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Edbit Digital Academy Tutor Rules and Regulations

This document outlines the terms and conditions for tutors associated with Edbit Digital Academy. By signing this document, the tutor acknowledges and agrees to abide by all stated rules and regulations. This agreement is legally binding and is subject to the laws of Pakistan.

This document serves as both a comprehensive policy guideline and a formal **tutor contract** between the tutor and Edbit Digital Academy. It shall be enforced and become effective from **July 1st, 2025**.

1. Registration and Commission

1.1. Registration Fee

A non-refundable registration fee of **PKR 1500/-** is required for a 12-month period. An initial payment of **PKR 500/-** is due upon website registration/WhatsApp registration. The remaining **PKR 1000/-** will be deducted from the tutor's first month's earnings upon successful client acquisition.

- **Payment Method:** The registration fee can be paid via Easypaisa to **03333896737**.

1.2. Commission Structure (First Month's Fee)

The commission structure varies based on the type and duration of the tuition.

- **Tuitions of 3 Months or More** (where parents will pay 3 full fees or more):
 - **Home Tuitions: 55% commission.**
 - **Online Tuitions: 65% commission.**
- **Tuitions of 2 Months** (where parents will pay 2 full fees):
 - **Online Tuitions: 45% commission.**
 - **Home Tuitions: 35% commission.**
- **Tuitions of 1 Month or Less** (where parents will pay 1 full fee or a lump sum amount):
 - **Online Tuitions: 35% commission.**
 - **Home Tuitions: 25% commission.**
- **Recontinued Tuitions:** If a parent stops a tuition for a period and then plans to recontinue, the Academy will charge a **50% commission** for online tuitions and **40% commission** for home tuitions. The remaining commission (if any) will be collected from the tutor once the tuition is recontinued.
- **Taxation Clarification:** The additional 5% in the Home and Online Tuition commission rates (reflecting 55% and 65% respectively for tuitions of 3 months or more) is levied to account for the necessary tax adjustments to the Federal Board of Revenue (FBR) on the full tuition fee transferred by parents/guardians to the Academy. This adjustment facilitates the Academy's compliance with tax obligations and ensures proper declaration of income, considering that the tutor's effective earnings are a percentage of the full fee.

1.3. Fee Collection

Edbit Digital Academy is solely responsible for collecting **the first month's tuition fee** from clients. Any attempt by a tutor to collect fees directly from a client without the Academy's prior knowledge or approval, or any act of deception regarding fee collection, will be considered a breach of this agreement. The Academy reserves the right to take severe disciplinary actions, including but not limited to, termination of the tutor's association, withholding of any due payments, and initiation of legal proceedings.

The Academy's fee collection process is as follows:

- The Academy collects the tuition fee from the client after two (2) classes have been conducted.
- A grace period of seven (7) days will be allowed for this collection.
- After this grace period, Edbit Digital Academy will make a decision regarding the tutor's continuation with the client.
- In cases where the Academy decides that the tutor should not continue, the Academy will compensate the tutor for the number of classes already conducted.
- Any tutor who attempts to force, text, or call the client directly to demand fee payment, or who pushes the Academy to collect fees early, or puts forward illegitimate excuses (such as medical issues or otherwise) to expedite fee collection from either the Academy or the client, will immediately receive **20 demerit points**.
- If a tutor discontinues their services due to such actions or non-compliance with this policy, they will receive **50 demerit points**.

1.4. Payments to Tutors

Payments to tutors will be processed **48 hours after the Academy successfully receives the tuition fee** from the parent/guardian. This means if a fee's due date is the 10th of the month but the payment is received on the 12th, the tutor's payment will be released on the 14th.

For tutors who have accumulated demerit points or are first-time tutors, their share of the payment will be processed 15 days after the Academy successfully receives the tuition fee from the parent/guardian.

1.5. Additional Subjects or Subject Changes

If a parent adds another subject or changes existing subjects after a tuition has commenced, the tutor is obligated to pay the Academy the applicable commission on the fees for these additional or changed subjects. Failure to comply will result in the application of the same fraudulent activity clauses outlined in **Section 4**.

1.6. Tuition Discontinuation and Reimbursement Policy

- **Discontinuation due to Client's Personal Reasons:** If a tuition that was initially classified as a full tuition (3 months or more) is discontinued by the parents after one month or less due to unknown/personal reasons (i.e., reasons not related to the tutor's performance or conduct), the tuition will be reclassified as a 1-month tuition. The tutor will be reimbursed according to the commission structure for 1-month tuitions as outlined in Section 1.2. Similarly, if a 2-month tuition is discontinued under the same circumstances, it will be treated as a 1-month tuition for reimbursement purposes.
- **Discontinuation due to Tutor's Performance or Decision:** Conversely, if the parents request the tutor not to continue due to the tutor's performance, or if the tutor decides to leave the tuition on their own accord after one month or before that period, no reimbursement will be provided by the Academy for the classes conducted. Furthermore, for tuitions initially classified as 3 months or more, the Academy's commission as per the original policy (Section 1.2) will still be charged to the tutor.
- **Tutor's Liability for Advanced/Received Fees:** If a tutor has already received their share of the fee from the Academy in the first month, or has taken an advance fee in the second month, and the parents subsequently request a return of the fee (e.g., due to early discontinuation), the tutor is liable to pay back the corresponding amount to the Academy within **15 days** of such a request being communicated by the Academy.

2. Rules Regarding Tuition Allotment

2.1. Tuition Posting

All available tuitions are posted within designated tutor groups. Home tuitions are posted in relevant city-specific groups, while online tuitions are posted in all-cities groups.

2.2. Application Process

Tutors wishing to apply for a tuition must follow the instructions provided on each tuition post, typically by "liking" the post.

2.3. Allotment Criteria

Tuitions are allotted based on the following cumulative criteria:

- **First Come, First Served:** Tutors who respond first will be given preference.
- **Registered Tutors:** Registered tutors receive priority over non-registered applicants.
- **Qualification:** The tutor's qualifications must meet the specific requirements of the parent/guardian and the subject.
- **Signed Document Submission:** Tutors who have formally submitted this signed Rules and Regulations document will receive preference.

2.4. Unsuccessful Demos

A tutor will not be allotted any further tuitions after two unsuccessful demos within a single month. An unsuccessful demo is defined as:

- Negative feedback received from the client/parent/guardian.
- Failure to appear for a scheduled demo at the agreed-upon time for any illegitimate reason, resulting in the client not hiring another tutor from the Academy, will result in **20 demerit points**

2.5. Client Contact & Reporting

Once a client's contact information is provided, the tutor is required to inform the Academy of contact initiation and progress within **two (2) hours**, unless a documented emergency prevents such communication. Failure to comply will result in the tuition being offered to the next available tutor.

2.6. Online Tuition Standards

For all online tuitions, tutors are mandated to utilize professional platforms such as Zoom or Google Meet. The use of digital writing pads, PowerPoint presentations, and other relevant digital resources is compulsory. Teaching methods involving writing on physical notebooks, or using informal messaging platforms like WhatsApp for core instruction, are strictly prohibited. No exceptions or excuses will be entertained.

3. Tutor Conduct and Disciplinary Actions

3.1. Professional Conduct

Tutors are expected to maintain the highest standards of **professionalism, respect, and courtesy** in all interactions with clients, parents/guardians, and Edbit Digital Academy staff (Admins).

3.2. Communication Protocols

Tutors must respond to communications from Edbit Digital Academy admins in a timely and appropriate manner.

3.3. Miscommitment and Non-Responsiveness

- **Level 1 Warning (Verbal/Written):** Issued for initial instances of:
 - Minor delays in responding to admin messages.
 - Minor miscommitments regarding availability or schedule.
 - Failure to reply properly to general inquiries.
- **Level 2 Warning (Formal Written Warning & Temporary Suspension):** Issued for repeated Level 1 offenses, or a single instance of:
 - Significant delays in communication impacting tuition assignment or client satisfaction.
 - Failure to adhere to agreed-upon commitments without prior notification.
 - Slightly rude or unprofessional tone in communication with admins.
 - Inability to answer calls/messages within 2 hours without legitimate reason (outside of client contact).
 - **Action:** Temporary suspension from tuition applications for 7 days.
- **Level 3 Warning (Final Written Warning & Extended Suspension):** Issued for repeated Level 2 offenses, or a single instance of:
 - Blatant disregard for communication protocols.
 - Repeated and disruptive miscommitments.
 - Consistently rude, disrespectful, or unprofessional behavior towards admins.
 - **Action:** Extended suspension from tuition applications for 30 days.
- **Termination of Association:** Issued for:
 - Repeated Level 3 offenses.
 - Severe instances of rude, abusive, or insubordinate behavior towards admins.
 - Any action that causes significant damage to the Academy's reputation or operations.
 - Any act of fraud or scam as described in Section 4.
 - **Action:** Immediate and permanent termination of the tutor's association with Edbit Digital Academy. All outstanding payments may be forfeited, and legal action may be pursued.

3.4. Demerit Point System and Consequences

In addition to the disciplinary actions outlined above, a demerit point system is implemented to address repeated or severe breaches of the Academy's rules and expectations. Points are accrued based on the nature and frequency of policy violations.

- **Direct Fee Collection:** Any tutor who receives the tuition fee directly from the client (e.g., parents unaware/unable to transfer online, or hand cash to the tutor) will receive **40 demerit points** unless the Academy's share of the fee is transferred to Edbit Digital Academy within **12 hours** of receipt by the tutor. Exceptions may be allowed with clear and documented explanations provided to the Academy's management.
- **20 Demerit Points:** Accumulation of 20 demerit points will result in a suspension from receiving any new tuition allotments for a period of **30 days**.
- **40 Demerit Points:** Accumulation of 40 demerit points will result in a suspension from receiving any new tuition allotments for a period of **60 days**.
- **50 Demerit Points:** Accumulation of 50 demerit points will result in an indefinite suspension from receiving any new tuition allotments until the tutor formally addresses the underlying issues, completes any required remedial actions, and is cleared by Edbit Digital Academy management.

Demerit points may be assigned for instances such as, but not limited to, repeated instances leading to Level 1 or Level 2 warnings, severe breaches of professional conduct, or any action that negatively impacts client satisfaction or the Academy's reputation.

4. Legal Actions Against Scams and Fraud

4.1. Zero Tolerance Policy

Edbit Digital Academy maintains a **zero-tolerance policy** against any fraudulent activities, scams, or attempts to deceive the Academy or its clients.

4.2. Prohibited Activities

This includes, but is not limited to:

- Directly collecting fees from clients without the Academy's knowledge or consent.
- Attempting to establish private tutoring arrangements with Academy clients outside the purview of Edbit Digital Academy.
- Misrepresenting qualifications, experience, or identity.
- Providing false information during registration or any subsequent communication.
- Engaging in any activity that constitutes financial fraud, theft, or breach of trust.
- Failing to pay the Academy commission for additional or changed subjects as per Section 1.5.

4.3. Consequences of Fraud/Scam

- Upon discovery of any fraudulent activity or scam, the tutor's association with Edbit Digital Academy will be immediately and permanently terminated.
- All outstanding payments, commissions, or rewards due to the tutor will be immediately forfeited.
- Edbit Digital Academy reserves the unequivocal right to initiate full legal proceedings against the tutor, including civil lawsuits for damages, breach of contract, and criminal complaints, as per the applicable laws of Pakistan.
- Information regarding the fraudulent activity, along with the tutor's personal details, may be shared with relevant legal authorities and industry bodies to prevent future misconduct.

5. Tutor Loyalty and Rewards

5.1. Commission Discount for Loyal Tutors

After successfully converting **five (5) confirmed tuitions**, tutors become eligible for a reduced commission rate. For all subsequent successful tuitions for the remainder of that year, they will be charged:

- **50% commission for Online Tuitions.**
- **40% commission for Home Tuitions.**

This discount is a testament to your consistent performance and commitment to the Academy.

5.2. Monthly Tutor Recognition Program

Starting July 2025, one exceptional tutor will be recognized each month with a **cash back/food voucher worth PKR 3000/-**. The selection criteria for this award will be based on:

- **Positive Client Feedback:** Consistently receiving excellent reviews and testimonials from parents/guardians.
- **High Demo Conversion Rate:** A strong track record of successfully converting demo classes into confirmed tuitions.
- **Adherence to Academy Policies:** Strict compliance with all Edbit Digital Academy rules and regulations, including communication protocols and professional conduct.
- **Active Engagement:** Proactive communication and engagement with the Academy and its processes.

To be eligible for and receive this reward, the selected tutor must:

- Post a positive review on Edbit Digital Academy's Facebook page.
- Submit a 20-40 second video testimonial sharing their experience with the Academy and how they plan to enjoy their food voucher/cashback.

This program aims to celebrate and encourage our tutors' outstanding contributions.

5.3. Performance-Based Bonuses

Tutors who consistently achieve high conversion values will be eligible for performance-based bonuses on the total worth of tuitions confirmed within a specific period. These bonuses are calculated on the full tuition fee amount (not just the tutor's share). These performance-based bonuses are calculated **yearly**, for the financial year running from **July 1st to June 30th**, and will be disbursed at the end of the financial year.

The bonus structure is as follows:

- **1% bonus** on the full tuition amount for confirmed tuitions worth **PKR 300,000 to PKR 450,000**.
- **3% bonus** on the full tuition amount for confirmed tuitions worth **PKR 451,000 to PKR 800,000**.
- **7% bonus** on the full tuition amount for confirmed tuitions worth **PKR 801,000 and more**.

6. General Provisions

6.1. Monthly Tuition Limit

Tutors may apply for a maximum of **two (2) tuitions at any given time** and a maximum of **seven (7) tuitions per month**. A successful conversion of a tuition opportunity will add one more opportunity to apply in that month.

6.2. Amendment of Terms

Edbit Digital Academy reserves the right to amend these Rules and Regulations at any time. Tutors will be notified of any changes, and continued association with the Academy after notification will signify acceptance of the revised terms.

6.3. Governing Law

This agreement shall be governed by and construed in accordance with the laws of Pakistan. Any disputes arising under or in connection with this agreement shall be subject to the exclusive jurisdiction of the courts in Karachi, Pakistan.

6.4. Adjustment for Taxation Changes

In the event of any increase in taxation or regulatory compliance costs imposed by governmental authorities that directly impact Edbit Digital Academy's operations or financial obligations related to tuition fees, the Academy reserves the right to implement a one-time charge or adjust the commission rates to mitigate such increased costs. Tutors will be provided with advance written notice of any such adjustment, along with a clear explanation of the underlying reasons.

6.5. Use of Tuition Agreement (Recommended)

It is highly advisable for tutors to utilize the "Edbit Digital Academy - Terms of Tuition Agreement (Tutor-Parent)" document (a separate agreement provided by the Academy) with each new client. This practice helps to ensure clarity, set mutual expectations, and avoid any potential miscommunications regarding tuition details, schedule, fees, and other terms between the tutor and the parents/guardians.

7. Required Documents for Verification

To ensure the integrity and security of our services, tutors are required to submit the following documents for verification. Failure to provide mandatory documents may result in a delay or rejection of the registration application.

Mandatory Documents:

- **CNIC:** Front and back image.
- **Utility Bill:** Copy of a recent utility bill (electricity, gas, water, or telephone) for the current residence, clearly showing the tutor's name and address.
- **Resume/CV:** An updated and comprehensive curriculum vitae.
- **Google Pin Location:** A screenshot or link to the Google Pin Location of the current residence.

Additional Documents (May be requested from time to time):

- Educational Documents (e.g., degree, transcript copies).
- University/College ID copy.
- Father's/Mother's CNIC copy.
- Any other document deemed necessary by Edbit Digital Academy for verification purposes.

7.1. Provisional Verification

The submission of all mandatory documents listed in Section 7 will be considered a "Provisional Verification" of the tutor's credentials. While this allows the tutor to be considered for tuition opportunities, full priority in tuition allotment (as per Section 2.3) will only be granted upon the formal submission of this signed Rules and Regulations document. Tutors operating under Provisional Verification may still be considered for tuitions, but those with a fully signed agreement will receive preference in allotment where other criteria are equal.

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Edbit Digital Academy Tutor Contract Signing Page

This page serves as a legally binding acknowledgment and agreement between the tutor and Edbit Digital Academy, confirming adherence to the **Edbit Digital Academy Tutor Rules and Regulations** (effective July 1st, 2025).

By signing below, I, [Tutor's Full Name], having read and understood the Edbit Digital Academy Tutor Rules and Regulations document, hereby agree to abide by all the terms and conditions stated therein. I understand that any violation of these rules may lead to disciplinary action, including termination of my association with the Academy and potential legal consequences as outlined in the full document.

Acknowledgment and Agreement

Tutor's Full Name:

CNIC Number:

Signature:

Date:

Edbit Digital Academy Representative (for verification):

Signature:

Date: