

# Code of Conduct

## Enlighten Tutoring Services LLC

This Workplace Code of Conduct (“Code”) establishes the principles and expectations for professional conduct and ethical behavior for all tutors & students of Enlighten Tutoring Services LLC. By adhering to this Code, we foster a positive, inclusive, and respectful work environment that aligns with our core values and organizational objectives.

### 1. Scope and applicability

This Code applies to all tutors & students of Enlighten Tutoring Services LLC, regardless of their position or location.

Contractors and temporary staff are also expected to adhere to this Code while working for or on behalf of the company.

### 2. Core values and principles

- 1. Integrity**  
We believe in honesty and transparency in all our interactions. We are committed to maintaining the highest ethical standards and always doing what’s right for our students, parents, and team.
- 2. Excellence**  
We strive for the highest standards of quality in both tutoring services and customer experience. We are dedicated to continuous improvement and aim to deliver the best results possible for our students.
- 3. Innovation**  
We embrace creativity and forward-thinking approaches to learning. We are always looking for new ways to enhance our teaching methods and incorporate cutting-edge educational tools and techniques.
- 4. Personalized Learning**  
Every student is unique, and we tailor our teaching to meet their individual needs. We believe that personalized attention fosters greater understanding, confidence, and academic success.
- 5. Teamwork**  
We believe that collaboration and mutual respect are key to achieving our goals. By working together as a supportive and cohesive team, we create an environment where both students and tutors thrive.
- 6. Customer Focus**  
Our students and their families are at the heart of everything we do. We listen to their needs, value their feedback, and strive to exceed their expectations with each tutoring session.
- 7. Commitment to Student Success**  
We are deeply committed to helping every student reach their full potential. We track progress, provide regular feedback, and offer encouragement every step of the way.
- 8. Passion for Education**  
We are passionate about empowering students to achieve academic success and grow a lifelong love for learning. Our tutors are driven by a genuine desire to help students realize their academic and personal goals.
- 9. Respect and Inclusion**  
We embrace diversity and respect each individual’s unique background, perspective, and learning style. We believe in creating a welcoming and inclusive environment where all students feel valued and supported.
- 10. Accountability**  
We take responsibility for our actions and results. We hold ourselves accountable for delivering on our promises and maintaining high standards in all areas of service.
- 11. Continuous Learning**  
We believe in the power of growth—both for our students and ourselves. We invest in ongoing professional development, keep up with educational trends, and encourage curiosity in all that we do.

#### **12. Empathy and Patience**

We approach every student with empathy, understanding that each learner has different challenges and strengths. Our tutors practice patience, offering encouragement and support to help students overcome obstacles and gain confidence.

#### **13. Flexibility**

We understand that life can be unpredictable. We offer flexible scheduling and customized tutoring plans to accommodate our students' needs and ensure their success, no matter what challenges they face.

#### **14. Trust**

We foster trust through consistency, reliability, and quality service. We build strong relationships with our students and families, creating a foundation of mutual respect and understanding.

#### **15. Community Engagement**

We are committed to being an active and positive force in the community. Through outreach programs, partnerships, and mentorship, we aim to contribute to the broader educational landscape.

### **3. Professionalism**

Tutors & Students are expected to always conduct themselves in a professional manner. This includes punctuality, reliability, and commitment to delivering high-quality work.

### **4. Respect and inclusion**

We value diversity and are committed to fostering an inclusive environment where all tutors & students feel valued and respected.

Harassment, discrimination, or any form of bullying will not be tolerated.

### **5. Integrity and ethics**

Tutors & Students must act with integrity and uphold the highest ethical standards in all professional interactions.

This includes avoiding conflicts of interest and acting in the best interests of the company.

### **6. Dress code**

Tutors & Students are expected to dress in a manner that is appropriate for their role and the work environment.

### **7. Technology and social media usage**

Company technology and social media should be used responsibly and in accordance with company policies.

Confidential information must not be shared online or through social media platforms.

### **8. Health and safety**

Tutors & Students must comply with all health and safety regulations and report any hazards or unsafe conditions.

A commitment to maintaining a safe and healthy work environment is the responsibility of every employee.

## **9. Conflict resolution**

Any workplace conflicts should be resolved in a professional and respectful manner.

Tutors & Students are encouraged to seek the assistance of their supervisor/HR or our support staff respectively if needed.

## **10. Reporting mechanisms**

Tutors & Students are encouraged to report any unethical behavior or violations of this Code.

Enlighten Tutoring Services LLC is committed to protecting the anonymity and safety of those who report misconduct.

By adhering to this Code, tutors contribute to the success and reputation of Enlighten Tutoring Services LLC. Failure to comply with this Code may result in disciplinary action, up to and including termination of employment.