

A primary goal of IFL's TutorMate program is to enrich and improve the lives of children, and online volunteers have a central and rewarding part to play in helping young children gain the skills and confidence that will help them to succeed in school and beyond.

Tutors work directly with students, in support of the classroom teachers and curricula and provide motivation, praise, and direction for their students.

Appreciation and respect for each student as a unique individual is critical in working effectively as a tutor. Self-worth and self-confidence are important building blocks in the learning process.

Teachers are in charge of the instruction and the discipline of each student. The tutor's job is to guide and encourage the student along the path that the teacher and IFL have provided. The personal interest and attention tutors show students may well be the catalyst for the students to recognize their own innate abilities to improve and achieve.

The commitment that volunteers make to students is a significant one. As they establish relationships with their students, tutors are looked upon as role models. Therefore, it is imperative that volunteers conduct themselves in an appropriate and responsible manner by following these guidelines:

- It is expected that tutors consider any and all information about the students as privileged and that they hold it in the strictest confidence.
- Tutors should not share their own personal information, email addresses, cell or telephone numbers, home addresses, or Facebook or other social media access, nor should they ask for personal and/or contact information from students.
- Tutors and students will not have in-person contact unless agreed to by the classroom teacher (for example, the end of year party).
- Tutors should report any inappropriate or questionable behavior demonstrated by their students to classroom teachers.
- If a student shares information which leads the tutor to be concerned about possible abuse at school or at home, the tutor should report this immediately to IFL at help@tutormate.org. IFL will involve the school principal.
- Any question concerning a child's achievement and/or needs should be directed to the teacher. If a tutor has a question or concern about a tutoring program policy or procedure, s/he should contact IFL staff.
- While working with our students and teachers, TutorMate tutors should always respect and appreciate the extensive cultural diversity which they are likely to encounter.
- Tutors must never proselytize or espouse any manner of religious, commercial, or political views when working with TutorMate students and teachers.