



**Aspire, Acquire, Achieve**



# **CENTRE HANDBOOK**

**June 2020**

## **PURPOSE OF THE CENTRE HANDBOOK**

The purpose of this Centre Handbook is to provide information on policies and guidelines at Aletheia Academy. The Centre keeps the right to add new policies and procedures, or change/modify the current policy and procedures if necessary. It is every parent, carer staff, and student's responsibility to read and understand this Handbook. We recognize however, that no handbook can answer every question. If you do not find an answer to your particular question in this handbook, or if you would like a particular policy or procedure clarified, please feel free to ask the Centre Manager.

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## **1.0 ABOUT ALETHEIA ACADEMY**

### **MISSION**

Aletheia Academy has a challenging and inspiring mission to improve and enrich its students' academic prospects through targeted, focused and personalized tutoring.

We believe that children need a formidable foundation in literacy, numeracy and science to help them excel in other areas of their lives. It is also our firm belief that all young children have academic abilities and therefore we provide the right opportunities for them to apply their knowledge. We personalize learning so that every child is given the opportunity to reach their full potential.

We understand that a child's ability can blossom with the right support and encouragement. We exist to enforce teaching and learning given in KS1, 2, 3, 4 and 5. Our unique understanding of the national curriculum for schools is the driving force behind our success.

### **VALUES**

1. Providing a learning environment where each child is encouraged to develop to the full extent of their ability; where each person is valued and is made aware that they have the potential to make a positive contribution to the centre; where the school children are brought-up to build a good self-image.
2. Creating opportunities for all children to learn and achieve through our teaching by utilizing all the time we have with our students to teach, assess and advise.
3. Providing an education which places importance on the development of the whole child, academically, intellectually, physically, emotionally and socially.
4. Encouraging the partnership between home and school and encouraging parents to take an active part in their child's education.
5. Providing equal opportunities at the Centre and treating all individuals fairly.
6. Using appropriate technology to enhance the children's learning.

## APPROACH

We use our own materials and that of well-known publishers to support teaching from the National Numeracy, Literacy and Science Curriculum and to reinforce problem solving and reasoning skills.

Students sit mock exams at the Centre under normal examination conditions. We prepare them for their real exams and develop them to acquire coping strategies under stressful exam conditions.

Our targeted tutoring has helped many children gain admission into Grammar and other Selective Schools and many more have boosted their National Curriculum levels as well as making notable improvements in their respective classes which has culminated in successful GCSE and A level results.

We have mentored many students and liaised with countless parents, offering free advice on choice of subjects or schools for their children Furthermore we have provided many one-to-one free sessions for parents who want to understand the national curriculum leveling and their implications on their children's future academic life.

## **2.0 RIGHTS & OBLIGATIONS OF ALETHEIA**

Whilst Aletheia Academy offers to provide high quality tuition to enhance the performance of its students in their regular schools and at various examinations, the Centre does not guarantee specific grades a child can achieve in any exam.

Aletheia has the right to:

- Fix and alter lesson sessions and times giving reasonable notice to parents/guardians
- Increase tuition fees, giving reasonable notice to parents/guardians
- Discipline a student for misbehavior or gross misconduct according to the Centre's disciplinary procedures.
- Withdraw a student for gross misconduct according to the Centre's disciplinary procedures or the Centre's conditions for parents
- Reschedule lessons due to adverse weather or other conditions that could jeopardize the health and safety of students.

### **3.0 RIGHTS & OBLIGATIONS OF PARENTS & GUARDIANS**

Parents and Guardians have the following rights:

- The right to know how their child is performing
- The right to be informed of problems or concerns relating to their children
- The right to be informed if their child is injured at the Centre
- The right to complain if they have concerns about the standard of teaching.
- To withdraw their children after giving a one-month written notice to the Centre.

Parents and guardian involvement and cooperation in the development of their children is vital. Parents/ Guardians are expected to:

1. Disclose any health condition pertaining to the child at admission (on the registration form). Any changes in the state of the child's health should be reported to the Centre.
2. Conduct themselves in a lawful, ethical, safe and responsible manner that recognises and respects the rights of other parents.
3. Show an active and maximum interest in their child's schooling and progress
4. Cooperate with the school to achieve the best outcomes for their child/children
5. Support the centre staff in maintaining a safe and respectful learning environment for all students.
6. Initiate and maintain constructive communication and relationships with centre staff regarding their child's learning, wellbeing and behaviour.
7. Contribute positively to behaviour support plans that concern their child/children.
8. Parents, Guardians and students alike are expected to show respect and courtesy to the Centre staff, other parents and other students at all times, including respect for the Centre's property.
9. Positively reinforce their children and show an interest in their learning at home in order to prevent academic neglect.

10. Desist from harassing, victimising or discriminating against other parents, students or Centre staff on any grounds, including age, disability, ethnic origin, gender, sexual orientation, marital status, religion or belief

#### **4.0 TEACHERS & STAFF CODE**

##### CONDUCT

All staff have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interests of students. They should adopt high standards of personal conduct in order to maintain the confidence and respect of their peers, students, parents and the public in general. A teacher's behavior, either in or out of Aletheia Academy, should not compromise her/his position within the work setting or bring the Centre into disrepute.

Teachers are expected to:

1. Have high expectations of all pupils; respect their social, cultural, religious and ethnic backgrounds; and be committed to their academic achievement.
2. Be guided by the fact that through their teaching, they are providing opportunities for students/pupils to learn and achieve and therefore should wisely utilise the little time with students to teach, assess and advise.
3. Be driven to make an impact on students' academic life.
4. Provide the support and encouragement needed for students' progress.
5. Be regular, punctual, and be present in the designated classroom at least 10 minutes before the scheduled teaching time.
6. Be professional, minimise private discussions with others when on duty.
7. Abstain from making calls and text messages, or using the phone in the presence of the students.
8. NEVER have any form of physical contact with any of the students/pupils except during emergencies. If it becomes necessary, the teacher should let the student question/understand why he/she has to be touched.
9. Desist from eating while teaching as it is unprofessional and not permitted
10. Never develop nor indulge in any non-academic relationship with any student.

11. Seek authorised absence from the the Centre Manager giving at least two weeks notice. In emergency cases; telephone the Centre about the emergency.

### DRESS CODE

Whilst a person's dress and appearance are matters of personal choice and self-expression, staff should recognize that they are role models to the children and their choice of dress should uphold the school's expectations for the children. Staff must ensure they are dressed decently, safely and appropriately for the tasks they undertake. Those who dress or appear in a manner which could be considered as inappropriate could render themselves vulnerable to criticism or allegations of misconduct.

### MATERIALS

Personal property of a sexually explicit nature such as books, magazines, DVDs or such material on any electronic media must not be brought onto or stored at the Centre. Staff must not post material which damages the reputation of the school or which causes concern about their suitability to work with children and young people at social networking sites and blogs. Those who post material which could be considered as inappropriate could render themselves vulnerable to criticism or allegations of misconduct and ultimately be dismissed.

## **5.0 EXPECTED PARENTS & GUARDIANS BEHAVIOUR**

### CONDUCT AT THE CENTRE

Parents and guardians should always remind their children to sign-in each time they attend tuition classes.

Parents must inform the centre if a student absent from tuition.

Parents and Guardians are restricted to the reception area at the Centre. They are **NOT ALLOWED** to enter the classrooms except by permission from the reception/admin staff.

Children are to be reminded by parents that physical contact of any form with other children or adults is **PROHIBITED** within the premises.



Parents and Guardians are reminded to meet with teachers in the reception area and **NOT** the lesson rooms. Parents requiring a private consultation can arrange that with the Centre manager.

Parents, Guardians and students are required to act safely so that they do not put themselves or others at risk.

### TUITION FEES

**Tuition fees have been fixed per calendar month. Parents are therefore required to pay for a full month in advance on the first day of tuition and then every month on the same date.**

The tuition fees are calculated on a four-weekly basis.

The tuition centre is open 49 weeks a year. We are closed for the 3 half-term weeks.

Six of the 49 weeks are designated for mock exams instead of tuition.

In certain months of the year there are 5 sessions which takes into account the half-term closures. There are no concessions on fees during half term or for 6 weeks of mock exams a year.

During the month of Ramadan tuition takes place over the weekend for up to five weeks.

During the month of August tuition takes place from 10am -5pm Monday - Wednesday

The Centre does **NOT ACCEPT** tuition fees by **CHEQUE**. The Centre only accepts CASH payment, card payments through our own terminal or bank transfer into our account.

### DROPPING & PICKING CHILDREN

It is the responsibility of parents/guardians to bring their children to the Centre at the beginning of each day's session and pick them promptly at the close of lessons.

Only authorized persons will be allowed to drop and pick Children. Parents are required to notify the Centre manager if they are not able to personally pick their children, and nominate an authorized adult to do so on their behalf.

Students will be allowed to wait to be collected up to 15mins after their lesson. Beyond that, students still waiting at the Centre will be charged £10.00 for every 15mins.

## **6.0 EXPECTED STUDENTS BEHAVIOUR**

Whilst it is not possible to lay down an exhaustive set of standards, detailed below are general standards which, if broken, could result in disciplinary action being taken against students.

### CONDUCT AT THE CENTRE

Students are expected to:

1. Behave in a sensible manner at all times at the centre
2. Treat fellow students and centre staff with respect at all times and be considerate of their rights and interests
3. Desist from harassing, victimising or discriminating against another student or staff member on any grounds, including age, disability, ethnic origin, gender, sexual orientation, marital status, religion or belief
4. Desist from spitting or dropping chewing gum inappropriately at the Centre
5. Only behave in ways which do not adversely affect the reputation of the Centre.
6. Behave in a manner that respects the rights of others, including the right to learn
7. Cooperate with staff and others in authority at the Centre
8. Be appropriately dressed at all times
9. Refrain from taking part in any illegal activity
10. Desist from using rude, foul or abusive language at the Centre.

### STUDENTS ACADEMIC CONDUCT

Students are expected to:

1. Be regular and punctual to all lessons
2. Ensure that homework is submitted at the next lesson.
3. Submit to any test or examination at the Centre with or without notice
4. Work hard and complete all assignments within specified deadlines
5. Seek help from their lesson tutors when required
6. Take personal responsibility for their own learning and make active use of Centre Resources
7. Promptly submit to their parents or guardians, progress records that will be given to them at the Centre.

## STUDENTS CONDUCT IN THE CLASSROOM

The following should be observed by students:

1. Mobile phones cannot be charged nor used during lessons.
2. Food and drinks are not allowed in the classroom during lesson time.
3. Students are required to throw their waste in bins provided in the classrooms
4. Littering or chewing gums is not allowed during lessons
5. Eating is not permitted in lesson. Students will have the opportunity to eat during designated break times
6. Students may drink ONLY WATER in class with permission from the teacher
7. Students should not behave in disruptive, aggressive, intimidating or unruly ways
8. Students should not disrupt or interfere with the learning of fellow students
9. Students should not misuse centre property, resources or equipment
10. Students are prohibited from making or sending annoying, obscene, malicious or indecent telephone calls, letters, SMS messages, text messages or emails

## GROSS MISCONDUCT

In applying consequences for unacceptable student behavior, the individual circumstances and actions of the student and the needs and rights of Aletheia Academy will be considered at all times. The range of consequences include:

- (a) Suspensions
- (b) Cancellations of enrolment
- (c) Dismissals

## **7.0 HEALTH & SAFETY**

### Policy

It is the policy of Aletheia Academy to protect all persons including students, staff, parents, visitors and members of the public from potential injury and damage to their health which might arise at the Centre. Aletheia Academy will therefore provide and maintain safe working conditions, equipment and systems of work for all staff, and to provide such information, training and supervision as they need for this purpose. The centre will give a high level of commitment to health and safety and will comply with all statutory requirements.

Health and Safety is the collective responsibility of all; management; staff; students; parents & guardians, visitors and facility users. The Centre maintains that the safety and protection of the above category of persons is one of our greatest concerns. Safety is a priority at the Centre. Aletheia Academy therefore complies with the national Health and Safety laws and all other applicable regulations. We make every effort to keep work areas

safe and free from hazards. Designated supervisors are to assist staff; students; parents & guardians, visitors and facility users with safety and health requirements. Employees are expected to observe all applicable safety requirements, and to immediately report any unsafe or hazardous conditions to their immediate supervisor.

### Fire

In the event of fire at the Centre or fire alarm activation, staff; students; parents or guardians, visitors and facility users should exit the building immediately to the designated assembly point. Unless specifically designated by our staff, no one should attempt to extinguish any fires. Our staff have been provided fire extinguisher training to do this.

### Hygiene

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work. Anyone suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from his or her own GP. Any exposed cut or burn must be covered with a first-aid dressing.

## **8.0 PREVENTING EXTREMISM AND RADICALISATION AND SAFEGUARDING POLICY**

Aletheia Academy is committed to providing a secure environment for pupils, where learners feel safe and are kept safe. All adults at AletheiaAcademy recognise that safeguarding is everyone's responsibility irrespective of the role they undertake or whether their role has direct contact or responsibility for learners or not.

Framework- Key documents, which inform this policy, are:

Keeping children safe in education, DFE-September 2019 This document contains information on what school and colleges should do and sets out legal duties with which school and colleges must comply.

Working Together to safeguard Children, HM Government-March 2018 Sets out how individuals and organisations should work together to safeguard and promote the welfare of children.

The Prevent duty, DFE- June 2015 Departmental advice for schools and childcare providers. This sets out to help recipients understand the implications of the Prevent duty. The Prevent duty is the duty in the Counter-Terrorism and Security Act 2015.

All staff of Aletheia Academy have read and understood the above key documents.

All adults working within Aletheia Academy (including visiting staff, volunteers' contractors, and students on placement) are required to report instances where they believe a young person may be at risk of harm, linked to radicalisation, to the Designated Safeguarding Lead.

The Designated Safeguarding Lead will contact the PREVENT Team and the MASH team to seek further advice and guidance. The school will only notify parents of these concerns if this course of action is approved by the external agencies listed above. The school will only speak with the young person about the concern based on the advice given by MASH or the CTU.

## **9.0 ETHICAL CONDUCT**

All employees of Aletheia Academy as well as persons dealing with the Centre shall:

1. Conduct Aletheia Academy business with honesty and integrity, striving for excellence in all aspects of their work.
2. Maintain the highest level of personal conduct and ethics, including
  - Respecting the rights and views of students and fellow employees.
  - Presenting information honestly and accurately, never plagiarizing or falsely representing personal or professional information.
  - Maintaining the confidentiality of information to which they have access and using it only in the discharge of official duties.
3. Be familiar with and uphold laws and regulations related to their jobs and the Centre's activities, and adhere to all Centre policies and procedures.
4. Report unethical, illegal, or fraudulent activities either directly to Head of the establishment or the Centre manager.

## **10.0 INTERNET USE & ELECTRONIC COMMUNICATION**

Aletheia Academy's policy on internet use, electronic communication and security state that under no circumstances should students or staff access inappropriate images.

Deliberately accessing pornography on Centre equipment will be treated as gross misconduct and may be a criminal offence. Accessing indecent images of children on the internet, and making, storing or disseminating such material, is illegal and is likely to lead to criminal prosecution and may result in barring from work with children and young people altogether.

## **11.0 CONFIDENTIALITY**

Employees of Aletheia Academy are prohibited from disseminating to third parties any confidential information or documentation about the Centre during or after their employment. Violation of this policy may be subject to disciplinary action up to and including termination.

We expect staff to have an awareness and high regard for the confidential, sensitive and important nature of their role and will be mindful of this at all times including formal and informal discussions with parents, other members of staff, students and the wider school community.

Staff should avoid being 'drawn' into discussions which relate to school matters or matters regarding an individual child, group of children or their families. If there are any concerns in this matter, please refer them to the Centre Manager. Details relating to children are confidential and should only be shared with staff, as part of their professional role or with the parents/guardians of the child in question.

Members of staff and teachers may have access to confidential information about students in order to undertake their responsibilities. In some circumstances the information may be highly sensitive. Confidential or personal information about a student or her/his family must never be disclosed to anyone other than on a need-to-know basis. In circumstances where the student's identity does not need to be disclosed the information should be used anonymously. Information must never be used to intimidate, humiliate, or embarrass the pupil.

Where possible, no names should be explicitly mentioned whether for positive, negative or information purposes in public areas, unless it is on a need to know basis for all present to hear.

There are some circumstances in which a member of staff may be expected to share information about a pupil, for example when abuse is alleged or suspected. In such cases, individuals have a duty to pass information on without delay to those with designated pupil protection responsibilities.

Confidential records including those in hard copy, on a laptop or on a memory stick should be kept in a safe place at all times and should not be left in open places in school or at home. If a member of staff is in any doubt about the storage of sharing of information s/he must seek guidance from the Centre Manager. Any media or legal enquiries must be passed to the Centre Manager.

## **12.0 CONFLICT OF INTEREST**

It is the policy of Alethia Academy that all its employees avoid or appropriately disclose both conflicts of interest and the appearance of conflicts of interest whenever possible. Where one is unclear about whether any particular behaviour would constitute a conflict of interest, one should consult with the Head of Tarich Tuition or the Centre manager. These management persons can also offer advice on how to avoid a conflict or, if unavoidable, how to reclude oneself from a conflict of interest situation.

## **13.0 FRAUDULENT OR DISHONEST CONDUCT**

Fraudulent or dishonest conduct is a deliberate act or failure to act with the intention of obtaining a material unauthorized benefit. Examples of such include, but are not limited to:

1. Violation of law or government regulation
2. Forgery or alteration of documents
3. Unauthorized alteration or manipulation of computer files
4. Misappropriation or misuse of Aletheia Academy resources
5. Authorizing or receiving compensation for goods not received or services not performed
6. Authorizing or receiving compensation not earned

All allegations will be investigated by Aletheia Academy management and all employees are expected to fully cooperate in the investigation of such allegations. The appropriate

corrective action, up to and including termination, will be administered if the investigation finds that an employee engaged in an activity as described above.

Centre staff members must exercise sound judgment to avoid making baseless allegations. An employee who intentionally files a false report of wrongdoing may be subject to discipline.

## **14.0 GRIEVANCES**

### Teaching & Non-Teaching Staff

Staff grievances should be discussed initially with the Centre manager. If the grievance cannot be settled in this manner, or if the employee feels that it may be inappropriate to discuss the matter with the Centre Manager, the employee may present the grievance directly to the Alethia Academy Management.

If the issue cannot be resolved through an informal process, the staff member may present the concern to the Alethia Academy Management in writing. The Alethia Academy Management, in conjunction with Centre manager, will investigate the matter and respond to the employee within ten working days.

In cases other than termination, the Centre manager of the establishment's decision shall be final.

An employee who is terminated may request in writing to the Alethia Academy Management of that the decision be reconsidered.

The action shall be reviewed, and a written response will be given to the employee within ten working days. The Alethia Academy Management decision will be final.

### Parents or Guardians

Parents or guardians will communicate their grievances to the Centre Manager in writing.

Parents or guardians will receive a written response from the Centre within ten days.

Where a parent or guardian is dissatisfied with the response, a meeting will be arranged between the grieving parent and the Management of the Centre to resolve the issue.

### Students

Students who have a grievance should channel the grievance to the Centre Manager through their parents.



## 15.0 DISCIPLINARY PROCEDURES

Aletheia Academy complies with the national standard disciplinary procedures. The Aletheia Academy Management or the Centre manager are responsible for communicating concerns to staff members. In situations where disciplinary action is appropriate, action may include but not limited to, warnings, suspensions, or termination. Actions shall be recorded in the staff member's personnel file.

### Smoking

Smoking inside Aletheia Academy or anywhere on the School grounds is prohibited. The appropriate 'no smoking' notices has been displayed in accordance with legislation. Staff, students, parents or guardians or visitors are not permitted to smoke in or around the Centre.

### Consumption of Drugs /Alcohol

Aletheia Academy considers it unacceptable for an employee to be smelling of alcohol or to have taken drugs during working hours. No employee may consume alcohol before or during working hours to the extent that it is considered that their performance is impaired, they act improperly or irresponsibly or they potentially or actually put their own or others health or safety at risk. No alcohol must be brought onto or consumed at the Centre during normal working hours including lunchtimes.

### Disciplinary Authority:

The process of the disciplinary procedure is based on the following authority at the various levels of disciplinary action.

1. Formal verbal warning	Centre Manager
2. 1 <sup>st</sup> Written warning Letter	Centre Manager
3. Final written warning Letter	Aletheia Academy Management
4. Dismissal	Aletheia Academy Management

Period of Warnings:

Formal verbal warning	Formal verbal warning will normally be disregarded after a six month period
1 <sup>st</sup> written warning	A written warning will normally be disregarded after a twelve month period
Final written warning	A final written warning will normally be disregarded after a two year period

**16.0 WITHDRAWAL NOTICE**

Where parents wish to withdraw their children from the Centre, they shall do so by giving the Centre a one-month written notice giving valid reasons.

Where the Centre decides to withdraw a student for breach of the Centre's behaviour code or gross misconduct, the Centre shall give the parent/guardian one week's notice.