



POCKET MATHS TUTOR

Code of Conduct

Expected behaviour for students and families

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Policy owner	Michael Thompson

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POCKET MATHS TUTOR

This Code supports a respectful, safe and focused learning environment across live lessons, one-to-one tuition, Pocket Support, recordings, the PMT member platform and learning resources.

1. Who must follow this code

The code applies to students using Pocket Maths Tutor and to parents or guardians where their actions affect the service, the safety of students or the rights of other families.

2. Student expectations

- treat the tutor and other students with respect;
- use appropriate language, usernames and profile information;
- arrive ready to learn and follow reasonable tutor instructions;
- attempt questions honestly and ask for help appropriately;
- avoid behaviour that disrupts or distracts other students;
- respect differences in confidence, ability, background and identity; and
- tell a trusted adult if anything online makes them feel unsafe or uncomfortable.

3. Parent and guardian expectations

- provide accurate contact and student information;
- ensure the student knows when sessions take place and how to access them;
- provide a suitable device and learning environment;
- explain the lesson-recording arrangements to the student;
- understand and explain that Pocket Support is direct student-to-PMT communication inside the authenticated member platform;
- support appropriate attendance and conduct; and
- raise concerns through the Contact, Complaints or Safeguarding routes rather than during a live lesson.

4. Live online lesson conduct

- Meeting links and passcodes must not be shared.
- Students should use a first name or agreed initial rather than unnecessary personal details.
- Cameras are optional. If a camera is on, clothing, background and behaviour must be appropriate.
- Microphones should be muted when not speaking.
- The chat must be used only for appropriate lesson participation.
- Students must not use private messaging to contact other students through the lesson platform.
- No student or family member may record, screenshot, photograph, download or stream a lesson.
- Students must not display offensive, sexual, violent, discriminatory or unlawful material.

5. Lesson recordings and privacy

All three weekly group sessions are recorded. A student's voice, display name, typed chat or optional camera image may appear if they participate using those features.

- Students may keep cameras off and mute microphones when not speaking.
- Recordings are for authorised PMT educational use only.
- Recordings must not be copied, screen-recorded, shared or published.
- Students should not disclose unnecessary personal, medical, contact or school information during a lesson.
- A privacy or safeguarding concern should be reported promptly.

6. Pocket Support conduct

Pocket Support is available through the authenticated PMT platform for eligible Membership students. On first use, the student must acknowledge the current Pocket Support rules inside Pocket Support. No separate Pocket Support agreement or external acknowledgement form is required. Pocket Support is for focused GCSE maths questions and must be used responsibly.

- Students may start up to two focused maths questions per day and ten per week during PMT term-time service periods; replies in an existing open thread do not use a new-question allowance.
- Text, photographs/screenshots of maths work, permitted PDFs/documents and short voice notes may be used. Voice notes are limited to three minutes per recorded note at launch.

POCKET MATHS TUTOR

- Messages should be clear, respectful and relevant to maths learning or necessary service administration.
- Students should not repeatedly chase a response within the normal 24-hour response window.
- Pocket Support must not be used to request complete homework answers, impersonate another student or avoid school/exam rules.
- Students must not send inappropriate, abusive, sexual, violent, illegal or unnecessarily sensitive content.
- Students must not move routine support to a personal number, personal social media account or unapproved channel.
- Students and families must not publish or forward PMT messages, voice notes, teaching materials or another person's information without permission.
- Pocket Support is not an emergency or crisis service.
- Where Membership renewal is cancelled, Pocket Support normally remains available until the end of the period already paid for unless it is suspended earlier for a serious conduct, safeguarding, security or payment issue.

7. Accounts and access

- Accounts are for the named student only.
- Passwords, meeting links and access details must be kept private.
- Students must not allow another person to attend or use resources through their account.
- Suspected unauthorised access must be reported promptly.
- Students must not attempt to bypass restrictions, damage the website or access another user's information.

8. Use of resources

- PMT videos, recordings, worksheets and resources are for private educational use by the named student.
- Resources must not be copied, uploaded, sold, distributed or shared with another person.
- PMT branding or content must not be altered to suggest it was created by someone else.
- Answers, recordings or resources must not be used for cheating, commercial tuition or training automated systems without written permission.

9. Academic honesty

Pocket Maths Tutor supports understanding and independent learning. Students should not present copied work as their own, ask PMT to complete assessed work dishonestly or use support to breach school or examination rules.

10. Safeguarding and professional boundaries

- Students should communicate only through approved PMT channels.
- The tutor will not communicate through personal social media accounts or personal messaging channels.
- The tutor will not ask a student to keep ordinary communications secret from a parent or guardian.
- A safeguarding concern may be recorded and shared with the appropriate authority.
- Students should tell a parent, guardian, school safeguarding lead or another trusted adult if they feel unsafe.
- Where a child is in immediate danger, emergency services should be contacted.

11. Behaviour management

Where behaviour is disruptive, unsafe or inappropriate, Pocket Maths Tutor may give a warning, restrict lesson features, remove the student from a session, contact the parent or guardian, temporarily suspend Pocket Support/lesson/account access, or end Membership for a serious or repeated breach. Safeguarding concerns may be referred externally.

12. Raising concerns

Parents and guardians may raise a concern by emailing hello@pocketmathstutor.com. Complaints are handled under the Complaints Policy. Safeguarding concerns are handled under the Safeguarding Policy and may be referred externally.

13. Relationship with other policies

This Code should be read with the Terms and Conditions, Safeguarding Policy, Privacy Policy and Complaints Policy. Where there is a conflict, safeguarding and legal duties take priority.

14. Review

This Code is reviewed at least annually and sooner where service delivery, technology, conduct incidents or safeguarding guidance changes.

Reference framework

- Pocket Maths Tutor Terms and Conditions, Safeguarding Policy, Privacy Policy and Complaints Policy.
- Department for Education safeguarding guidance for out-of-school settings, including private tuition.

Michael Thompson, Owner and Policy Lead

Signature: _____ Date: _____