EduConnect Zimbabwe

OTHER

Code of Conduct

How everyone on EduConnect is expected to behave.

VERSION	EFFECTIVE	PUBLISHED
1	1 December 2026	9 November 2026

> **What changed:** First version

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EduConnect Zimbabwe is a place where children and adults learn and teach. This Code of Conduct applies to everyone who uses it: students, parents and guardians, teachers, institutions and their staff, advertisers, and our own team. It forms part of the Terms and Conditions. Teachers, institutions and the staff of institutions are asked to agree to it, and to the Child Safeguarding Policy, when they apply and again whenever we publish a new version.

1. Our principles

- **Respect.** Treat everyone politely and fairly, whatever their age, gender, religion, ethnicity, language, disability, background or ability.
- **Safety first.** Children's safety comes before convenience, money or reputation.
- **Honesty.** Be truthful about who you are, your qualifications, your prices and your work.
- **Keep it on the platform.** Bookings, payments and conversations about lessons belong inside EduConnect Zimbabwe, where they can be checked if something goes wrong.

2. What everyone must do

- Use your own account, with accurate details, and keep your sign-in private.
- Turn up on time for lessons, or cancel as early as you can.

- Communicate clearly and politely, in lessons, messages, posts and reviews.
- Respect other people's work and privacy. Only share material you have the right to share.
- Report anything that worries you using the report tools in the app or by email to support@educonnect.ac.zw.

3. What is not allowed

- Bullying, harassment, threats, hate speech, abuse or intimidation of anyone.
- Sexual content, sexual language or any sexual behaviour towards or around a child, in any form. Any such conduct will be reported to the authorities.
- Asking a child for private contact details, their address, photographs or personal information that is not needed for a lesson, or trying to move a child to another app, group or channel.
- Recording, photographing or sharing a lesson, a child, or a private message without permission from everyone involved and, for a child, from their parent or guardian.
- Giving or taking money, gifts or favours outside the booking and payment system, or arranging lessons off the platform to avoid fees after meeting through it.
- False identity, fake qualifications, fake reviews or ratings, or pretending to be staff.
- Cheating on competitions, quizzes, assignments or mock exams, or selling answers or exam papers.
- Sharing material that is illegal, violent, hateful, or that infringes someone else's copyright.
- Spam, scams, phishing, malware or attempts to break, overload or collect data from the service.
- Misleading, offensive or unsafe advertisements, or advertisements for products not suitable for children.

4. Extra rules for teachers, institutions and their staff

- Keep every interaction with a learner professional and about learning. Never be alone in a private place with a child in a way that breaks the Child Safeguarding Policy.
- Do not give lessons for subjects, levels or boards you are not approved or qualified for.
- Hold lessons only through the booking system, and only for the agreed time and place.
- Be on time and prepared. Failing to attend or cancelling late can lead to charges and strikes (3 penalised lessons within 30 days can mean a 7-day restriction).
- Mark lessons as done only when they took place, and report problems honestly.
- Keep your profile, qualifications and verification documents true and up to date.

5. Extra rules for students and parents

- Behave respectfully in lessons and towards teachers.
- Do not share a lesson link or login with anyone else.
- Parents and guardians: stay responsible for the children in your care, and approve and supervise physical lessons for a child below 13.

6. Reporting and what happens next

You can report a user, post, message, lesson or advertisement. We review every report. Depending on the facts we may remove content, warn, restrict or suspend an account, cancel bookings, withhold or adjust payments, tell parents or guardians, and report to the police or other authorities. We may act quickly, before a full review, where someone may be at risk. You can ask for a decision about your account or a strike to be reviewed within 7 days.

We will not take action against someone for making a report in good faith.

7. Changes

We may update this Code. Each version has a number and an effective date, and people who work with children may be asked to agree to a new version before they continue. Contact: support@educonnect.ac.zw.