



INTERNAL RULES ON REGULATIONS RELATING TO THE TUTOR'S WORK IN SCHOOL POPULO

Accounting entity name: Vzdělávací centrum Populo, z. s.

Business ID: 06746551

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1. General Provisions

- 1.1. These Rules are binding for every tutor of companies Vzdělávací centrum Populo, z.s., Etiam group, s.r.o., Antecellere, s.r.o., Coadiuvare, s.r.o., Collocutio, s.r.o., Consecutio, s.r.o., Demonstratio, s.r.o., Exercitatio, s.r.o., Exhoratio, s.r.o., Ginglymos, s.r.o., Opitolor, s.r.o., Scriptulum, s.r.o. and for everyone acting under the brand of School Populo.
- 1.2. Employees are familiarised with the Rules no later than on the day of the commencement of their employment. The employee confirms their obligation to comply with these Rules by signing their employment contract.
- 1.3. The Rules are available to each tutor in electronic form in the online app Kabinet.

2. The basic values of every employee of School Populo are:

- 2.1. Respect and trust towards colleagues and supervisors.
- 2.2. Maximum helpfulness to the students and parents.
- 2.3. No misuse of personal data or student information for personal purposes.
- 2.4. Obligation of confidentiality with regard to internal information.
- 2.5. Acting in the interest of the company and its good name.
- 2.6. Compliance with the cooperation conditions set by the company.
- 2.7. Considerate behaviour towards company's assets and values.

3. Tutor's duties

- 3.1. Every tutor will receive an online introductory training organised by the Methodology Centre. This training is compulsory, and the tutor cannot sign up for courses before its completion.
- 3.2. The tutor shall be discreet and shall not disclose the details of their tutoring of a specific student in the presence of other tutors or branch visitors, nor disclose them to other students. Tutors also shall not talk about details regarding tutoring outside of the workplace and in private.
- 3.3. The tutor must continuously update their availability times in Kabinet.
- 3.4. The tutor shall not disclose information regarding the price of the lessons, their salary, or the school's internal operations to the student or other tutors.
- 3.5. The tutor is obliged to come to the lesson on time, 10 minutes before the lesson starts at the latest. If need be, the tutor should apologize for any late arrival by text, call or email. Contact details can be found online in the Kabinet app.

- 3.6. The tutor is obliged to inform the reception desk if their student does not come to the lesson within 10 minutes after its beginning, regardless of whether the teaching takes place in person or online.
- 3.7. The tutor is required to write down the lesson content and student's evaluation in the Kabinet app without undue delay, no later than 8 p.m. on the day of the lesson (evening lessons taking place after 8 p.m. must be entered as soon as possible after the lesson's end).
- 3.8. The tutor shall not finish the lessons before their official end. If this situation can be predicted, the tutor shall inform the tutoring coordinators about such a fact. If this situation occurs during the lesson, the tutor shall report this fact to the tutoring coordinator in person, by email or text message, call, or by entering it in the field „Dodatečné informace“ when entering the lesson in the Kabinet app.
- 3.9. The tutor is obliged to plan the date of the next lesson with the student and enter it in the Kabinet app when evaluating the past lesson. If the next lesson's date does not correspond to the pre-agreed regularity of the course, the tutor shall inform the tutoring coordinators about the reason for this change. If the next date is not certain, the tutor shall enter the reason in the app in the line “Dodatečné informace”.
- 3.10. The tutor shall inform the tutoring coordinators in advance if they plan to temporarily suspend their teaching activity (e.g., holidays, personal reasons, etc.) for at least two weeks before the planned suspension. Similarly, the tutor must inform the coordinators two weeks in advance if they cannot continue with their course.
- 3.11. If lessons take place at the weekend or during public holidays, when our coordinators are not available, the tutor must cancel lessons in advance during business days. In cases of unexpected situations, these cancellations will be assessed individually.
- 3.12. The tutor must adequately communicate with the coordinators and inform them about all changes to lessons.
- 3.13. The tutor shall behave carefully towards all property and values of the company and strive for maximum benefit in the performance of their job.
- 3.14. School Populo's Methodology Centre can come and observe lessons to evaluate the quality and other aspects of the lesson. These observations take place during in-person lessons without prior notice. During online lessons, the tutor is informed beforehand and is required to allow the methodology specialist into the lesson. The tutor must explain the situation to the student, so that everyone understands and is comfortable.

Failure to comply with the above obligations may result in a reprimand letter. In the event of a persistent breach of the obligations arising from the legislation relating to the work performed by the tutor, we will be forced to issue a second written warning. Failure to remedy this may, at this point, lead to the termination of the employment contract.

4. Expected behaviour of the tutor

- 4.1. The tutor shows interest in the student. Follows up on the information provided by the tutoring coordinator and asks the student about the reason and goal of the tutoring.
- 4.2. The tutor shall introduce themselves to each new student and their parents.
- 4.3. The tutor creates a friendly atmosphere and not only motivates the student but also listens, advises, and does not put themselves in a superior position. A tutor never puts their students down.
- 4.4. The tutor provides feedback on students' progress or areas for improvement in regular minutes from the lessons. If it is necessary to discuss the student's progress, the tutor informs the tutoring coordinators and, in cooperation with them, finds a suitable solution to the situation.

- 4.5. The tutor continuously prepares for each lesson. The tutor always has at least basic materials. If the course content is not clear, the tutor uses a practice test to gain an overview of the student's current knowledge.
- 4.6. The tutor assigns homework to students if they need or require it.
- 4.7. The tutor shall leave the room within 5 minutes of the lesson's end, as there is another course taking place afterwards or it is the last lesson of the day.
- 4.8. The tutor shall not eat during the lesson or spend time on a mobile phone.
- 4.9. The tutor shall not use the Internet during the lesson for other activities than those related to the lesson.
- 4.10. The tutor respects the agreed dates of lessons, their frequency, and form of teaching. The tutor ensures the smooth running of the courses. In case it is necessary to change the lesson date and the situation allows it, the tutor will offer the client an alternative date, ideally according to the client's time availability. Frequent cancellations and rescheduling of lessons is not advisable. The tutor behaves responsibly and, unless the situation changes, teaches all lessons paid by the student.
- 4.11. The tutor is dressed appropriately, and online lessons take place in a quiet and neat environment.

5. Tutor's rights

- 5.1. Each tutor has the right to equal and responsive treatment by the employer.
- 5.2. Each tutor has the right to contact the tutoring coordinators during working hours and to consult on matters related to teaching or working hours. The Methodology Centre answers any questions related to teaching lessons.
- 5.3. The tutor has the opportunity to determine the day and time of teaching according to their availability. However, after the course has started, times can be changed only after a consultation with coordinators.
- 5.4. The tutor has the opportunity to evaluate the student and recommend adjusting the course according to their current needs (more lessons, HW, more intensive practice, etc.).
- 5.5. The tutor has the opportunity to use a laptop for tutoring (for listening, videos, etc.) and a printer for any printing, copying or scanning of working materials on the premises for tutors free of charge.
- 5.6. The tutor is offered free refreshments: coffee, tea, water/juice, sweets, fruit, etc.
- 5.7. The tutor can see all planned lessons in Kabinet in section "Moje lekce" to check the correctness of the agreed dates of the lessons. The tutor will also receive an email with all planned lessons a day prior.
- 5.8. The tutor has teaching aids and a fully equipped library with textbooks and CERMAT tests available at the branch. In addition, they also have the option to use the online library in Kabinet.
- 5.9. The tutor has the opportunity to cancel the lesson without any punishment if done so in a timely manner (at least 12 hours before the lesson starts, except for sudden medical or family reasons).

- 5.10. The tutor has the right to get paid for a lesson in case the student or School Populo has not cancelled it in time, i.e., 12 hours before the lesson. Lesson reimbursement follows these rules:
- a) If a lesson has been cancelled late by the client, but for a valid reason, we do not remove the lesson from the client's package, and we assess this situation individually with each tutor to determine whether they are willing to excuse the lesson. However, in this case, only one lesson of 45 minutes may be paid to the tutor.
 - b) In other cases, the client loses the lesson, and the tutor is reimbursed for the original length.
- 5.11. Outside the main hours, the tutor has the opportunity to use the classroom for personal purposes, as long as it does not interfere with the operation of the branch and their presence is approved in advance by the reception desk.
- 5.12. The tutor has the right to make suggestions for the improvement of equipment, materials, and aids.
- 5.13. The tutor has a right to terminate the employment contract at any time, with a 15-day notice period. During this time, they have to fulfill their duties and teach all planned lessons.
- 5.15. School Populo has the right to remove the tutor from the course in case the client is not satisfied with the course (mutual agreement or change of the tutor's approach is included).

IMPORTANT:

Now please confirm that you have
read these rules and regulations.

