

Parent/Guardian Code of Conduct

Welcome to Sherpa's tuition platform! We are very much looking forward to supporting your child during their academic journey and are committed to providing a supportive and effective learning experience to all students. Please review the guidelines to ensure your child gets the very most out of their tuition programme.

1. Parent Involvement and Communication

- **Keeping in Contact with the Tutor:** Having regular communication with the tutor through the messages page on the platform helps gain an understanding of your child's progress. This is also where you can ask the tutor to focus on certain areas such as specific topics or exam preparation.
- **Reviewing Lesson Recordings:** As a parent or guardian, we strongly encourage you to occasionally review the lesson recordings, just as you would with any other activity your child participates in. This will help ensure that the lessons align with your expectations and agreed-upon goals.

2. Student Involvement

- **Student-Tutor Communication:** Encourage your child to actively communicate with their tutor about what they want to focus on during lessons. This helps the tutor tailor the sessions to your child's needs and goals.
- **Effort and Engagement:** Our qualified tutors provide high-quality 1:1 tuition with proven results, both in terms of confidence and grade improvement. The more your child engages with the learning process, the more they will gain from the tuition.

3. Camera and Microphone Use

- We strongly suggest that students keep their camera and microphone on during lessons. This fosters a better connection with the tutor, helps build rapport, and enhances the overall learning experience.

4. Lesson Recordings

- **Retention of Recordings:** Recordings of lessons are kept on our platform for 12 months from the date of the lesson. After this period, they will be automatically deleted.
- **Confidentiality and GDPR Compliance:** Lesson recordings are for the exclusive use of the enrolled student and their parents/guardians. Sharing these recordings with third parties is strictly prohibited and constitutes a breach of GDPR regulations.

5. Fair Use of Free Introductions

- Free introduction sessions are offered at our discretion and may be withdrawn at any time. We reserve the right to limit, suspend or withdraw access to free introduction sessions where we reasonably believe they are being used excessively, unreasonably, or in a manner inconsistent with their intended purpose.
- We reserve the right to refuse service or restrict platform features where continued use is disruptive, unreasonable, or unfair to tutors.

6. Cancellation Policy

- Should you need to cancel a lesson, please refer to our [Cancellation Policies](#).

7. Complaints Procedure

- For any complaints regarding your experience on Sherpa, please refer to and follow our [Complaints and Appeals Procedure](#). A senior member of the team will then be in touch within 5 business days.

While our tutors are dedicated to helping your child succeed, we cannot guarantee grade improvements. Success is a partnership between the student, tutor and the effort invested in learning. Factors such as student input, personal well-being, exam conditions and grade boundaries all play a crucial role.