
Greet the client by waving.

Sit atleast 1m apart from the client at all times.

Sanitize your hands frequently after touching items.

Use your own stationery and equipment.

Be extra engaging and go the extra mile: use encouraging words, smile with your eyes, bring a photo of yourself so that the student can see your face, etc.



POST-LESSON CHECKLIST

Take your mask off in the car or at home.

REMEMBER: FIRST WASH YOUR HANDS, REMOVE MASK FROM THE EAR, WASH CLOTH MASK AND THROW AWAY DISPOSABLE MASK.



Sanitize your equipment once at home.

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STUDENT LESSON CHECKLIST

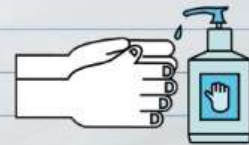
PRE-LESSON CHECKLIST

- Ensure that the tutor has contacted you 24-hours prior to the lesson to confirm the equipment that will be needed for the lesson.
- Gather your own equipment: stationery and paper.
- Wear a cloth or disposable mask prior to the tutor coming into the home.
- Have your own hand sanitiser.



LESSON CHECKLIST

- Greet the tutor by waving.
- Sit at least 1m apart from the tutor at all times.
- Sanitise your hands frequently after touching items.
- Use your own stationery and equipment.
- Have fun and ask questions throughout the lesson!



POST-LESSON CHECKLIST

- Take your mask off once the tutor has left your home.
REMEMBER: FIRST WASH YOUR HANDS, REMOVE MASK FROM THE EAR, WASH CLOTH MASK AND THROW AWAY DISPOSABLE MASK.



2



3



- Sanitise your workspace and ALL of your stationery and equipment.

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FACILITATOR CHECKLIST

1 PRE-LESSON CHECKLIST

- Contact the student the day before the test / exam session to confirm the equipment that will be needed for the session at the student's home or school.
- Bring your own equipment: stationery and paper.
- Wear a facemask before arriving.
- Bring your own hand sanitiser.

2 SESSION CHECKLIST

- Greet the student and teacher by waving.
- Sit at least 1m apart from the student at all times.
- Sanitize your hands frequently after touching items.
- Use your own stationary equipment.
- Be extra engaging and go the extra mile: Use encouraging words, smile with your eyes, bring a photo of yourself so the student can see your face, etc.

3 POST-SESSION CHECKLIST

- Take your mask off in the car or at home.
- Remember: first, wash your hands, remove your mask, wash a cloth mask and throw away the disposable mask.
- Sanitize your equipment once at home.