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Tutor & Contractor Handbook

Welcome

Welcome to Veritas Mediation Academy. This handbook is designed to support our tutors and contractors in delivering high-quality, ethical, and inclusive mediation education. It outlines our expectations, core procedures, and the policies that govern our Academy. As a professional learning provider, Veritas operates in line with the Family Mediation Council (FMC) and Family Mediation Standard Board (FMSB) expectations.

1. Core Expectations

All tutors and contractors are expected to:

- Deliver learning in accordance with the approved curriculum.
- Uphold our Code of Conduct (SCC.001).
- Promote inclusivity and professionalism.
- Ensure accurate and fair assessment practices.
- Support learners' development, wellbeing, and safeguarding.
- Model the values of integrity, confidentiality, and neutrality in all teaching and assessment interactions.

2. Policies You Must Follow

All tutors/contractors must be familiar with and adhere to the following:

- **Assessment Policy** (ASP.001)
- **AI & Assessment Policy** (AIA.001)
- **Appeals Policy** (APP.001)
- **Complaints Policy** (CPP.001)
- **Code of Conduct for Staff & Volunteers** (CCS.001)
- **Conflict of Interest Policy** (CIN.001)
- **Certification Procedure** (CEP.001)
- **Cancellation, Refunds & Non-Attendance Policy** (CRN.001)
- **Disability Statement & Policy** (DIS.001)
- **Equality and Diversity Policy** (EDP.001)
- **Entry Requirements & Documentation Checklist** (ERD.001)
- **External Speaker Policy** (ESP.001)
- **GDPR Privacy Notice** (GDPR.001)
- **Malpractice & Maladministration Policy** (MMP.001)
- **Online Safety Policy** (OSP.001)
- **Policy on Bullying and Harassment** (PBH.001)
- **Reasonable Adjustments & Special Considerations Policy** (RAS.001)

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- **Resit & Retake Policy** (RRP.001)
- **Safeguarding & Prevent Policy** (SAP.001)
- **Staff Code of Conduct** (SCC.001)
- **Student Code of Conduct** (SCC.001)
- **Safeguarding Incident Form** (SIF.001)
- **Guide to Standardisation and Moderation** (SMO.001)
- **Learner Agreement** (STA.001)
- **Whistleblowing Policy** (WHP.001)
- **Feedback Policy and Procedures** (FPP.001)
- **Assessment Handbook** (AHB.001)

These are live documents and reviewed annually. All staff must familiarise themselves with their contents.

3. Teaching Responsibilities

- Deliver 30 hours of live group tuition per cohort, using the VMA scheme of work.
- Use approved Veritas resources and ensure alignment with the Assessment Handbook.
- Prepare learners for observation, assessments, and progression to supervised practice.
- Maintain detailed session records and learner attendance logs.
- Provide timely and constructive feedback aligned with FMC standards and Veritas guidance.
- Signpost learners to templates, the VLE, or tutorials as required.

4. Assessment & Certification

- Follow the Assessment Handbook and related guidance for all coursework.
- Use standardised marking templates and participate in moderation.
- Submit grades and feedback within 10 working days via the agreed portal.
- Refer all suspected plagiarism, collusion, or AI misuse to the Head of Quality & Learning.
- Learners must pass all five assessments to be eligible for a Certificate of Completion.

5. Safeguarding, Equality & Data Protection

- Be alert to safeguarding concerns and use the Safeguarding Incident Form (SIF.001).
- Report disclosures immediately to the Designated Safeguarding Officer.
- Promote equality, diversity, and inclusivity (EDP.001).
- Make reasonable adjustments for learners with disabilities (RAS.001).

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- Maintain confidentiality in accordance with GDPR (GDPR.001).

6. Technology Use

- Engage learners via our VLE and live sessions, ensuring accessibility.
- Use Veritas-approved platforms and follow the Online Safety Policy (OSP.001).
- Support learners who face digital or accessibility challenges.

7. Communication & Conduct

- Respond to emails and messages within 48 hours (weekdays).
- Uphold a professional tone across all interactions.
- Report concerns around misconduct using the Whistleblowing Policy (WHP.001).
- Be mindful of personal-professional boundaries.

8. Tutorial and PPC Allocation

- Tutors must complete a 30-minute mid-course tutorial with each learner.
- Learners are introduced to a PPC who supports their post-course development.
- Tutors should facilitate this connection and encourage ongoing PPC engagement.

9. Attendance and Certification

- Learners must attend 100% of live sessions (CRN.001).
- Missed sessions must be caught up in full with documented evidence.
- Tutors must notify admin of repeated absence or non-engagement.

10. Feedback and Quality Improvement

- Complete the Tutor/Assessor Feedback Form at the end of each cohort (FPP.001).
- Encourage learners to submit mid- and post-course feedback.
- Participate in review meetings and internal standardisation.
- Contribute to the annual Quality Review and Continuous Improvement Plan.

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11. Course Overview – What Learners Receive

Tutors should be familiar with the full course offer and highlight this to learners:

- 30 hours live group tuition
- 30 hours VLE access (structured modules and resources)
- Assigned personal tutor
- 30-minute mid-course tutorial
- Introduction to and session with a PPC
- Access to downloadable templates, tools, and process guides
- Full academic and pastoral support
- Observation opportunities (MIAMs and mediations, where possible)
- Access to guest lectures and professional events
- Six-month online community membership
- Discounted membership to College/Society of Mediators
- Pathway to CPD, supervised practice, and accreditation support

12. Reporting & Escalation

For concerns or clarification, contact:

- **Academic Queries** – Academic Lead
- **Safeguarding** – Designated Safeguarding Officer
- **Policy Compliance** – Operations Director
- **Appeals or Complaints** – Follow APP.001 / CPP.001
- **Whistleblowing Concerns** – Refer to WHP.001

13. Acknowledgement

All tutors and contractors must confirm that they have read, understood, and agree to abide by this handbook and the associated policies.

Signature: _____ Date: _____

Thank you for your dedication to delivering mediation training with excellence and integrity. We are proud to have you as part of the Veritas team.

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