



A CLASS TUTORS

SAFETY GUIDE

**Effective
Monday, 27 November 2023**

OFFICE HOURS

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

Should you have any queries please email us at 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

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



SCREENING PROCEDURES

CLIENTS:

- Provides accurate and up-to-date information.
- Provide 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 is required up front to ensure legitimate use of our services.
- Directly and voluntarily provides consent.
- Credit score checks.

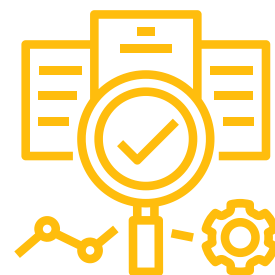
TUTORS:

- 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 if required.
- Background checks:

Police Clearance

Sexual Offenders Register Check

Child Protection Act Check



CONCESSION / ACCESS ARRANGEMENT ASSISTANTS

- 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 if required.
- Background checks:
 - Police Clearance
 - Sexual Offenders Register Check
 - Child Protection Act Check
- Undergoes appropriate training to fulfill 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, assuming that such student is financially self-sufficient, and possesses adequate mental and emotional maturity as a self-sufficient citizen.

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 and/or transcripts and/or receipt of registration.
- Background Checks – Police Clearance Certificate or receipt thereof.
- Brief Assessment – Lesson Planning Skills and Presentation.

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 fulfill their duties with competence, considering their knowledge of the subject matter.
- The tutor can fulfill their duties successfully in line with their availability/schedule.
- The tutor can provide quality 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 a trusted family member of their whereabouts and the duration of the lesson being conducted.

SELECTING CONCESSIONS/ACCESS ARRANGEMENT ASSISTANTS

A reader/scriber/facilitator or invigilator can be requested to assist a student with examinations and assessments. A concession/accommodation assistant may be requested on an independent basis by 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.
- A screening process will occur to verify the details of such a representative.

Accurate information

Qualifications

Background Checks

Reading transcript – Readers

Language communication and comprehension – Readers and Scribes

Training will be provided.



The concession/accommodation assistant 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's details will only be disclosed to the tutor once both parties have read, understood, and accepted the Terms of the Agreement.

A tutor profile/story is created and sent to parents/guardians/responsible persons if requested, compromising relevant information needed for the parents/guardian/responsible person to conclude services with the selected tutor.

Clients are advised against requesting additional information or details from the concession/accommodation assistant on a private basis.

RISKS

It is important that all members 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
- Traveling risks – Using private and public means
- Traveling risks – Unknown / Remote locations
- Exposure to health risks – contagious disease etc.
- 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 the 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 offense 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.”