

GLOBOEDU TEACHING POLICY

1. Teaching Account Registration

Each program/course will be created under a separate email account. Teachers are requested to submit the following:

- Phone number
- Personal email address
- One portrait photo
- One cover photo with a professional, friendly, and education-appropriate style
- A short self-introduction in English or Vietnamese
- One self-introduction video (1.5 to 2 minutes), including personal background and teaching experience
- Vietnamese bank account information

2. Teaching Schedule Registration

Teachers may register their available teaching schedule based on personal preference. However, peak hours, including 7:00 PM – 9:00 PM (Monday to Friday) and weekends (will offer higher-priority teaching opportunities).

Schedule Registration Guide

Please watch the tutorial video in the “GUIDE” section on the website or contact the admin team for support if needed.

Important Notes

- In cases where teachers receive a booking confirmation email but are (unavailable to teach due to not updating their schedule) teachers are required to:
 1. Cancel the booking with the student first via the **Teaching Schedule Management** section.
 2. Update their availability in **the Calendar section**.
- Teachers (may only request leave) for confirmed classes at least 48 hours in advance by informing the admin team for support.
- Teachers are not permitted to reschedule or cancel classes directly with students without prior approval (from the system or administrators)

3. Class Confirmation

After a student confirms a class schedule, teachers will receive a notification email. Teachers are required to confirm or cancel the class **within 12 hours** (of receiving the email)

If teachers **fail** to confirm or cancel the class within the required time, the system will automatically cancel the booking and **deduct 20%** of one lesson's salary from the teacher's monthly salary (balance).

4. Class Absence

If a teacher has confirmed participation but **fails to** attend the class at the scheduled time, the teacher will:

- Not receive payment for the missed lesson; and
- **Be additionally fined** 20% of the lesson salary.

5. Student Absence

Teachers will receive 50% of the lesson fee if the student is absent from class.

6. Teaching Conduct

Before and During Class

When participating in classes, teachers are required to follow these regulations:

1. Wear professional and appropriate attire suitable for an educational environment.
2. Ensure a stable internet connection throughout the lesson.
3. Join the class at least 5 minutes early for preparation.
4. Keep the camera on during the entire lesson to maintain teaching quality.
5. Ensure clear microphone quality and minimize background noise during teaching.
6. Refrain from performing personal tasks during teaching hours.
7. Maintain a professional, respectful, and supportive attitude toward students throughout the lesson.
8. Use appropriate language suitable for an educational environment.
9. Do not request students' private contact information or communicate with students outside the platform without authorization.

After Class

Teachers are required to:

- Complete class feedback on the system; and
- Assign homework to students through the platform.

7. Salary Payment Payment Method and Schedule

Salary will be paid once per month by via cash or bank transfer no later than the 10th of each month.

The salary calculation period is applied from the 1st to the 30th (or 31st) of the previous month.

If the payment date falls on a Saturday, Sunday, or public holiday in accordance with legal regulations, the salary salary payment will be processed on the next working day.

Globoedu sincerely appreciates the cooperation, professionalism, and commitment of all teachers.