

TUTOR STANDARD

1. APPLICATION

- 1.1. This Tutor Standard (hereinafter the «Standard») applies to tutors (both employees and contractors) LANGROOM LTD (hereinafter the «Company»).
- 1.2. An employee or contractor of the Company who is authorized to enter into agreements with tutors, and in the absence of such an agreement, the Director of the Company, is responsible for ensuring that the agreement with the tutors refers to the Standard.
- 1.3. The Standard provides the basic principles that guide the tutor in providing services, including holding classes for the company's students, under an agreement.
- 1.4. The Standard is an integral part of the agreement with a tutor.

2. FUNDAMENTALS

- 2.1. A student is at the center of the training process
 - 2.1.1. A tutor knows the student's goal and understands what actions allow them to achieve it. Helps the student reach the goal on time.
 - 2.1.2. A tutor listens to the wishes of the student and/or their legal representatives on the content, format, speed and intensity of training.
 - 2.1.3. A tutor explains to the student and / or his / her legal representatives what he / she will study, in what way and why it is suitable for him / her.
 - 2.1.4. A tutor objectively assesses progress at any point of the training process, is able to tell the student and/or their legal representatives about his/her progress in an accessible and clear way.
 - 2.1.5. A tutor gives feedback correctly and on time: praises for success, corrects mistakes so that it motivates the student, and does not discourage the desire to continue classes.
 - 2.1.6. A tutor is aware that each student is special and takes into account his/her peculiarities during the classes.
- 2.2. Responsible tutor
 - 2.2.1. The tutor is always preparing for classes. Selects and views the platform materials, prescribes a plan for yourself, prepares additional props that can be useful in the class.
 - 2.2.2. A tutor holds only those classes and courses that are suitable for his/her level of qualification, language and professional knowledge.
 - 2.2.3. A tutor presents each class as part of the training process, which includes other activities. For example, homework, learning words in a mobile app, conversation clubs, and more.
 - 2.2.4. A tutor does not use the platform's content to hold classes that are not addressed to the Company's students.
- 2.3. A tutor is constantly developing
 - 2.3.1. A tutor is ready to receive feedback on the classes held from the Company and use the recommendations received in further work.
 - 2.3.2. A tutor is grateful for the positive assessment of the classes and responds constructively to possible comments without taking them personally.
 - 2.3.3. A tutor is in touch with more experienced colleagues and requests their help when difficulties arise.
 - 2.3.4. A tutor develops professionally independently and actively participates in educational events.
 - 2.3.5. A tutor is well-versed in the platform materials and can choose tasks from different courses for the student if it helps to move towards the goal.
 - 2.3.6. A tutor is able to search for, make a selection of legal external materials and create/ hold author's classes based on them.
 - 2.3.7. A tutor is familiar with the standards that should be used when preparing new classes.
 - 2.3.8. A tutor can personalize the standard course so that the student is interested, including when working with corporate students when the student's company restricts the choice of topics and formats.
- 2.4. A tutor is disciplined
 - 2.4.1. A tutor always coordinates the class schedule with the student and/or his/her legal representatives in a timely manner.
 - 2.4.2. A tutor timely and correctly marks the status of classes.
 - 2.4.3. A tutor submits an audio recording of the class to the Company if, for technical reasons, it was not possible to record it via the platform.
 - 2.4.4. A tutor tells the students and/or legal representatives of the students about the rules for working with the platform, how to cancel or reschedule the class. If the rules for working with the platform that are related to classes change, the tutor shall notify the student and/or their legal representatives.
 - 2.4.5. A tutor knows the optimal performance indicators of the tutor (KPI) and tries to comply with them.
 - 2.4.6. A tutor notifies the Company and students of force majeure situations that affect the proper execution of the agreement by the tutor, including the holding/organization of classes.
- 2.5. A tutor respects the students
 - 2.5.1. A tutor maintains a balanced distance: communicates without familiarity, but also without excessive formalism. Respects the student's personal boundaries and his own.
 - 2.5.2. A tutor behaves correctly and politely towards the students and legal representatives of the students. Respects the student's point of view regarding the topics discussed in the class.
 - 2.5.3. A tutor agrees in advance with the students and/or the legal representatives of the minor students on the channel and rules of communication within the limits of the norms and rules of communication allowed by the

Company.

2.5.4. A tutor uses the student's contact information only with the permission of the student and/or the student's legal representatives – and only in order to support the training process (write/call the student in case of technical problems, send additional materials).

2.5.5. A tutor knows the standards of the tutor's appearance and observes them in the class.

2.6. The tutor respects the Company's employees

2.6.1. A tutor is aware that he/she and the Company's employees work together and strive to achieve better results together.

2.6.2. A tutor knows the mission of the company — «To make development attractive and lead to results that you want to be proud of».

2.6.3. A tutor follows the main values of the company — Development, Flexibility, Respect, Pleasure.

2.6.4. A tutor behaves correctly and politely towards the employees of the Company. Respects the opponent's point of view. If he/she criticizes, then constructively.

2.7. A tutor uses advanced technologies.

2.7.1. A tutor provides sound quality of audio and video communication, optimal Internet speed, so that there are no technical problems in the class.

2.7.2. A tutor is well-versed in how to work technically with the platform. Uses a dictionary, notes, and a pointer. It can block and unblock the camera and microphone and check the quality of the connection.

2.7.3. A tutor is well-versed in the ecosystem of the Company's training products. Can tell the student about additional training opportunities.

2.7.4. A tutor holds classes on the platform with the camera turned on and a working microphone.

2.7.5. In case of technical problems, the tutor promptly contacts the technical support service via the personal account or other relevant contacts, so that the Company's specialists can fix technical problems.

3. CLASS STANDARD

3.1. Each class is organized and planned.

3.1.1. A tutor starts and finishes the class on time, at a time previously agreed with the student and/or the student's legal representative.

3.1.2. The class lasts no longer and no less than the prescribed time, except in cases where this is agreed with the student and/or the student's legal representative.

3.1.3. A tutor always thinks through and prepares the objectives, content, structure and important elements of the class in advance, before the start of the class.

3.1.4. A tutor follows the technical recommendations so that technical difficulties on the Tutor's side do not interfere with the performance of the class.

3.1.5. A tutor monitors the hygiene of the working space. Conducts the class without strangers, animals and objects in the frame, minimizing unnecessary noise.

3.1.6. A tutor is not distracted by personal matters during the class (does not respond to email, does not check social networks, and so on).

3.2. The tutor builds effective relationships in every class.

3.2.1. At each class, a tutor creates a friendly working atmosphere despite any difficulties, supports the students and shows that he is interested in their progress.

3.2.2. A tutor gives instructions, explanations, comments, and answers to the student's questions in a friendly, motivating, and understandable way.

3.2.3. A tutor always lets the student express their point of view and finish the thought. If he can't find the right words, he carefully suggests them.

3.2.4. A tutor notices and correctly interprets the verbal and nonverbal reactions of the student, adapts the dynamics of the class, the content, and the training style to them.

3.2.5. We respond gently and politely to the objections of the student and/or his parents. We do not escalate, but help to solve the problem.

3.3. Each class has a purpose and a suitable content.

3.3.1. Each class has a clear goal and practical benefit for the tutor and the student.

3.3.2. The tutor explains the purpose of each class in a form that is clear to the student.

3.3.3. The purpose and purpose of each class is always related to why the student studies the subject and at what level he does it.

3.3.4. The content of the class is related to the purpose of the class and leads to its achievement.

3.3.5. At each stage of the class, the tutor assigns the amount of time that will be sufficient for productive work.

3.3.6. The objective is realistically achievable given the level of knowledge a student, our skills and time to practice.

3.4. The objective of each class is to benefit the student.

3.4.1. Each class reflects that the tutor is attentive to the student-knows the information from the profile in the first class and remembers important information throughout the course.

3.4.2. The tutor provides information about the subject in a familiar and understandable context for the student.

3.4.3. The tutor discusses the benefits of the class and/or progress during the class together with the student and/or his legal representative at the end and/or during the class in a form that the student and/or his legal representative can understand.

3.4.4. The student and/or their legal representative have the opportunity to share their opinions and impressions about the class during the class and after the class.

3.4.5. A tutor always praises the student for what is successful, and provides the necessary help and support when something does not work out.

3.4.6. The tutor always praises the student for what is successful, and provides the necessary help and support when something does not work out

3.4.7. During the entire class, the tutor gives the student all the necessary support for getting the material right.

3.5. The purpose of each element of the class is clear for the tutor and for the student

3.5.1. A tutor and the students understand the purpose of each element of the class and homework assignment

3.5.2. The tutor links all the classes and exercises within them into a system that is clear to the student

- so that they lead to a micro-goal at the end of the class/to a global goal at the end of the course.
- 3.5.3. The choice of class material, exercises, instructions is dictated by the purpose, interests, wishes, age and other characteristics of the student, as well as the purpose and objectives of the course.
- 3.6. Each class is thought out methodically.
 - 3.6.1. Each class corresponds to the methodological principles that the Company adheres to.
 - 3.6.2. A tutor gives short, clear and clear instructions to the student so that he can understand the task the first time.
 - 3.6.3. The class is logically and methodically related to what the student is already familiar with according to their level and/or according to what they have already learned earlier in school.
 - 3.6.4. A tutor knows the connection and the difference between skills and competencies, knows how to develop them methodically and consistently.
 - 3.6.5. When working on different skills and language competencies, the tutor maintains the balance that the student needs to achieve the goal. The tutor maintains this balance both in the classroom and throughout the course.
 - 3.6.6. Any new information and skill is repeated/recycled in subsequent classes.
 - 3.6.7. The complexity of the class corresponds to the level at which the skills and competencies of the student are developed, what age and other characteristics the student has.
 - 3.6.8. The tutor tests the student's knowledge and skills only if the student has had a high-quality opportunity to get to know and repeat what will be tested.
- 3.7. The structure, content and flexibility of the class are well thought out.
 - 3.7.1. Each class has several mandatory elements: warm-up, checking homework (if it was provided), the main training part, summing up.
 - 3.7.2. The content of the class is balanced so as to develop the necessary skills and knowledge of the student within the framework of the purpose of the class with the help of appropriate tasks.
 - 3.7.3. The complexity of the class forces the student to make certain efforts, but the achievement of the goal of the class remains possible for the student.
 - 3.7.4. The structure and content of the class are adapted during the class, depending on the student's impressions, comments, questions, difficulties, or at his direct request.
 - 3.7.5. The tutor adapts the structure and content of the class depending on the feedback the tutor receives from the Company.
- 3.8. Homework is part of the training process.
 - 3.8.1. Each class is supplemented with a homework assignment, except in cases where there is an agreement with the student and/or parent not to send the homework.
 - 3.8.2. Homework is related to the main material of the completed or next task
 - 3.8.3. Homework is useful for the student, corresponds to his wishes, interests, age characteristics.
 - 3.8.4. Homework is given only to the extent that it is necessary for the student.
 - 3.8.5. The complexity of the homework task corresponds to the level at which the student's skills and competencies are developed, what age and other characteristics the student has.

4. COMMUNICATION WITHIN THE COMPANY

- 4.1. A tutor adheres to the principles and values of communication.
 - 4.1.1. A tutor presents himself to the student as part of the Company, does not criticize the Company in class or outside of class, does not discuss work or personal problems with the student. If you need help, the tutor contacts the relevant departments of the Company.
 - 4.1.2. A tutor follows the rules of business ethics when talking to colleagues, students and employees of the Company. Behaves correctly and politely.
 - 4.1.3. A tutor recognizes the achievements and results of everyone who works in the Company and respects everyone.
 - 4.1.4. A tutor is proud of his profession, supports and develops the professional community, changes modern education and changes himself.
- 4.2. A tutor builds communication effectively.
 - 4.2.1. A tutor writes about work problems and leaves constructive criticism only in the chats of the relevant Company services or special information channels.
 - 4.2.2. A tutor is open to questions and answers them honestly, asks for feedback and responds to it.
 - 4.2.3. We respond to emails and messages from the Company's employees and services within a maximum of 24 hours.
- 4.3. A tutor knows the main communication channels and uses them.
 - 4.3.1. For urgent/important news, for requests to different services of the Company (Teachers Care, Students Care, Support), the Tutor uses chats in the Personal Account
 - 4.3.2. Corporate mail is the official communication channel with the Company. Through email, we can communicate with the Company, receive news, notifications, and information about all changes.
 - 4.3.3. To communicate with colleagues, share experiences, and share the Company's daily news, a Tutor uses special information channels, defined or allocated by the Company, in which he/she maintains a friendly atmosphere and follows the rules of communicate.