



Service User Policy

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Welcome to Tecnis Academy's Service User Policy. We are committed to providing a safe, respectful, and productive learning environment for all members of our community.

Last updated: 02/02/2026

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1. About This Policy

1.1 This policy is based on the principle that everyone at Tecnis Academy should act with **respect, kindness, and consideration** towards others at all times.

1.2 This Service User Policy forms part of your contract with Tecnis Academy. You must read it carefully and ensure that you are able to comply with it. We may update this policy from time to time to improve the effectiveness of our programmes. If changes are made, we will notify you accordingly.

1.3 Failure to comply with this policy may negatively affect your academic progress and may result in disciplinary action, including the immediate termination of your subscription **without refund**.

1.4 Please also refer to our **General Terms of Subscription**, which outline your legal rights and responsibilities. These are available on our website.

2. About Us

Your tuition is provided by **Tecnis Academy**, the trading name of **Tecnis Academy Limited**, a company registered in England and Wales (Company Number: 10607672).

Registered Office:

55 West Street, Sittingbourne ME10 1AN

Correspondence Address:

Tecnis Academy
55 West Street
Sittingbourne
ME10 1AN

Contact Details:

- Email: admissions@tecnisacademy.com
- WhatsApp: +44 7792 834 542
- Telephone: +44 1795 358 030 (basic UK call charges apply)

Office Hours (GMT):

- Mon–Wed: 12:00–20:00
 - Thu–Fri: 12:00–23:00
 - Saturday: 09:00–23:00
 - Sunday: 10:00–18:00
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3. Rules for Everyone

3.1 Core Values

All service users must behave with respect, kindness, and consideration towards others at all times.

3.2 Anti-Bullying

Bullying in any form is not tolerated. Bullying includes any behaviour intended to harm someone physically or emotionally. Such behaviour makes the Academy unsafe and limits learning opportunities for everyone.

3.3 Unauthorised Access

Tecnis Academy materials are for registered pupils only. You must not:

- Share login details with others
- Allow non-pupils (including friends or relatives) to observe classes
- Share class materials outside your programme

3.4 Inappropriate Content

You must not share content that is irrelevant, offensive, or harmful, including (but not limited to) violent, racist, extremist, or inappropriate material.

3.5 Abusive Conduct

Abusive or disrespectful behaviour towards staff is not tolerated. Tecnis Academy reserves the right to discontinue communication or services if conduct becomes abusive.

3.6 Data Protection and Confidentiality

You may come into contact with personal or sensitive information (e.g. images, contact details, academic data). This information must not be shared or used outside the Academy.

4. Rules for Parents and Guardians

4.1 Cooperation and Support

You are expected to support your child's learning by ensuring they:

- Attend all classes
- Arrive on time
- Complete assigned homework

4.2 Safeguarding

For online classes, a responsible adult must either:

- Be present in the same room, **or**
- Ensure the child's door remains open so interactions can be monitored

4.3 Updates

You must inform Tecnis Academy of any changes that may affect your child's learning or wellbeing.

4.4 Equipment

You must provide appropriate equipment, including:

- A suitable electronic device e.g. tablet or laptop (not a mobile phone)
- Webcam
- Stable internet connection
- Desk, chair, and writing materials

4.5 Learning Environment

Children must attend online classes in a quiet, clean space suitable for learning.

5. Rules for Pupils (Online Classes)

5.5 Attendance and Punctuality

Regular attendance and punctuality are essential. You must attend all scheduled classes unless absent for a valid reason (e.g. illness).

5.6 Camera and Engagement

- Your camera must be on at all times
- Your full face must be visible
- Tecnis Academy Student virtual background must be used
- Inappropriate virtual effects must be removed if requested
- You must dress appropriately for the camera
- Please ensure that you are seated at a proper desk or table when taking your classes. Taking classes from a bed or a lounging position is not permitted

5.7 Classroom Behaviour

- Use standard English; inappropriate or offensive language is not allowed

- Do not make irrelevant or disruptive comments
- Keep your microphone muted unless invited to speak
- Use the “raise hand” function before speaking
- Do not use reaction buttons unless instructed
- Do not use the chat function unless instructed to do so

5.8 Learning Materials

You must attend each class with a pen or pencil and an exercise book ready to learn and take notes.

5.9 Homework

Homework must be completed to the best of your ability before the deadline, which will usually be the day before your next class.

5.10 Distractions

You must not use other electronic devices during class, including mobile phones, smart watches, earbuds, or gaming devices.

You must not be focused on any other tabs/windows on your device other than the one which has your lesson.

5.11 Food and Drink

Food and chewing are not permitted during class unless there is a medical reason. Drinks are allowed.

6. Rules for Pupils (Face-to-Face Classes)

6.1 Attendance and Punctuality

You must arrive on time for all face-to-face sessions and attend regularly unless you have a valid reason for absence.

6.2 Behaviour and Respect

- Follow all staff instructions promptly
- Treat staff and fellow pupils with respect at all times
- Disruptive or unsafe behaviour will not be tolerated

6.3 Dress Code

You must dress appropriately for a learning environment. Clothing with offensive language or imagery is not permitted.

6.4 Equipment and Materials

You must bring all required learning materials, including books, stationery, and any resources specified by your tutor.

6.5 Use of Mobile Phones and Devices

Mobile phones and personal devices must be switched off or stored away during lessons unless permission is given by a tutor.

6.6 Health and Safety

- Follow all health and safety guidance provided on site
- Do not leave the learning area without permission
- Report any concerns or accidents to a member of staff immediately

6.7 Food and Drink

Food should only be consumed in designated areas when permitted by your tutor. Drinks may be allowed in class at the tutor's discretion.