

# **Global Professional Tutors Association (GPTA) Ltd**

## **Code of Ethics**



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### **1.0 The objectives of the Global Professional Tutors Association (GPTA) are:**

- 1.1 To create and maintain an international best practice benchmark for private tutoring providers.
- 1.2 To provide guidance for the implementation of best practice through encouraging adherence to the GPTA Code of Ethics
- 1.3 To represent and support member interests in lobbying for accountable and ethical self-regulation as the preferred national approach to private tutoring
- 1.4 To promote the accreditation of private tutors
- 1.5 To promote research in tutoring for the purpose of promoting member interests and informed debate

### **2.0 Application of Code**

- 2.1 This Code of Ethics applies to members and associate members of the Global Professional Tutoring Association (GPTA) Ltd, who by becoming members or associate members agree to be bound by this Code.
- 2.2 Failure to abide by this Code of Ethics will result in disciplinary action as detailed in Section 8.0

### **3.0 Obligations of National Associations**

- 3.1 Support the objectives of the GPTA
- 3.2 Display a copy of the GPTA Code of Ethics at the office of the Association
- 3.3 Adhere to the GPTA Code of Ethics and promote the GPTA Code of Ethics
- 3.4 Notify the Secretary of changes in management, accommodation or other matters relevant to identifying and maintaining accurate data
- 3.5 To provide quarterly national data on trends, issues and other relevant information about private tutoring to the GPTA
- 3.6 Ensure the national Code of Ethics is consistent with the GPTA Code of Ethics
- 3.7 Meet their financial obligations to the GPTA

## 4.0 Obligations of Business Members

- 4.1 Members shall support the aims of the GPTA and shall adhere to this Code.
- 4.2 A copy of the GPTA Code of Ethics must be displayed at the members' primary place of business. Its articles are intended to be binding. Breach of any single article in this Code by a member will be held as sufficient grounds for lodging a complaint and for action by the Dispute Resolution and Disciplinary Committee - see Section 8.0.
- 4.3 Notify the Secretary of any important changes in ownership, management, accommodation or other changes of provision
- 4.4 Shall have regard for, and comply with, all the relevant laws of the country in which they are operating.
- 4.5 Shall conduct their business at all times in such a way as to bring credit to the tutoring profession and to the GPTA.
- 4.5 Shall take no action that deliberately injures the business, reputation, or interest of any other member.
- 4.6 Shall, at all times, act honestly in their professional dealings with customers and clients (actual and potential), employers and employees.
- 4.7 Shall not, knowingly or recklessly, disseminate any false or misleading information, either on their behalf or on behalf of anyone else. This includes through the use of statistics or through making claims over the success of students
- 4.8 Duty of Disclosure: Members must ensure that clients have sufficient information to make informed decisions about the need for tutoring services. In particular, members must:
  - Assess/determine whether students need tutoring and if so inform prospective clients of the outcome of the assessment;
  - Upon request enable prospective clients to inspect the relevant programs and curriculum
  - Provide accurate written reports to clients on the learning progress of students (who are under the age of 18 years).
  - Inform prospective clients of the qualifications and experience of the relevant tutors.
- 4.9 Pre tests, post tests, other assessments and reporting
  - 4.9.1 The type and use of assessment and testing instruments must be fully disclosed prior to any assessment. The marking of assessments must be conducted in an accurate, professional and honest manner.
  - 4.9.2 The results of any formal assessing or testing of students must be made available to clients
  - 4.9.3 Unless restricted by law, original copies of marked pre tests that are used for screening for enrolment, streaming or any other purpose must be made available for perusal by clients. Streaming or suggestions that clients undertake tutoring should be justified on the basis of appropriate interpretation and disclosure of assessment results.
  - 4.9.4 All feedback, written or verbal, given to clients should be clear and unambiguous and should not be intended to either mislead clients or create future enrolments or business.
  - 4.9.5 Reports may be written or verbal. Reporting must be done at least once per semester, when the length of tutoring is for at least one semester.

#### 4.10 Refunds

4.10.1 All GPTA Members must have a written Refund Policy that must be available for clients. The Refund Policy must be consistent with relevant national laws.

4.10.2 Members cannot ever display a sign saying “No Refunds” as this is misleading. Consumers do have the right to a refund if there has been a breach of statutory conditions. Such conditions include working with appropriate care and skill, and providing the level of service promised or advertised.

4.11 Members shall promote the GPTA Code of Ethics to their tutoring staff and shall. This includes promoting adherence to the Code and familiarisation with the objectives of the Code to tutoring staff.

## 5.0 Obligations of individual and associate members

- 5.1 I agree to support the aims of the GPTA and I shall adhere to this Code.
- 5.2 I shall have regard for, and comply with, all the relevant laws of the country in which I conduct tutoring.
- 5.3 I understand that my role as a tutor is to encourage and enable pupils to achieve their potential as independent learners through acknowledgement, encouragement, understanding, and individualised attention.
- 5.4 I will share with my client any concerns I have about any social, emotional and/or behavioural difficulties that my pupils are experiencing that are beyond my competency to address.
- 5.5 I will honestly disclose to the client any special educational needs that are beyond my professional experience or ability to resolve, in order that he/she may take steps to securing for them the right kind of specialist help
- 5.6 Any referrals I make will come with full disclosure of any personal or material interest.
- 5.7 I shall NOT create any dependencies through:
  - 5.7.1 suggesting a need for tutoring where no such need exists,
  - 5.7.2 reporting in a manner that explicitly or implies a need for further on-going tutoring,
  - 5.7.3 engaging in any practice that undermines the independent learning of student,
- 5.8 All GPTA member websites must declare that they shall NEVER engage in plagiarism. This includes that they must declare that they will NOT do student's assignments or any other academic work for the student
- 5.9 I will provide clear and unambiguous feedback and will not mislead clients about the achievement of the student.
- 5.10 I shall be honest and transparent about my qualifications and experiences.
- 5.11 I shall not claim the student's academic success as my own, without proper acknowledgement of the student, the school, the family and other factors contributing to the success of the student
- 5.12 I understand that my relationship to my pupils is professional and not personal and that I have a duty of care towards them.
- 5.13 I will keep information about the pupil whom I am assigned confidential, unless doing so would be to result in injury or harm being done to them.
- 5.14 I will respect my pupils' personal dignity at all times. I will show respect for my pupils' cultural background and values.
- 5.15 I will maintain accurate records of tutoring sessions as expected and required.

## **6.0 Obligations of members and associates engaging in on-line tutoring**

### 6.1 The listing of details in regards to tutor qualifications and experience

GPTA members shall list the minimum qualifications that all tutors have. This includes for example a university degree in the area they are teaching and their relevant teaching experience. The words “available upon request” are not acceptable for GPTA members.

### 6.2 Plagiarism

All GPTA member websites must declare that they shall NEVER engage in plagiarism. This includes that they must declare that they will NOT do student’s assignments or any other academic work for the student

### 6.3 Child protection

For any text-based on-line tutoring a record detailing the contents of each communication must be kept and made available to parents regularly and also anytime upon request.

For any video and/or audio-based on-line tutoring and live steamed sessions be it on computer, mobile device, tablet or other technology the tutor MUST make sure that all interactions are appropriate, safe and secure. The tutor shall request that an adult be present or within hearing range during the tutoring and should also be free to observe, and be present for, each session.

### 6.4 Disclosure

- 6.4.1 On-line tutors and tutoring companies must disclose the location of the tutor.
- 6.4.2 Tutors must honestly disclose their qualifications and experience.
- 6.4.3 Tutors must honestly disclose their knowledge of the local curriculum used by the student.
- 6.4.4 Tutors shall be background checked by relevant local authorities.

## **7.0 ALL members and associates**

- 7.1 Shall keep up to date with developments in tutoring pedagogy and practice, curriculum and qualifications in order that they might diligently support the professional practice of tutoring.
- 7.2 Shall respect the confidentiality of all business information which comes into their possession, except from those persons entitled to receive it and unless it is illegal to do so.
- 7.3 Shall promote and seek business in a professional and ethical manner.
- 7.4 Shall not claim the Association's endorsement in connection with any activity unless it has its prior written approval to do so.
- 7.5 A Member shall not engage in any form of plagiarism or cheating. The creation of dependencies is NOT to be encouraged at ANY level. Members must apply practices consistent with the GPTA Plagiarism Policy, which may be updated from time to time. This Policy is available from the GPTA website at [www.globaltutoringassociation.com.au](http://www.globaltutoringassociation.com.au)
- 7.6 Shall observe this Code as it may be expanded and annotated and published from time to time and brought to their attention in GPTA communications by the Ethics Committee

## **8.0 Complaints Resolution Procedure**

- 8.1 A Member will make every reasonable effort to fairly and quickly resolve any complaint made by a client.
- 8.2 Where an oral complaint is made to a Member the person receiving the complaint will:
  - (a) identify himself/herself, listen, record details and determine what the complainant wants;
  - (b) confirm the details received;
  - (c) explain the complaints resolution procedure, and advise of alternative courses of action;
  - (d) resolve the complaint immediately if possible or make a commitment to resolve the complaint within a given time frame; and
  - (e) follow up the complaint as appropriate e.g provide the complainant with feedback regarding the result of any action taken by the Member to resolve the complaint.
- 8.3 Where a written complaint is made the Member will:
  - (a) provide the complainant with written feedback within ten (10) days of receiving the complaint regarding the result of action taken by the Member to resolve the complaint; and
  - (b) if it is not possible to resolve the complaint within ten (10) days, provide written acknowledgement of receipt of the complaint within seven (7) days and specify the time frame within which the complainant will receive feedback regarding the result of action taken by the Member to resolve the complaint.
- 8.4 Business members will ensure that all staff are familiar with the member's complaints resolution policies.
- 8.5 Where a complaint cannot be resolved between the member and the client, the Member must advise the client of the client's right to refer the complaint to the GPTA. Either party can refer the complaint to the GTA.
- 8.6 Where a complaint is referred to the GPTA, the Governance/Advisory Board via its Dispute Resolution and Disciplinary Committee (DRDC) will, as soon as practicable after the referral, hear the complaint and notify the parties in writing of the determination.
- 8.7 Where the GPTA determines that a Member has breached the Code, the GPTA will apply sanctions.

## **Discipline of members**

- 8.8 Where a breach of the Code has been determined by the DRDC, the GPTA will seek corrective action to be taken by the member concerned. Such action is not limited to but may include a requirement for:
- (a) advertising to be amended or withdrawn;
  - (b) corrective advertising to be placed;
  - (c) corrective mailing to clients concerned;
  - (d) literature or stationery to be amended or withdrawn; and
  - (e) the withdrawal of programs or materials failing to meet the standards of the Code.
- 8.9 The GPTA may, at its own discretion, issue warnings or censures to members not complying with the GPTA Code of Ethics
- 8.10 If corrective action is not taken within the time allocated in accordance with GPTA directions, the member's membership to the GPTA may be suspended for a specific time period, or in the event of continued non-compliance, the GPTA may expel the member.
- 8.11 Following expulsion from the GPTA the expelled Member may not claim on-going membership in any advertising and must immediately desist from using any literature and stationery referring to the GPTA Code.
- 8.12 Expelled members will be listed on the publically viewable 'Expelled members' list for a period of at least 1 year.