

Student Policy & Code of Conduct

The Complete Equation | Online 1-to-1 Mathematics Excellence

Welcome to **The Complete Equation**. To ensure the highest quality of learning and to maintain a professional environment for both our students and tutors, please adhere to the following policies.

1. Classroom Decorum & Environment

To simulate a focused, "in-person" learning experience, we require the following:

- **Camera Policy:** Students must keep their **cameras ON** for the entire duration of the session. This helps the tutor gauge understanding through non-verbal cues.
- **Attire:** Please ensure you are **properly dressed** in a manner suitable for a classroom setting.
- **Environment:** Conduct your classes in a quiet, well-lit space with minimal background noise.

2. Classroom Focus & Professionalism

To maximize the value of every session, the classroom is reserved strictly for mathematical instruction.

- **Logistics & Payments:** Tutors are not authorized to discuss billing, session fees, or payment status. All financial inquiries must be directed to the administrative team.
- **Scheduling:** Do not use class time to negotiate future session timings. All scheduling and rescheduling must be handled through admin contact.
- **Zero-Promotion Policy:** The classroom is a commercial-free zone. Neither the tutor nor the student may promote external products, social media channels, or third-party services during the session.

3. Exclusivity & Class Structure

- **One-on-One Standard:** All sessions at The Complete Equation are strictly **one-on-one** (one tutor and one student). This ensures personalized attention and a tailored pace.
- **Agreement Proviso:** This format will remain unchanged unless a different arrangement (such as small group sessions) was explicitly discussed and finalized in the initial service agreement.
- **Unauthorized Attendance:** No other individuals (friends, siblings, or peers) are permitted to join or participate in the session unless pre-approved by the administration.

4. Punctuality & Attendance

Time is our most valuable variable. Let's manage it wisely:

- **Early Arrival:** Students are expected to log in **5 minutes before** the scheduled start time to resolve any technical issues.
- **The 15-Minute Rule:** If a student is late, the tutor will remain in the meeting for **15 minutes**. If the student does not join within this window, the session will be called off and marked as a "Paid Absence". If the student (or parent) **intimates** the tutor or administration about a delay within this 15-minute window, the tutor will remain in the session until the student joins.
- **Non-Compensation Clause:** The tutor is **not liable** to compensate for time lost due to:
 - Student joining the class late.
 - Technical issues on the student's end (e.g., internet lag, microphone failure, or power outages).
 - The session will still conclude at the original scheduled time

5. Technical Platform & Official Identity

To ensure a stable and professional learning environment, we use **Microsoft Teams** as our primary classroom platform.

- **Platform Requirement:** Students are expected to **install the Microsoft Teams desktop application on a PC/Laptop**. Using a mobile device or browser version is discouraged as it limits essential features like screen sharing and interactive whiteboards.
- **Official Email:** Every student will be provided with a unique, dedicated email address (e.g., studentname@thecompleteequation.com). This must be used for all Teams logins and academic correspondence.
- **Note Sharing:** All classroom notes, homework, and resources will be shared and stored within the **Teams environment**.

6. Class Recordings & Privacy

We record our sessions to ensure quality control and to provide students with a resource for revision.

- **Consent:** By enrolling, you provide consent for the recording of classes.
- **Fair Use:** These recordings are for **educational purposes only**. The Complete Equation guarantees that recordings will be used fairly and will not be shared with third parties without prior intimation or explicit permission.
- **Access:** Students will have access to their specific session recordings for personal review, until the subscription expires.

7. Communication Channels & Privacy:

- **Student-Tutor:** All communication must occur exclusively through the official Teams channels.
- **Privacy Guard:** Asking for a tutor's personal contact information (personal phone number, personal email, or social media) is strictly prohibited and will not be tolerated.
- **Parent-Tutor:** Parents are requested to email any concerns or feedback directly to the tutor's official @thecompleteequation.com email address.
- **Logistics:** General scheduling updates and administrative communication will be handled off-Teams via WhatsApp or company email.

8. Rescheduling & Missed Classes

We understand that life happens, but consistency is the key to mastering mathematics.

Policy Item	Regulation
Monthly Limit	Maximum of 3 reschedules per month.
Notice Period	At least 24 hours prior notice is required to reschedule.
Tutor Availability	Rescheduled slots are subject to the tutor's existing schedule.
Unannounced Absence	Classes missed without notice will not be compensated.
Emergency Basis	Compensation for missed classes (without 24hr notice) is only granted in genuine emergencies (e.g., medical issues or sudden technical outages).

9. Parental Involvement & Communication

We encourage a collaborative environment to support the student's mathematical journey. However, to maintain the integrity of the 1-to-1 learning process, we observe the following:

- **Observation:** Parents are advised and welcome to join the initial few sessions to understand the tutor's methodology and the student's engagement level.
- **Non-Interference:** We kindly request parents to refrain from interrupting the flow of the live class. Correcting the student or answering on their behalf during the session can hinder their problem-solving development.
- **Feedback Channels:** Any concerns, comments, or technical problems should be addressed **after the class** has concluded.
- **Parent-Teacher Meetings (PTM):** If you wish to discuss your child's progress in detail, you may request a formal Parent-Teacher Meeting. These are scheduled outside of regular class hours to ensure the student's learning time is never compromised.

10. General Terms of Service

- **Academic Integrity:** While tutors are here to help you solve "the equation," they will not complete graded school assignments or exams on a student's behalf.
 - **Communication:** All scheduling and coordination should be done through the official platform channels to maintain a clear record.
 - **Technical & Platform Readiness:** It is the responsibility of the student/parent to ensure a stable internet connection and functioning hardware (mic/camera) before the session begins.
 - **The Complete Equation** is not liable for learning time lost due to recurring technical issues on the student's end. Furthermore, any form of disrespectful behavior or harassment toward tutors will result in immediate termination of services without a refund.
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Consent Agreement: > *By proceeding with your sessions at The Complete Equation, you acknowledge that you have read, understood, and agreed to the policies mentioned above, including the consent for session recording.*