



1. CODE OF CONDUCT

1.1. Introduction

MIDP is a social enterprise that facilitates the promotion and development of debate and public speaking as the main tool for human capital development. MIDP carries out activities which includes, among others, debate and public speaking training, private tutoring and other communication and educational services (“**Training Activities**”) in our premises and elsewhere. MIDP strives to provide the best learning experience for its students in a well-structured, conducive and supportive environment to maximise the growth of each individual student.

This Code of Conduct demonstrates MIDP’s strong commitment for the advancement of critical thinking and communication skills, while safeguarding the welfare and interests of all students at all times. We also seek to provide a safe environment where every person has the right to be treated with respect and is protected from harm. MIDP expects integrity, accountability and professionalism from all individuals working for, and on behalf of its organisation.

This policy is applicable to all directors, managers and executive officers (“**Management**”), full time and part time employees (“**Employees**”), trainers, administrative officers, and people working on behalf of our organisation (“**MIDP Representatives**”) and other companies or organisations (“**Affiliates**”) and persons whose duties bring them into contact with students or Training Activities under MIDP. This policy is also applicable to all students enrolled under any Training Activities. In the event of underage students, the parents or guardians of the students must ensure their children’s adherence to this policy at all times.

1.2. Training and Classes

A. Attendance

MIDP expects all students to attend all classes to ensure maximum learning progress for all students. In the event of absence, students or their parents should inform the trainer beforehand as a courtesy to avoid any disruption to the class. If any student is ill from any infectious diseases, the student is prohibited from continuing the class until full recovery.

B. Absence and Replacement Class

Except for public holidays, MIDP does not allow for any class to be cancelled or postponed to a different date. If a student is unable to attend a class, the student may request to attend a separate class by a different trainer of the same subject in the following week as a replacement.

If a trainer has to take an emergency leave, the class will be conducted by another suitable and qualified trainer. Note that no additional class outside of the current schedule will be conducted to replace any missing or postponed class.

C. Fees and Payments

Payment of fees for the class should be made **before the 7th of every calendar month** to MIDP via bank transfer to confirm the monthly placement of the student. Any payments that have been made to MIDP is **non-refundable and non-transferrable** notwithstanding the attendance of the students, or the lack thereof. Payments of fees are calculated on a monthly basis and **MIDP do not allow for any pro-rated payment** to be made as the student’s placement in the said class will be put on hold during the student’s absence.



D. Registration of Students

Students are required to register for the class online and confirm their interest to continue the class in the following semester. Students may be advised by MIDP Representatives to enrol in a class that is most suitable for them based on their age group, level of experience and other relevant factors. The recruitment of students for the classes is on a first come, first serve basis as the classes have a maximum capacity to ensure a conducive learning environment for the students.

E. Recruitment of Trainers

MIDP takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with the students. We employ a range of screening measures and apply reasonable standards to ensure that the trainers are qualified to conduct the classes.

F. Syllabus and Competency

All Training Activities should be planned in advance and delivered according to the syllabus outline determined by MIDP from time to time. The syllabus for each class will reflect its suitability for different age groups, level of experience and a varying degree of proficiency. All MIDP Representatives should ensure that they have the necessary competency to conduct Training Activities, supervise and assist the students. Trainers shall take full responsibility to research and prepare the complete syllabus as well as the lesson plans to target your teaching towards meeting the students' needs.

G. Placement and Progress

Parents should consult MIDP Representatives to ensure that the students are placed in a suitable class based on their proficiency and availability. Upon close monitoring and observation, if a trainer feels that a student may have been misplaced or is ready to progress to a more advanced class, the trainer may discuss the matter with the Management, Employees and/or any other MIDP Representative and propose the same to the parents. Any student who wants to move to a different class may raise the matter to the Management, Employees and/or MIDP Representative via the parents.

H. Feedback

At the end of each semester, MIDP may collect feedback from parents and students to assess the performance of the trainers and make improvements or adjustments as necessary. Trainers are to provide honest and constructive feedback to parents as requested to keep them updated of their child's performance and progress.

1.3. **Discipline**

A. Punctuality and Class Preparation

All persons involved in Training Activities under MIDP are expected to be punctual at all times. This includes arriving in time for the class and submitting your assignments when it is due. Tardiness causes disruption in class and may interrupt with a student's ability to learn and follow the syllabus. If you know in advance that you will be late, please inform the trainer or any other MIDP Representatives.

B. Absence of Trainer

In the event of absence of trainer, the trainer is required to inform the Management or the MIDP Representative in charge of the matter at least two (2) days before the class. **Any postponement or cancellation of class are strictly prohibited and MIDP will**

find a replacement trainer to fill in for the absent trainer's class. If the trainer fails to give MIDP two (2) days' notice of his absence, the said trainer is required to find a replacement trainer from MIDP's current trainer pool or suggest another trainer to conduct the class. The replacement trainer shall be required to conduct the class at the same day and time as the original schedule and follow the lesson plan which has been approved by MIDP.

C. Dress Code and Presentation

All persons involved in Training Activities under MIDP are to always be mindful of your appearance and aim to dress professionally, although smart-casual dressing may be worn provided that the clothing is appropriate. Everyone should be fully groomed and ensure that no undergarments should ever be showing, such as underwear, boxer shorts and bra straps. You are to be pleasant to deal with and use encouraging words at all times. In the event of dispute as to the appropriateness of a clothing item, the Management shall have the final say on the matter.

D. Food and Drinks

No food and drinks are allowed during any Training Activities except for water, unless absolutely necessary with the permission of the trainer.

E. Cleanliness and Hygiene

MIDP premises should be left clean and tidy at all times. It is the responsibility of each individual trainer to ensure that the premises are ready for the next class by tidying up the area. This includes rubbing off the board, rearranging the chairs and tables, throwing all rubbish into the garbage bin and cleaning the floors if there is any rubbish or spillage. Please take off your shoes upon entering MIDP premises. Since the kitchen is shared by everyone, always wash up cups and dishes that you have used.

To ensure a pleasant teaching and learning environment for everyone, please ensure you have taken a shower and brushed your teeth for that day and have used deodorant on your underarm to avoid any body odour.

F. Electronics and Gadgets

The use of mobile phones and gadgets for chatting, watching videos or browsing social media are strictly not permitted. If a student is expecting an important phone call, kindly inform the trainer and excuse yourself if it is necessary to speak on the phone. Electronics and gadgets are only allowed for research, reading or other purposes related to Training Activities, with approval from the trainers.

G. Safety and Accidents

It is the responsibility of each individual trainer to ensure that all students do not engage in any risky or dangerous activities during any Training Activities held under them. While MIDP has taken reasonable steps to ensure a safe environment, **trainers are expected to keep an eye of all students at all times and monitor their behaviour.** In case of accidents and emergency, kindly assist the injured person or call the ambulance and the parents when necessary.

1.4. **Anti- Discrimination and Bullying**

MIDP opposes all forms of harassment, discrimination and bullying during any Training Activities. MIDP values diversity and celebrate the differences in background, race, religion, gender, sexual orientation and culture of all persons. Harassment or bullying,



be it emotional, physical, verbal, and sexual or causing any form of pain or distress on another person will not be tolerated by MIDP.

We take this issue seriously and encourage anyone who believes that they, or another person, has been harassed, discriminated against or bullied to raise this issue with the trainer, or the Management.

1.5. Physical Contact and Abuse

A. Professional Behaviour

All persons involved in Training Activities are expected to behave professionally and adopt a “**no touching policy**” with students as much as possible. All trainers are under the strict duty to prevent any form of neglect, sexual, physical or psychological, emotional or any other types of abuse, as well as protect them from direct or indirect harm.

B. Open Door Policy

The Management, Employees, MIDP Representatives and other Affiliates are **prohibited from conducting any Training Activities or discussion alone and behind closed doors with a student at all times**, unless prior consent from the parents is obtained or with the presence of another adult with the approval from Management.

C. Physical Contact

If physical contact is necessary as part of the learning needs, then it must be conducted in a professional manner, wholly appropriate and **widely acceptable in the teaching profession such as for general care, comfort and assurance to students in distress**. Any physical contact must be minimal and fulfil the purpose of learning. If necessary to prevent accident, harm or injury prior consent of the affected person should be requested where possible. Where it is necessary to discipline a student, this will be done sensitively and in a way that does not belittle or humiliate them, without compromising his/her dignity.

D. Social Activities

Social programmes can only be conducted if they are a part of the Training Activities, provided that prior approval of the Managements and parents have been obtained. These programmes can only contain activities appropriate to the age of students. The Management, Employees, MIDP Representatives and other Affiliates are **prohibited from initiating any non-platonic relationship or touch of any kind with any students at all times**.

E. Abuse

Trainers should look out for the physical and emotional signs of bullying and other forms of abuse. Relatively minor incidents of bullying may be dealt with informally by trainers. If serious abuse is suspected, it will be investigated by the Management and the accused person will be dismissed or terminated as necessary if found guilty. Where there is evidence of serious abuse, the parents will be informed and the abuse will be reported to the statutory authorities such as the police and/or the social services.

1.6. Criminal Records

MIDP recognises the importance to have a culture of safe recruitment and adopt recruitment practices that help deter, reject or identify people who might abuse



children. The Management must act reasonably in making decisions about the suitability of the prospective Employees and MIDP Representatives based on their past working experience, history of dealing or teaching children, interviews as well as asking for references, if necessary.

All Employees and MIDP representatives shall declare and inform MIDP of any criminal records, which includes any charges, convictions and acquittals under their name, which will be taken into account when deciding on their suitability for working with students. However, a criminal record may not prevent a person from working for MIDP in any other capacity if such criminal record is irrelevant and unrelated to his/her job description.

1.7. Communication

All Employees and MIDP Representatives should always try to be accommodating and flexible with students and parents, not obstructive or uncooperative. If a demand by a student or parent seems unreasonable, you may discuss the matter with the Management.

All persons involved in Training Activities under MIDP are to only use Standard English during all Training Activities. Using slang is not an acceptable form of communication. MIDP expects all MIDP Representatives to show exemplary behaviour at all times and this includes the correct form of speech.

MIDP will ensure that everyone to whom this policy applies is aware of and has had an opportunity to read the policy. MIDP impose an obligation to all Management, Employees, MIDP Representatives and Affiliates to observe and abide by this policy and other GPPs at all times.

1.8. Privacy and Confidentiality

MIDP collects details which include the parent's name, email address, address, telephone number, your student's name, the child's date of birth and the child's educational background.

As for Employees and MIDP Representatives, names, telephone number, email address and details of relevant teaching or tutoring experience. We may also store your bank details for the purpose of making payments to you for work done.

Your data may be used without limitation for purposes related or incidental to the conduct, management or operation of all Training Activities, internal data analysis, notification and marketing purposes. However, MIDP will not share or transfer any of the information with any third party whatsoever. You have the right to request that we delete all personal information that we hold about you in the event you have ended or terminated our services.

1.9. Complaint and Grievances

Any breach, misconduct or mistreatment arising from this policy may be reported by filling up the Misconduct Complaint Form and email the same to complaints@midp.edu.my. The identity of the complainant shall be kept confidential to the fullest extent possible and shall not be disclosed to third parties without prior consent of the complainant.



1.10. Implementation and Breach

Everyone must be aware of and observe this policy at all material times. This policy will be made available via the MIDP website to grant easy access to parents, guardians and all relevant persons. Any concerns about the interpretation and application of this policy may be directed to complaints@midp.edu.my.

This policy may be changed or amended at MIDP's absolute discretion, so you should review it from time to time so you are aware of any changes. Any changes will be posted on the website.

Failure to follow the guidelines in this policy by any Management, Employee, MIDP Representative or Affiliate is considered a serious offence and will be investigated thoroughly and dealt with accordingly. If necessary, an inquiry will be conducted by an independent committee to take all required actions in dealing with such breach, misconduct or mistreatment committed against any students.

Serious breaches may lead to dismissal, suspension or termination of any agreement or arrangements with person involved, in which case MIDP reserves the right to seek further legal actions against and claim for any damages and losses caused by such breach.