

NOVA LMS — ONBOARDING POLICY

1. Pricing Tier Logic (Time-Based, Badge-Driven)

Core Principle

Tutors do NOT freely price themselves initially.
Pricing authority is earned over time and performance, not claimed at signup.
Hourly rates apply only to live sessions (1-on-1 sessions).

Tier Structure Overview

Tier	Badge	Time on Platform	Minimum Requirements	Allowed Hourly Rate
Tier 1	Starter Tutor	0–30 days	Verified onboarding + 5 completed sessions	R100 (fixed)
Tier 2	Active Tutor	31–90 days	25+ completed sessions + rating ≥ 4.2	R150–R200
Tier 3	Pro Tutor	90+ days	75+ sessions + rating ≥ 4.5	R200–R300

Pricing Rules (Non-Negotiable)

1. **Tier 1 tutors cannot change price**
 - Flat R100/hour
 - No exceptions
 - Only Conduct 1-on-1 Sessions (Strictly On Nova LMS)
 - Purpose: trust, consistency, demand seeding
2. **Tier unlocks are automatic but reviewed**
 - System checks metrics
 - Admin approval required to activate price changes
3. **Price selection is restricted to a range**
 - Tutor selects within allowed band
 - No custom pricing outside tier limits
4. **Nova retains the right to downgrade tiers**

Triggered by:

 - Poor ratings
 - Repeated cancellations
 - Policy violations
5. **Badges are public**

Students see:

 - Tier badge
 - Experience level
 - Session count

This creates **price justification without confusion.**

Platform Commission (Fixed)

- Nova commission: **20% per completed session**
- Tutor payout: **80%**
- Funds held in escrow until session completion
- Weekly payouts (to reduce admin overhead)

2. Instructor Onboarding Rules (Strict by Design)

Core Philosophy

Nova instructors are not freelancers — they are platform representatives.

We optimize for quality, compliance, and trust, not volume.

Minimum Eligibility (Mandatory)

To apply as an instructor, the applicant must:

1. Be **18 years or older**
2. Have **minimum Grade 12 certificate**
3. Possess:
 - Laptop or desktop computer
 - Stable internet connection
 - Webcam + microphone
4. Be **computer literate**
5. Be fluent in **English** (instructional level)

Failure on any item = automatic rejection.

Mandatory Onboarding Steps (No Shortcuts)

Step 1: Account Registration

- Real name (no aliases)
- Valid email & phone number
- Nationality declared

Step 2: Identity & Qualification Verification

Required uploads:

- Government-issued ID
- Highest qualification certificate
- Subject competence declaration

Forgery = permanent ban.

Step 3: Nova Instructor Beginner Course (Required)

Before listing:

- Tutor **must complete Nova Instructor Beginner Course**
- Covers:
 - Teaching standards
 - Platform rules
 - Student conduct
 - Session delivery
 - Payment and dispute policy

Course completion is **logged and mandatory**.

Step 4: Instructor Agreement (Binding)

Tutor must accept:

- Code of Conduct
- Platform exclusivity for booked sessions
- Zero off-platform payments
- Monitoring & moderation consent

No acceptance = no activation.

Conduct & Platform Rules (Zero Tolerance)

Communication

- ALL student communication must occur **inside Nova**
- WhatsApp, Telegram, Instagram, email = **strictly prohibited**
- Sharing personal contact details = violation

Payments

- Tutors may NOT:
 - Request cash
 - Request EFT
 - Request external payment links
- First offense = suspension
- Second offense = permanent removal

Session Integrity

- Must join session on time
- Minimum 90% session completion required
- Repeated no-shows = tier downgrade or ban

Student Treatment

- Respectful language required at all times
- No discrimination
- No intimidation
- No romantic or personal advances

Any abuse = immediate ban.

Performance Monitoring

Nova actively tracks:

- Attendance rate
- Completion rate
- Student ratings
- Complaints
- Messaging behavior

Instructors agree to:

- Random session audits
- Message review (AI + human moderation)

