

Service Agreement

Between Endeavour (UK) Limited and Tutor

Terms of Service:

PRINCIPLE STATEMENT OF TERMS AND CONDITIONS BETWEEN

Endeavour (UK) Ltd, 236 Dorset House, Duke Street, CM1 1TB; and the tutor named in the 'Tutor signature' box at the bottom of this page.

1.	EndeavourUK has committed and requires all our staff and tutors to commit to our vision statement "Our vision at EndeavourUK is to lift the standards throughout a range of industry sectors by having professional highly trained tutors delivering the highest quality courses."
2.	Tutors are expected to be at the classroom 30 minutes before the class starts, giving them time to introduce themselves to the client and time to set up the classroom. For example if the learners are booked to start at 09:30 then the tutor should be at the address for 09:00.
3.	Tutors are expected to deliver courses to or very closely to the time table set out by EndeavourUK. For example if a course is expecting to finish at 16:30 but all parts of the course is completed by 16:00 this is fine to finish but if the course is expecting to finish at 16:30 but the tutor has finished the course at 3pm this is not acceptable, unless explained to and agreed with EndeavourUK.
4.	Tutors are to dress smart (suit attire) when delivering EndeavourUK courses. a. The exception to this rule is if delivering physical intervention or agreed with EndeavourUK.
5.	When working with EndeavourUK and/or delivering courses/programmes for EndeavourUK the tutor is representing EndeavourUK and is at this time known as a staff member of EndeavourUK. Tutors/staff are to act in a polite, friendly, professional manner, without discrimination and adhere to the equalities and diversity policy at all times.
6.	If the tutor has any questions about the course/delivery times/learners/client/awarding body/funding/other, than the process is for the tutor to direct the question to EndeavourUK and EndeavourUK will provide the answer for the tutor. If you have any issues as any point of the programme please ensure you always contact EndeavourUK first, for example if you are unable to attend for any reason
7.	If a client asks the tutor about delivering other courses or services, the tutor is to say to the client that they will ask someone from the EndeavourUK office to talk with them. Then inform EndeavourUK of this.
8.	All tutors are required to have their own projector/laptop and to bring them to the classroom, in case the classroom does not have one or it may not be compatible with the laptop.
9.	EndeavourUK will send the tutor the PowerPoint Presentation with our logo on prior to the course by email or Dropbox link which is to be used unless agreed with EndeavourUK.
10.	Tutors are to fill in a pre-course safety sheet at the start of each course, any issues that is noticed from completing this form needs to be highlighted to EndeavourUK immediately.
11.	Tutors are to ensure all learners fill in the 'Course Register' at the start of the course and the 'Course Review Form' at the end of the course.
12.	Endeavour (UK) Limited rate of pay to the tutor will be agreed in writing with the tutor prior to the start of work. The pay rate relates to the level of course or programme being delivered.
13.	In the rare occasion of a course being cancelled by a client or EndeavourUK, if the cancellation is within 24 hours of the start of the course then EndeavourUK will still pay the tutor for the course. If more than 24 hours' notice is given then no fee is to be paid by EndeavourUK.
14.	If a tutor is unable to deliver a previously agreed course then EndeavourUK must be notified as the earliest possible point.
15.	EndeavourUK work on at 28 day turn around for invoices that we send to our clients so EndeavourUK will ensure that all tutor fees are paid within 28 days of invoice. However, our standard practise were possible is to pay our tutor invoices within 7 days where feasible.
16.	All of EndeavourUK Policies and Procedures are on our website for all to see, please familiarise yourself with this at our web home page www.EndeavourUK.com and click on the Staff & Client page on the top right of the page.
17.	Tutors are not to approach or except work/services from our clients and/or learners without prior written agreement from EndeavourUK.
18.	CERTIFICATES: Copies of certificates and a CV needs to be supplied to Endeavour (UK) Limited as proof of ability to deliver training in the areas that have been discussed with Endeavour (UK) Limited. The tutor is to insure all certificates are in date and if they need renewing a copy of the new certificate is sent to Endeavour (UK) Limited. Please note references will also be contacted.
19.	CRIMINAL RECORD CHECKS: A basic criminal record report is required from all tutors/staff. If after the check has been done and the tutor/staff member is involved in police investigation or conviction as the earliest point Endeavour (UK) limited should be made aware.
20.	CONFIDENTIALITY AGREEMENT: I agree with the following statements: I understand that I may come in contact with confidential information during my time working with Endeavour (UK) Limited. As part of the condition of my work with Endeavour UK Limited I hereby undertake to keep in strict confidence any information regarding any client, employee or business of Endeavour (UK) Limited or any other organization that comes to my attention while at Endeavour (UK) Limited. I will do this in accordance with the Endeavour (UK) Limited's privacy policy and applicable laws, including those that require mandatory reporting.

Termination of agreement:

If any of these terms are broken EndeavourUK have the right to terminate the agreement with the tutor, resulting in work not being offered on future courses, possible removal from current course/programme that is being delivered and/or legal action against the tutor if EndeavourUK faces any costs, damages or loss of business due to the tutor.

Amendments to Terms and Conditions:

The terms and conditions will be reviewed on an ongoing basis and changes may be made on agreement with both parties. This service agreement can be made available in large text.

Company signature	
Name:	
Signature:	
Date:	

Tutor signature	
By signing this document I have read, understood and agree with all points in the document.	
Name:	
Signature:	
Date:	