**SSC Hub – Code of Conduct**

This Code of Conduct applies to all clients and participants engaging with SSC Hub’s services, whether online or in-person. By enrolling in our services, you agree to uphold the following standards:

**1. Respect and Professionalism**

* All participants are expected to treat the tutor and other learners with respect, courtesy, and professionalism.
* Disruptive, offensive, or discriminatory behaviour (including racism, sexism, or harassment) will not be tolerated under any circumstances.
* Punctuality is essential. Please arrive on time for all sessions (online or in-person). Repeated lateness may impact your learning progress and may result in rescheduling or forfeiture of the session.

**2. Communication and Engagement**

* Students are encouraged to actively participate, ask questions, and engage positively with the learning materials and tutor.
* For online lessons, ensure you are in a quiet, distraction-free environment and use a stable internet connection.
* Recording sessions is not permitted without written consent from SSC Hub.
* Please keep all communication courteous and professional, whether by email, phone, or during lessons.

**3. Attendance and Cancellations**

* Cancellations must be made with **at least 24 hours’ notice**. Late cancellations may be charged or counted as a used session.
* If you need to reschedule, please contact SSC Hub as soon as possible. We will try to accommodate your request within reason.
* Repeated no-shows or short-notice cancellations may result in suspension or termination of services.

**4. Use of Materials and Intellectual Property**

* All lesson materials, worksheets, and content provided by SSC Hub are for your personal use only.
* You may not copy, distribute, or share any materials without our prior written consent.
* Logos, recordings, and branding remain the intellectual property of SSC Hub.

**5. Health and Safety (In-Person Lessons Only)**

* Please ensure a safe, clean environment if lessons take place at your home or another arranged venue.
* SSC Hub reserves the right to cancel a session if the environment is deemed unsafe or inappropriate.

**6. Safeguarding and Child Protection (If Applicable)**

* For learners under 18, a responsible adult must be present or reachable during in-person or online sessions.
* SSC Hub follows all UK safeguarding guidelines and holds an up-to-date DBS (Disclosure and Barring Service) check, where applicable.

**7. Feedback and Complaints**

* Feedback is welcomed and encouraged to improve your experience.
* If you have any concerns or complaints, please contact [**startsmartcareers@outlook.com**](mailto:startsmartcareers@outlook.com). We aim to respond within **3 working days**.

**Breaches of the Code**

SSC Hub reserves the right to suspend or terminate services without refund if there is a serious breach of this Code of Conduct, especially involving disrespectful or unsafe behaviour.