

Code of Conduct

Effective date: 3 April 2026

Governing law: Kenya

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The standards of behaviour expected from all users of The Alkebula School.

1. Overview

This Code of Conduct applies to all users of The Alkebula School, including Students, Parents, Guardians, Clients, Tutors, prospective Tutors, staff, and any person using or communicating through the Platform.

The purpose of this Code is to protect academic integrity, safety, professionalism, fairness, respectful communication, and trust within The Alkebula School community.

2. Honest and Accurate Information

Users must ensure that all registration information, profile information, tutor information, academic information, booking information, advertisements, announcements, and direct communications are honest, accurate, current, and not misleading.

Users must not supply false or misleading information about identity, qualifications, experience, purpose for using the Platform, academic level, payment details, or any other relevant matter.

Users must not impersonate another person, Tutor, Student, Parent, staff member, institution, company, or entity.

3. Account Security

Users must not allow another person to use their account, except that a Parent or Guardian may allow a minor Student to use the Parent's or Guardian's account for learning under supervision.

Users must keep login details, passwords, and access credentials confidential and secure.

If a user becomes aware of unauthorised access or suspects that login details have been compromised, the user must notify The Alkebula School promptly.

4. Respectful Conduct

Users must behave with respect, professionalism, patience, and consideration toward Students, Parents, Tutors, staff, and all other users.

Harassment, bullying, intimidation, discrimination, humiliation, threats, abusive language, sexual misconduct, exploitation, grooming, defamatory statements, or conduct likely to cause alarm, distress, or harm is prohibited.

Users should attempt to resolve disagreements respectfully and should escalate serious concerns through appropriate The Alkebula School channels.

5. Academic Integrity

Users must not request, offer, facilitate, or encourage plagiarism, cheating, impersonation, exam misconduct, falsification of results, completion of graded work on behalf of a Student, or any other form of academic dishonesty.

Tutors may guide, teach, explain, review, mentor, and provide feedback, but must not misrepresent a Student's work as the Student's own where the Tutor substantially completed it.

Students remain responsible for understanding and following the academic integrity rules of their schools, examination boards, universities, and institutions.

6. Safeguarding and Appropriate Boundaries

Interactions involving minors must remain professional, appropriate, education-focused, and, where applicable, supervised by a Parent or Guardian.

Tutors must not request unnecessary personal information from Students or engage in private, inappropriate, secretive, or non-educational communication with minors.

Users must report safeguarding concerns, inappropriate behaviour, or suspected abuse to The Alkebula School promptly.

7. Communication Rules

Users should communicate and schedule lessons through the Platform or official channels approved by The Alkebula School.

Users must not share private contact details, payment instructions, social media handles, addresses, or other personal contact information for the purpose of bypassing the Platform or avoiding applicable fees.

Unsolicited advertising, spam, promotional messages, or attempts to divert users away from The Alkebula School are prohibited.

8. Contributed Content

Users must not upload, post, publish, transmit, or share content that is unlawful, defamatory, obscene, threatening, discriminatory, misleading, invasive of privacy, harmful to minors, or in breach of intellectual property rights.

Users must not upload malware, viruses, harmful code, unauthorised recordings, stolen materials, confidential information, or content designed to interfere with the Platform.

9. Platform Integrity

Users must not interfere with the proper working of the Platform, bypass access controls, scrape, crawl, reverse engineer, overload infrastructure, probe security systems, or attempt unauthorised access to data, accounts, systems, passwords, or networks.

Users must not use the Platform for fraud, identity theft, unlawful activity, unethical conduct, or any activity that could harm The Alkebula School, its users, partners, systems, or reputation.

10. Payments and Non-Circumvention

Users must not make, request, or facilitate private payment arrangements intended to bypass The Alkebula School's booking, payment, administration, or fee systems.

Users introduced through the Platform must not directly solicit or contract with one another outside the Platform without prior written consent from The Alkebula School.

11. Consequences of Breach

A breach of this Code may result in warning, removal of content, cancellation of bookings, suspension, termination of access, withholding of profile approval, refund refusal, reporting to relevant authorities, debt recovery, or legal action.

The Alkebula School may act immediately where safety, safeguarding, fraud, serious misconduct, platform security, or legal compliance is at risk.

12. Reporting Concerns

Concerns about misconduct, safeguarding, academic dishonesty, harassment, fraud, or platform misuse should be reported to info@alkebulaschool.com.

Payment concerns may also be sent to accounts@alkebulaschool.com.

Where urgent safety concerns exist, users should also contact the relevant emergency, safeguarding, or law enforcement authority.

Contact: info@alkebulaschool.com | Accounts: accounts@alkebulaschool.com | WhatsApp/Call: +254 728 866 097
Facebook: <https://www.facebook.com/AlkebulaSchool/> | LinkedIn: <https://www.linkedin.com/company/alkebulaschool>