EduConnect Zimbabwe

OTHER

Teacher and Institution Terms

Extra terms for teachers, schools and academies: verification, commission, payouts and strikes.

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These terms apply to every teacher and institution (school, academy or other organisation) that offers lessons or materials on EduConnect Zimbabwe, in addition to the Terms and Conditions, the Code of Conduct and the Child Safeguarding Policy. If they conflict, these terms prevail for providers on the matters they cover. "We" means EduConnect Zimbabwe.

1. You are independent

You act for yourself, as an independent provider. You are not our employee, partner or agent, and nothing here creates an employment relationship. You are responsible for the quality of your lessons and materials, for your own insurance, and for any tax you owe on your earnings.

2. Applying and being approved

- You must be at least 18 years old (a teacher), or a registered organisation acting through an authorised adult (an institution).

- You may have to pay a one-off signup fee before you can submit your application. It is not refunded if the application is rejected. A rejected applicant can correct the details and resubmit without paying again.
- You must submit everything we ask for. This can include identity documents, passport photo, qualifications, registration with an examination board, police clearance for physical lessons, and for institutions a registration number and an accreditation document. You must answer truthfully.
- Until approval, you can use only your profile, account settings and notifications. We may approve, reject, ask for more, or later suspend or remove you.
- If your details or documents change, update them promptly. Some details may be locked after approval; you can send a change request for us to approve.
- You agree to the Code of Conduct and the Child Safeguarding Policy when you apply, and again whenever a new version is published, before you continue.

3. Teaching on the service

- Teachers are linked to one subject, at one or more educational levels, and deliver online, in person or both, as set in their profile. Offer only what you are approved for.
- Accept or decline booking requests promptly. If a learner has missed the payment time and you are asked to keep or cancel the lesson, answer within the time shown or it is cancelled.
- Be on time and prepared. Online lessons must take place inside the app. Physical lessons must be at the agreed venue or place. Learners below 13 can take a physical lesson only once their parent or guardian has approved it.
- Do not move learners, payments or conversations off the platform.
- Mark a lesson as done only when it has taken place. False completions can lead to reversal of payments and removal.

4. Institutions

- An institution acts through its owner and staff. Staff can be given limited roles (administrator, manager, booking assigner or viewer). The institution is responsible for everything its staff do, and for removing access when a person leaves.
- A teacher can be linked to one institution at a time. An institution decides whether each of its teachers can be booked directly.
- Teachers may ask to use an institution's venue for physical lessons; the institution approves or declines each partnership.
- Prices for an institution's facilities and venue are set by us, not by the institution, and are never shared with the teacher using the venue.

5. Prices, commission and tax

- Lesson prices follow the rates we set for the subject and level. Learners also pay our booking fee, which you do not receive.

- We deduct a commission of 10% of the lesson fee, and the same rate on materials sales and paid downloads, from your earnings when they are released. A lesson at an institution's venue creates a separate commission on the venue fee for the institution.
- You are responsible for declaring and paying your own taxes.

6. When you are paid

- After a lesson is marked done, the learner has 48 hours to confirm or report a problem. After confirmation (or silence), earnings are released 48 hours later, less commission.
- If a payout does not release by itself, you can ask for it to be released and we will review it.
- Earnings from materials credit when a sale or paid download succeeds.
- You may ask to withdraw your available balance. We review and pay withdrawals by hand and may delay or refuse one while a dispute is open, where we suspect fraud, or where the law requires.
- If we pay you in error, or a payment is reversed, you agree we may deduct it from later earnings.

7. Cancellations, no-shows and strikes

- If you cancel a confirmed lesson less than 48 hours before it starts, or do not attend, you are at fault. The learner receives credit for everything they paid, and you are charged what we would have earned (our booking fee and commission). You also receive a strike.
- Reaching 3 strikes within 30 days means you cannot be booked for 7 days.
- Learners who cancel late forfeit part of the lesson fee, which is paid to you less commission: 25% if they cancel within 24 hours and 50% within 2 hours.
- You can ask for a strike to be reviewed within 7 days. See the Cancellation, Credit and Refund Policy.

8. Deposits

If we ask providers for a deposit, you can be booked only while it covers the required share of your paid but undelivered lessons. It is returned when you leave, less anything you owe.

9. Materials and content you upload

- You must have the right to share what you upload and must not infringe anyone's copyright. Uploads may be reviewed before they appear, and we may remove them.
- You keep ownership and give us a licence to host and show them and to deliver them to buyers and learners.

10. Ratings and reviews

Learners can rate lessons, and ratings affect how you appear in search. Reviews must be genuine. Do not pressure learners to change a review.

11. Ending

You may stop at any time after completing your booked lessons. We may suspend or remove you under the Terms and Conditions or the Code of Conduct. Money due to you is settled after outstanding disputes are resolved, less amounts you owe.

12. Contact

Questions: support@educonnect.ac.zw. These terms are governed by the laws of Zimbabwe.