ONLINE SCIENCE TUITION

Homework Marking Terms

Tuition clients aged 13 or over | Version 1.1 | 6 November 2026

These terms explain the optional Homework Marker provided by Mr Mark Scates, trading as Online Science Tuition, for authorised tuition clients on onlinesciencetuition.co.uk. Please read them with the separate Homework Marker Privacy Notice.

1 Who can use the service

The service is for tuition students aged 13 or over whose access has been enabled by Mark. Having an AI Science Tutor account or subscription does not by itself give access to homework marking. Use the authorised account associated with the student whose work is being submitted.

A parent or guardian may help an eligible student use the service and understand these terms. Do not submit homework for a student under 13, including through an adult's account. Their homework can be marked during lessons instead.

Before every submission, tick the box confirming: "I confirm that the student whose homework I am submitting is aged 13 or over." The confirmation concerns the student, not the person uploading. It is recorded as described in the Privacy Notice. If it is incorrect or under-13 work is uploaded accidentally, contact Mark promptly.

2 Using the service is optional

You can still have your homework marked during your lesson if you prefer. Using the online service beforehand can help us review work more quickly and leave more lesson time for teaching, explanations and practice. It does not replace your tuition or prevent you asking questions about the feedback.

These terms supplement the arrangements for your tuition and AI Tutor account. They do not change your agreed tuition fees, lesson bookings or cancellation rights, and uploading homework does not create a separate paid subscription.

3 Preparing and submitting homework

Submit all pages of one homework together, in reading order. Number each answer clearly, including question subparts, and include relevant working, units, graphs and diagrams. Answers on lined paper are accepted. You only need to upload your answers when your tutor already has the relevant questions and mark scheme; if the task cannot be identified, your tutor may need further information.

The service accepts PDF, JPEG, PNG and supported HEIC or HEIF photographs. Export Word documents as PDF first. Use clear, upright images showing the whole page. Some damaged files or unsupported photo formats may need to be replaced or converted.

The normal limits are six files and 18 pages per submission, and six submissions in a rolling 24-hour period unless Mark has expressly arranged a different allowance. File-size and technical limits also apply. Keep your original work and check the submission confirmation.

4 How marking works

Each new submission waits for Mark to select the appropriate mark scheme. Once selected, the AI system assesses the work against that scheme, creates a combined PDF report and emails it automatically. There is no routine teacher approval of each mark before the report is sent.

The report contains marks and feedback for each question in the selected scheme, together with copies of your submitted pages. If a suitable scheme is unavailable, or a technical problem prevents marking, the submission may need attention before a report can be produced. A successful upload does not mean the work has already been marked.

5 Blank missing or uncertain answers

An answer receives zero if it is blank, unreadable, missing, or cannot be assessed reliably against the selected scheme. The report explains the reason; an unreadable answer should not be described as a blank answer. Questions on an omitted page can therefore receive zero. Other assessable answers are marked normally.

These issues do not automatically hold the report for tutor review. Read the explanation next to any zero and contact Mark if the system has missed or misunderstood an answer. Keep the original page so that it can be checked.

6 Report recipients

The tutor and the account email recorded when the homework is submitted always receive a copy of the report. The optional email box is for one additional address, such as a student's or parent's address. Any parent or student report addresses already saved by your tutor also receive a copy. Repeated addresses are combined so that each address receives one copy.

Every recipient receives the full report, including the submitted pages. Check the account and extra address carefully. Only provide an address belonging to someone authorised to receive the work, and tell that person their address has been supplied. If you have concerns about any recipient, speak to Mark before submitting.

A later change to your account email does not automatically change the recipient recorded for an existing submission. Contact Mark promptly if an address needs correcting. Once an email has been sent, we cannot reliably recall it or erase it from another person's inbox.

7 Timing and technical problems

Reports are not necessarily immediate: marking starts after the tutor assigns a scheme, and delivery depends on processing and email services. No particular turnaround is promised unless separately agreed. Upload sufficiently before a lesson if you would like to discuss the report then.

If a report has not arrived, check junk or spam folders and contact Mark with your submission reference. Avoid repeatedly submitting the same work while a previous submission is being checked. Work can still be reviewed during a lesson if there is a technical difficulty.

8 Accuracy and asking for a review

AI can misread handwriting, mathematical notation, units or diagrams and can award an incorrect mark. The report is learning feedback, not an official exam-board assessment, a guaranteed grade or a prediction of an examination result.

If you believe a score or comment is wrong, tell Mark the submission reference and question number, and provide the original work if needed. Mark can review the answer with you and explain or correct the assessment. You may ask for this during a lesson or by contacting Mark.

We will provide the service with reasonable care and skill. Describing the limitations of AI does not remove our responsibility to address a problem or your rights under consumer law.

9 Appropriate use and your work

Submit only the relevant student's work and materials you are entitled to provide for marking. Do not include other students' work, unrelated personal information, passwords, payment details or personal medical information. Do not use the uploader to send harmful files, interfere with the service or bypass access restrictions.

You retain any rights you hold in your work. You allow us and our service providers to copy, process and deliver it as necessary to mark it, prepare the report and provide support, as explained in the Privacy Notice. This does not give us permission to publish your homework or use it in advertising.

10 Keeping copies and ending access

The Homework Marker is not a permanent storage service. Website submissions and reports are scheduled for deletion after 30 days from submission, when the scheduled cleanup runs. Keep your own original work and save any report you need. Emailed copies, backups and provider records have separate retention arrangements explained in the Privacy Notice.

Access is linked to your tuition arrangements and may end when those arrangements end. We may temporarily restrict access where reasonably necessary to deal with a security issue, misuse or a technical problem. We will explain the reason where appropriate and provide a way to raise a concern. This does not remove any existing contractual or statutory rights.

11 Changes complaints and your legal rights

We may update these terms to reflect relevant changes to the service or law. Material changes will be brought to affected clients' attention before they take effect where practicable. Changes will not retrospectively remove rights relating to work already submitted or alter an agreed paid tuition arrangement without a lawful basis.

Nothing in these terms excludes or restricts rights or remedies that cannot lawfully be excluded, including applicable rights under the Consumer Rights Act 2015. We do not exclude liability for fraud or for death or personal injury caused by negligence.

For help, a review or a complaint, contact Mark Scates at markscates486@yahoo.com or 07722 510681. Postal address: 155 Ford Lane, Rainham, Essex, RM13 7BA, United Kingdom.