

# EMPLOYEE CODE OF CONDUCT

Kumon Math and Reading Center  
Sunnyvale Central & Cupertino

[kumonsunnyvale@gmail.com](mailto:kumonsunnyvale@gmail.com)

Alice: 408-641-1233, Mariann: 408-728-6486

## Work Etiquette

- arrive at the center 5-10 minutes before center operation
- no swearing or harsh language (remember you are working at an educational center)
- no talking on the phone, texting, or listening to headphones while working
- no talking to co-workers about non-Kumon related topics during work hours
- turn cell phone ringers off
- cover mouth when coughing/yawning
- concentrate and focus on work

## Dress Code and Attire

- please dress appropriately to work with children
- no torn up tops or excessively short skirts and shorts
- no sunglasses, hats/caps, and hoods should not be pulled up

## Grading

Accurate and consistent grading is crucial to evaluating a student's skill. It helps the instructors determine when and where the review sets are necessary. To ensure the grading, recording, and Kumon process are systematic and properly conducted, please comply with the rules below and initial on the line to indicate that you have read and understood them.

- Only use RED pen.
- To be accurate, the answer book must be used to correct all worksheets from Level 3A and above.
- Draw a large circle on pages without errors.
- If the answer to a problem is incorrect, write a (checkmark or X) on the number of the problem. Students must find and correct their mistakes on their own. DO NOT indicate where the error is located.
- Fill the score box on the front page correctly with scores per page, completion time, date graded and your initials. There should be a score box filled for every page/sheet.
- If there are incomplete packets (when more than 50% of the packet has no writing or has random answers), write "INC" on the top of the packet's first page. Do not mark the score box on the top.
- Homegraded errors must be added into the total number of errors when scoring.
- All corrections and classwork must be graded, corrected, and re-graded until it has no errors.
- Grade as swiftly as possible. This is not the time to read the stories or try to complete problems yourself.

## Professionalism and Efficiency at tables

Please understand that you are the eyes and ears for the instructors and act as a role model when working with the students. Therefore, professionalism plays a key role when handling an individual table.

- Always greet students with a smile to show they are welcome and important.
- Top priority is to make sure all students complete their work independently and in a timely manner (10-15 minutes).
  - o Conversations about personal life and off-topic subjects distract other students and are not professional.
  - o Having students finish in a timely manner DOES NOT mean giving them the answers. If students are asking for answers, have them re-read the problem and provide hints. Send them to the instructor when necessary.
- Never lose your temper, show an angry face, yell at a student, or use harsh words. If they are out of control, send them immediately to an instructor. We need to use encouragement to help the students. One bad day at the center can make a student hate learning.
- When a table becomes busy, always remember to stay calm and check the following:
  - o How long have the other students been there?
  - o Be and look confident. By looking confused and acting too rushed you are showing that you are out of control.
- Do NOT just focus on correction homework. Many times students are finished and assistants do not notice. Glance up frequently to make sure students are concentrating whether they are at your table or in the classroom area.
- If you notice another assistant/table swamped with students, please lend a hand. We are a team, and hope everyone can help each other out.
- REMEMBER – PARENTS ARE ALWAYS WATCHING!

## Attitude

We are all extremely important in how a student perceives learning. Please be encouraging at all times. If a student is struggling do not scold them for not knowing how to do it! Please inform an instructor if a student is having a lot of trouble or continuously needing your help to complete work.

## Neatness and Organization

Before you leave the center:

- all answer books should be in proper order
- the table should be free of clutter (staples, erasers, books, scratch paper)
- all the chairs should be neatly spaced (at your table as well as in the classroom)
- place all graded and non-graded work in appropriate baskets

## COVID Protocol

- All assistants must wear masks properly in the center.
- Don't come to work if you are feeling any symptoms of COVID, or test positive for COVID

- Don't come to work if you have had a close contact with someone who has symptoms of COVID or tested positive for COVID.
- When you arrive at the center, please use alcohol or cleaning spray to clean your work area. Please do the same after your shift before you leave for the day.
- Wash your hands properly before your shift and after using the restroom.
- Please check with the instructor about returning to work after traveling on vacation or after testing positive for COVID.

### Absences

Any absences or vacations must be reported by email (kumonsunnyvale@gmail.com) two weeks in advance. Doctor's appointments and school projects should be scheduled on non-working days. Please be responsible. If an emergency arises, you must call one of the instructors to explain the situation (Alice: 408-641-1233, Mariann: 408-728-6486). The phone call should be placed by you and not delegated to another employee or a parent if possible. We expect no more than 3 emergency absences within a 12-month period.

### Job Termination

If you are no longer able to work at the Kumon Center, you are required to provide a 2 week advance notice allowing us ample time to recruit, interview, and train a replacement. An Employee Resignation Form must be signed and submitted. The last paycheck is usually distributed as normal with the regular pay period unless otherwise requested.

### Pay Schedule

We end the pay cycle on the 25<sup>th</sup> of the month and will usually submit it to the bank the following day. It usually takes the bank 5-6 business days to disperse the funds. We do not have ultimate control of each bank's timeline to deposit your paycheck. Please be aware that each month the day that the funds are deposited into your account may vary slightly.

I agree to and will follow the above Code of Conduct while working at the Kumon Math and Reading Center.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Hiring Information

Name: \_\_\_\_\_ SSN: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

I prefer to use:  Call  Text  Email

Please attach a voided check to set up the direct deposit for your paycheck.

