

2018-2019 Policies and Procedures Manual



# **Company Policies and Procedures**

**2018-2019**

**[www.tutoringstation242.com](http://www.tutoringstation242.com)**

**P.O. Box CB-12049**

**Nassau, Bahamas**



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## **The Tutoring Station**

The Tutoring Station (TTS) is designed to assist students in the pursuit of academic competency and excellence. TTS recognizes that academic advising is a critical component of the educational experience and the success of its students. Through individual and collaborative relationships with educators, students are best able to define and implement sound educational plans that are consistent with their personal values, goals, and career plans. A broad network of professionals and educators exists in support of The Tutoring Station's mission to provide access, opportunity, and success for all students. TTS staff includes TTS Executive Administrator, Curriculum Manager, Website Manager/Administrator, Academic Educators, and Professionals. Academic educators assist students with concept comprehension, subject literacy, knowledge transfer, as well as advisement on improving study habits and providing other basic academic and professional development counseling services.

## **Mission and Goals**

The Tutoring Station supports student learning through quality online instruction provided by experienced and certified educators who encourage and guide students in the development of their potential as independent learners. Our mission is to promote quality education throughout the nation by making learning more purposeful, viable, and accessible. We maintain high standards to foster academic achievement and personal success while also emphasizing the importance of academic integrity, commitment, and hard work. Furthermore, we encourage quality learning by simplifying and diversifying instruction and by addressing areas of deficiencies thus making the experience at The Tutoring Station efficient, well rounded, and meaningful.

## **Services Provided**

The Tutoring Station offers an array of academic, skill enhancement and professional development courses. Additionally, The Tutoring Station offers study skills and organization skills training, as well as creative, dramatic, and artistic workshops.

## **Company Address**

- a. The company's mailing address is The Tutoring Station, P.O. Box CB-12049, Nassau, N.P. The Bahamas
- b. No correspondence mailed to a different address will be accepted.
- c. The company does not have any brick and mortar locations.

## **Company Email**

- a. The company website is <https://www.tutoringstation242.com>

### **Instructors' Qualification Requirements**

The Tutoring Station hires instructors and educators based on each subject offered by TTS, and employment demands of those subjects. Candidates applying as an Instructor at The Tutoring Station will be expected to meet the following requirements:

- Have a minimum of an Associate Degree.
- Have 3+ years of experience in subject of instruction.
- Must demonstrate competency in online instruction.
- Must maintain flexibility in schedule to accommodate scheduled sessions.
- Have effective interpersonal communication skills.
- Must be able to relate to students on various academic levels.
- Must be tech savvy and proficient in learning management systems.
- Must provide resume and two recommendation letters.

### **Application Procedure**

To be considered for a position with The Tutoring Station (TTS), candidate must apply using the online contact form, by submitting the required information and document(s). After pre-screening, selected applicants will be contacted for an interview, which will include some subject-related questions. Each job applicant has a duty of disclosure, candor, and good faith when submitting information and documentation. Successful applicants will be issued Login credentials—username and a temporary password which they must change upon first login; then use to access TTS's learning platform.

### **Student Accounts**

Students will need an account for most activities on our platform, including to purchase and to enroll in a course. Students have complete responsibility for their accounts and over everything that happens on their account, including for any harm or damage (to us or anyone else) caused by someone using their account without their permission. This means students must be careful with their password. Students also may not transfer their account to someone else or use someone else's account without receiving their permission.

Students must be at least 16 years of age to create an account on The Tutoring Station and use the Services. If you are younger than the required age, they may not set up an account, but TTS encourages students to invite their parents or guardians to open accounts and further assist in helping them enroll in courses that are appropriate.

### **Accuracy of Client Information**

Students are responsible for providing true and accurate information with respect to their name, address, phone number, email address and all payment details. Failure to provide correct and accurate information can result in refusal of service. Students assume all responsibility for any errors or issues, as well as legal liability resulting from such false information. The Tutoring Station maintains the accuracy of personal information, and takes action to correct inaccuracies

where identified. The Tutoring Station is not liable for the fraudulent use of any credit card or other payment method that may be used to purchase its services.

### **Client Confidentiality and Privacy**

Students enrolled in courses at The Tutoring Station are required to give certain personal information in order for services to be provided. Such personal data and information may be stored in our system for the maintenance of active accounts and participation. However, administrators of The Tutoring Station will preserve the data's private nature and provide assurance that the information will be protected against improper disclosure. Furthermore, although certain personal data/information will be stored within TTS's system for services functionality, financial data is not information stored"

### **Academic Integrity**

Academic integrity is important to The Tutoring Station. We do not encourage academic dishonesty, especially acts of plagiarism. We advise that learners take full advantage of the course offerings, which can further academic, professional and personal development.

### **Assessments, Grades & Certificates**

For our online courses, instructors will relay some form of assessment although it may not apply to certain subject areas. For courses where assessment applies, the passing score is 70 out of 100. (See our Grading Scale.) After successful completion of a course, clients can and will receive course certificates. If there are any questions regarding this, please email us at [tts.concerns@gmail.com](mailto:tts.concerns@gmail.com).

### **Learning Disabilities**

While students with learning disabilities are not prohibited from taking courses at The Tutoring Station, educators at TTS will not participate in assessing any learning disability. TTS instructors are not requested to have a background in special education and thus will not be suited to address specific learning needs unique to certain disabilities. Furthermore, we are within limits as educators to make any assessment via an online platform.

### **Code of Conduct**

TTS community shares purposes that require mutual respect and trust and a commitment to provide and foster a learning environment of mutual responsibility. The online community has a special interest in the prevention of certain modes of conduct, which are harmful to the interests of the members of The Tutoring Station. Breach in conduct would include: sexually harassing behavior; sexual, derogatory, inflammatory or offensive communication; intimidating, offending, degrading or humiliating others; and unlawful discrimination or bullying.

## **Payments & Refunds**

When you make a payment, you agree to use a valid payment method. Clients can receive a full refund within 48 hours of paying up for a course. After 48 hours has passed, clients are not eligible for either full or partial refunds. Refunds are also available if an instructor cancels his or her course.

## **Payment Security**

Our payments are conducted through integration via Authorize.net and PayPal, both of which adhere to Global Payment Card Industry (PCI) compliance standards for data security. No banking information or credit card data is ever stored by TTS, all financial data collected at checkout is solely for processing your purchase(s), and never remains within our payment or services systems. Please visit PayPal.com and Authorize.net for further information on how your financial information is handled.

## **Disposal of Payment Information**

The Tutoring Station does not store payment information in our systems and we also do **not** utilize any recurring payment features.

## **Instructor Intellectual Property Rights**

All instructors retain ownership of content they post to platform, including courses. However, TTS may share portions of content solely for advertisement purpose without expectation of gain. Furthermore, TTS instructors agree to respect the intellectual property rights of other TTS instructors. Therefore, instructors may not reproduce, redistribute, transmit, assign, sell, broadcast, rent, share, lend, modify, adapt, edit, create derivative works of, sublicense, or otherwise transfer or use any course without proper authorization or permission.

## **Lawful Course Content & Quality Assurance**

Instructors may not access or use the Services or create an account for unlawful purposes. In addition, an instructor in communication with students who have enrolled in the instructor's course(s) must adhere to a code of conduct and respect the rights of others. Instructor's use of the Services and behavior on the TTS platform must comply with applicable national laws or regulations.

## **Refusal or Denial of Service**

The Tutoring Station reserves the right to deny service to anyone without explanation for any reason we deem inappropriate. Such inappropriate themes relate to communication or behavior that advocate sexual misconduct or incites violence, hatred or discrimination in contravention of national laws.

### **Service Delays & Technical Difficulties**

The Tutoring Station can, at any time, run system updates that may potentially interrupt services. However, clients would be notified in advance if there is a system update that runs the risk of service interruption.

The Tutoring Station may decide to cease making available certain features of the Services at any time and for any reason. Under no circumstances will TTS or its affiliates, suppliers, partners or agents be held liable for any damages due to such interruptions or lack of availability of such features.

Furthermore, TTS is not liable for delays in service resulting from unforeseen circumstances, such as technical difficulties, power outages, telecommunications outages, or natural disasters. Clients accept that they will not have any recourse against us in any of these types of extemporaneous circumstances beyond our control. In legal, more complete language, **the Services and their content are provided on an “as is” and “as available” basis. We (and our affiliates, suppliers, partners, and agents) make no warranty that you will obtain specific results from use of the Services. Your use of the Services (including any content) is entirely at your own discretion.**

### **Rights and Indemnification**

The Tutoring Station may exercise legal recourse against any client/student or instructor that breaches any company policy, thus creating liabilities or legal infraction. Both students and instructors agree to indemnify, defend (if we so request), and hold harmless The Tutoring Station from any against any third-party claims, demands, losses, damages, or expenses (including reasonable attorney fees) arising from (a) the content you post or submit, (b) your use of the Services (c) your violation of these Terms, or (d) your violation of any rights of a third party. Your indemnification obligation will survive the termination of these Terms and your use of the Services.