

# The Tutor Surgery | Tutor Handbook

We have produced this handbook to provide you with as much useful information and guidance as possible. Our aim is to make your life as a tutor enjoyable and trouble-free, whilst maintaining the high standards we hold as a company. You will always be able to find the most current version of this document at <http://www.thetutorsurgery.co.uk/tutorhandbook>.

If you need any further information, or have questions about anything you read here, please do not hesitate to contact us.

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# Company overview

## Our vision

Our vision is to provide private tuition agency services of the highest quality to pupils, parents and tutors. We are passionate about teaching, and we aim to impart some of that passion to everyone we serve. Our pupils want to succeed in their learning, and we will do everything in our power to help them achieve their goals. We are team players, and we want everyone involved to understand that it is a team effort between the tutor, pupil, parent and agency, not an individual one, that will deliver the best results for our pupils. As a company, we are dedicated to the continual development of our services so that we remain at the forefront of private tuition in the UK.

## Our core values

Our reputation and that of our tutors is very important to us. We continually strive for the highest levels of professionalism and effectiveness. In order to achieve this, we focus our core values on pupils, parents and tutors.

### 1. Pupils

- a. Put pupils and their learning requirements first.
- b. Deliver lessons that are effective and engaging in order to maximise learning.
- c. Provide support and encouragement on a personal level in order to build confidence.

### 2. Parents

- a. Provide high quality tutors that are hand picked by us, then matched to the needs of the pupil.
- b. Make the stress of finding a suitable tutor a thing of the past by having a database of qualified and trusted tutors and by carrying out all the necessary background checks.
- c. Provide the most efficient and easy to use booking system possible.

### 3. Tutors

- a. Deliver the best agency services in the local area.
- b. Generate a steady stream of new pupils.
- c. Take upon ourselves the vast majority of the admin work, and allow tutors to focus on what they do best... teach.

## What we do

### 1. For pupils

- a. We provide weekly one-to-one tuition sessions and school holiday tuition. A pupil can take advantage of either or both of these services, subject to tutor availability.
- b. We provide the right tutor for the subject and level required by the pupil. The tutor will have the necessary qualifications and experience to deliver high quality teaching.
- c. All pupils start by booking and paying for three trial lessons. It is important to us that pupils are happy with the tutor before booking ongoing tuition. There is never any obligation to continue after the trial.

### 2. For parents

- a. In order to maintain our high standards and give parents complete peace of mind, all of our tutors are selected through a comprehensive application process. The stages of the application include checking through CVs and DBS certificates, and conducting reference checks and

interviews. Where a tutor is teaching from their own home, the process also includes health and safety assessments.

- b. When we receive an enquiry, we match the needs of the pupil to the skills of our tutors. We also handle scheduling so that lessons are arranged at the most convenient time possible.
- c. We provide a fully managed booking system, which makes lessons easy to book and pay for. It also makes lesson time more focused, since potentially distracting tasks such as rescheduling and handling payments are done outside of lesson time.

### **3. For tutors**

- a. We provide new pupils to fill the free slots in a tutor's schedule.
- b. When there is a weekly slot that needs to be filled, we handle the scheduling of a new pupil, including any rescheduling of existing The Tutor Surgery pupils.
- c. When a tutor is fully booked, we provide waiting list management so that any slots that become free can be filled as quickly as possible.
- d. We handle all payments for The Tutor Surgery pupils and tutors. This means the parents/pupils pay us directly, and then we pay each tutor for the hours they have taught each month. We also handle disputes over payments, so all a tutor has to do when a pupil turns up is teach.
- e. We use a variety of marketing strategies to ensure we get the maximum exposure. In turn this means we receive a steady stream of new enquiries, which we can then pass on to our tutors as new pupils.
- f. We provide a fully featured company intranet system. This includes webmail for tutors to access their own The Tutor Surgery email address. Other features include a calendar system for keeping track of lessons, and a document management system.

## **What our tutors do**

### **1. For all pupils**

- a. Motivate and inspire
- b. Encourage and offer incentives
- c. Ensure they have fun!

### **2. For pupils studying academic subjects**

- a. Assessments are carried out by the tutor at the start of the three trial lessons. They will provide feedback on the current working level of the pupil and the best way forward.
- b. Homework will be set and marked on a regular basis. Feedback will then be provided, and if necessary, further tasks will be set.
- c. When there is an exam on the horizon, the tutor will write out a strategy that details what needs to be covered before the exam. Where appropriate, this strategy will be broken down by months or weeks to show a clear progression in learning as the exam approaches.
- d. When there is sufficient time in a lesson, the pupil will be asked what they have been learning at school recently. Where appropriate, the tutor will help the pupil overcome any problems they encountered during their school lessons.

### **3. For pupils studying musical instruments**

- a. Practice tasks will be given and reviewed every lesson.
- b. Where applicable, the tutor will provide assistance through the process of exam entry and fully prepare them for the exam.

### **4. For parents**

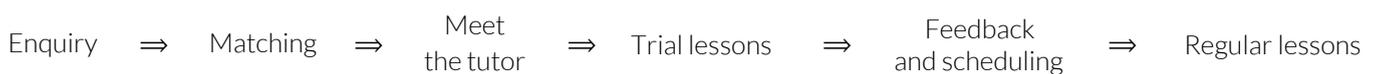
- a. Feedback will be provided on a regular basis. This can be either verbal or written, or a combination of the two. Feedback topics include: scores on specific pieces of homework, general progress, levels of motivation, behaviour and attitude during lessons.

- b. On request, and where applicable, tutors can provide advice on how a parent can best support a pupil in the home environment.
  - c. Within reasonable time frames, tutors do their very best to offer rescheduling of lessons on request. See the “Cancellations and rescheduling” section in this handbook for further information.
  - d. Tutors keep a log of all lesson plans and notes from lessons. These are available to view on request.
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## Procedures

### The new pupil journey

Here are the main stages in the journey of each new pupil.



#### Enquiry

When a parent or pupil makes contact with us, we take all the necessary details about the pupil and their requirements. Most pupils require regular lessons (weekly, fortnightly, twice-weekly, etc.) so we also note down their availability.

#### Matching

The matching stage is where we decide which of our tutors would best suit the needs of the pupil. We do this by carefully considering the pupil’s subject, age, current attainment levels, targets, any specific educational needs (if applicable), availability and location. Then we offer a trial period with the selected tutor, which normally consists of three lessons on consecutive weeks. Once the parent/pupil has paid a deposit for the trial lessons, we send a confirmation email to the tutor with all the details of the pupil. We aim to provide this confirmation at least one week in advance of the first trial lesson to allow time for the “meet the tutor” session to be arranged.

#### Meet the tutor (MTT)

For the majority of enquiries, a parent or guardian arranges lessons for a school-aged pupil, and the lessons will take place at the tutor’s home. In these instances, we ask the tutor to make contact with the parent/guardian to organise a short session which we call “meet the tutor”. In instances where an older pupil is arranging lessons for themselves, or where the tutor is travelling to the pupil’s home, this session is not required.

MTT is a short (10-15 minutes) and informal meeting where the parent/guardian and pupil visit the home of the tutor in advance of the first trial lesson. We do not charge a fee for this meeting, and subsequently the tutor is not paid for this time. We offer it as a “value added” extra because it improves the overall experience for both the pupil and the parent/guardian. It also promotes our core value of putting pupils and their learning

requirements first in everything we do. Pupils are more relaxed at their first lesson when they have already met their tutor and have started building rapport. The more relaxed they feel, the better their engagement with the tutor and the learning. Lastly, it provides an opportunity for the pupil and the parent/guardian to ask any questions they have about tutoring.

If for any reason a tutor is not able to organise MTT to take place in advance of the first trial lesson, we ask that it takes place immediately prior to the lesson instead. If the availability of any party precludes MTT from taking place altogether, then we ask tutors to make a call to the parent/guardian to introduce themselves, gather any information they require, and allow the opportunity for questions to be asked.

### **Trial lessons**

All new pupils start with trial lessons because it is very important to us that pupils are happy with their tutor. The parent/guardian has to be happy with everything too, as does the tutor. We do not require our tutors to follow a specific programme in the trial lessons – we simply ask that the lessons contain a mixture of rapport building, assessment, teaching, homework/practice task setting and reviewing, and giving feedback to both the pupil and the parent/guardian. Our tutors are free to decide what proportion of each lesson is dedicated to each of these elements, depending on the particular needs of the pupil.

### **Feedback and scheduling**

After the final trial lesson, we liaise with the parent/pupil and the tutor to get their feedback on how the trial lessons went. When all parties have expressed their satisfaction, we decide a schedule of lessons (i.e. length and frequency) that is agreeable to all parties.

The length of each lesson is largely dictated by the pupil's subject and age. For academic subjects, we also take into account the pupil's current attainment levels, their targets for upcoming exams, and the professional opinion of the tutor following their assessment. Although the majority of students have weekly 30-minute or 60-minute lessons, we operate a flexible scheduling system that allows for any length of lesson and any frequency, such as fortnightly, twice-weekly, and so on.

### **Regular lessons**

When we have processed payment for the next set of lessons, we send emails to confirm the agreed schedule for regular lessons. These continue until a parent/pupil gives notice for stopping lessons, or until the day of their final exam (where applicable). Our terms state that a parent/pupil must give four weeks' notice if they would like to stop regular lessons. This notice will be made in writing to us, and we will email the tutor to confirm the notice we have received and the date of the last lesson.

Please refer to our Tutor Terms document for details of the notice required from a tutor for stopping lessons.

## Lesson planning and management

### Planning

Good planning is one of the most important factors in effective tuition. We ask that all tutors spend time preparing for each lesson. This can be as simple as reviewing what was covered in the previous lesson, and deciding what the focus for the next lesson should be. Nonetheless, such preparation and thinking is required in advance of each lesson.

### Keeping notes

Tutors must keep a written record for every lesson, including notes from the planning stage. All relevant information from the lesson itself must also be recorded, and this can be done during or after the lesson as the tutor sees fit.

### Timekeeping

All lessons should start and finish promptly at the agreed times. In the event that a pupil is late, the tutor is not obliged to make up the lost time at the end of the lesson, nor at any other time. However, at their own discretion, the tutor can make up for lost time in any way they see fit. We advise that such flexibility of timing is offered infrequently, if at all, because it does not encourage punctuality on the part of the pupil/parent.

If the tutor cannot start the lesson on time, it will be the tutor's responsibility to make up the lost time. Ideally this would be done at the end of the lesson, depending on the tutor's schedule. If this can't be done, every effort should be made to make up the lost time at a future lesson, either by making a one-off early start or late finish.

### Resources

Maintaining a good bank of resources is another essential requirement for delivering effective tuition. All tutors are required to manage their own teaching resources and materials. Tutors should be prepared for each lesson with appropriate resources. When a tutor needs to find or produce a new resource, this should not be done during lesson time. This is important so that as much lesson time as possible can be dedicated to teaching. Currently we do not provide any physical resources for tutors to use, but we are always on hand to give advice. We do, however, provide access to electronic resources such as worksheets and web links through the online Drive app. See the "Online apps system" section in this handbook for further information.

### Teaching method

We recognise there are many different methods that a tutor can use for delivering one-to-one lessons. In order to maintain consistency and high teaching standards among our tutors, we ask that all lessons include the following steps:

1. identify a topic that requires attention
2. set a learning objective
3. demonstrate, explain and teach the associated concepts and techniques
4. go through a small number of examples during the lesson to practice the techniques
5. set homework for further practice and reinforcement

An alternative to this method would involve completing a larger number of examples during each lesson. For some pupils who are struggling to grasp a particular concept or technique, this may be a better strategy. However, for most pupils, a few well chosen examples is more than enough, and will give them the foundation they need to successfully build their knowledge through appropriate homework tasks. This alternative method means more practice is done during the lesson, and therefore less time is available for teaching new topics. If you have used an alternative method such as this in the past, we ask that you move as much "practising" as you

possibly can (subject to the abilities of each pupil) out of lesson time and into homework tasks.

### **Setting homework**

For both academic and instrumental tuition, we know from experience that pupils make the best progress when they are given tasks to complete between each lesson. One or two lessons a week is usually not enough for the vast majority of pupils to make good progress. So we ask all tutors to set weekly tasks for all pupils, and to assess and review these tasks at every lesson. How much work you set, and how you keep your pupils organised, is entirely up to you.

On rare occasions, you will receive a specific request from a parent or pupil for no homework to be set. In such cases, you should talk this through with the parent/pupil so that they are fully aware of the impact this will have on their weekly progress. Such requests for pupils learning an instrument should be refused. You will need to make the parent/pupil aware that weekly practice is an integral part of learning an instrument. Again, just talk the issue through with the parent/pupil. As always, if you get stuck at any point, please do not hesitate to contact us for advice.

### **Lesson etiquette**

As well as delivering quality tuition, it is essential that pupils are made to feel comfortable during their lessons. Tutors should always offer pupils a drink at the start of each lesson. You also need to be aware that we operate a “no smelly breath” policy. No one enjoys working in close proximity to unpleasant odours! For this reason, all tutors should keep a pack of mints or chewing gum on or near their teaching table. If you are teaching a wind instrument, you will need to use some common sense when applying this policy.

### **Giving feedback**

It is clear from talking with parents over the years that they regard feedback from tutors as very important. Tutors should always provide written feedback on a pupil’s work. It is at the tutor’s discretion to decide the amount and level of detail required for each piece of work. Parents also value verbal feedback at the end of each lesson, and tutors should ensure that pupils are collected at the door to facilitate this. The feedback can include general progress, levels of effort and attainment (in both the lesson and the homework), brief explanations of new skills learned, how the parent(s) can help at home, and so on. In general, verbal feedback should be kept positive when the pupil is present. If there are any issues that are potentially discouraging to the pupil, they should be discussed by phone or email at a later time. This is particularly important for younger pupils and those lacking confidence. However, tutors should not hesitate to express their concern at the end of a lesson if pupils are consistently producing poor work and/or showing poor levels of effort. Both parents and pupils need to be aware of the commitment the tutor is expecting from them. There is no harm in discussing this in the presence of the pupil, providing it is done in a constructive and supportive manner.

## **Cancellations and rescheduling**

There will be occasions when a pupil cannot attend a lesson, and other occasions when a tutor becomes unavailable. In such instances, we ask all tutors to follow the policy below.

### **For pupils**

1. All lessons cancelled by a pupil/parent are charged and non-refundable. This means the tutor will always be paid, regardless of whether an attempted reschedule is successful or not.
2. If less than one week’s notice is given, the tutor is not obliged to attempt a reschedule. Any rescheduling efforts are purely at the tutor’s discretion, and will be carried out using the guidelines below.

3. If at least one week's notice is given...
  - a. A tutor must not refuse a request for a reschedule, nor fail to make a reasonable effort after receiving such a request.
  - b. The tutor will be responsible for making every effort to arrange an alternative day/time, within the constraints of their availability, and that of the pupil.
  - c. We strongly recommend that tutors do not make direct swaps with other pupils. There have been instances in the past when the other pupil has been taken ill on the new day, and it is not fair that they have to miss their lesson that week because another pupil could not make their normal slot.
  - d. The alternative day must be within the same week as the cancelled lesson. Lessons cannot be carried forward to future weeks.
4. The Tutor Surgery is not responsible for handling requests to reschedule lessons.

### **For tutors**

1. In the event that a tutor cannot make a lesson, it is the tutor's responsibility to make contact with the pupil/parent.
2. Where possible, the tutor should make every effort to offer an alternative day/time within the same week. If this is not possible, the pupil/parent will be given a credit on their next invoice for the lesson the tutor was unable to teach. If the missed lesson was the pupil's last lesson with the tutor, a refund will be given to the pupil/parent.
3. The tutor must also update their The Tutor Surgery calendar to reflect the changes made to a pupil's schedule.

## **Availability**

We require a minimum level of availability from all of our tutors. The specific details and the procedures we follow are outlined below.

1. Tutors must reserve a minimum of three hours per week in which The Tutor Surgery has exclusive rights for placing new pupils.
2. If we are unable to fill these three hours by the end of the first month, the commitment we require from you will reduce to two hours per week. Subsequently, if we are unable to fill these two hours by the end of the second month, your commitment will reduce to one hour per week.
3. Your weekly commitment will increase to three hours again whenever a new pupil is placed with you. In the event that we are unable to fill the reserved hours within one or two months of the new pupil's start date, the procedure outlined in point 2 above will be followed.
4. If a tutor has less than three hours per week of availability for the sole use of The Tutor Surgery, we reserve the right to reduce the hourly fee paid to the tutor by 10%. This does not apply if the minimum weekly commitment has been reduced to less than three hours in accordance with point 2 above.

## **School holidays**

As a Bexley based business, The Tutor Surgery follows the official term dates published by Bexley Council. These dates apply for all tutors and pupils, regardless of the boroughs in which they work or study. The most up-to-date published dates can always be found here...

<https://www.bexley.gov.uk/services/schools-and-education/school-admissions/school-term-and-holiday-dates>

Our standard procedure is to continue teaching during the school holidays. Although most pupils will choose to continue lessons during the holidays, it is not a compulsory requirement, therefore we cannot guarantee holiday work for our tutors.

As each school holiday approaches, we will communicate with all tutors and pupils/parents to confirm availability and lesson dates. We will also update the calendar of each tutor to show any changes to the normal weekly schedule.

Pupils working towards their 11+ assessment will usually require lessons during the summer holiday before the tests. In such instances, we ask all tutors to be prepared to accommodate these pupils. If you know that you will be unavailable for a significant proportion of the summer holiday, please let us know.

## **Payments**

### **Tutors**

We pay all our tutors on a monthly basis. At the end of each month, we use an invoice template to complete your work log and calculate the payment due. You will receive an email within the first few days of the subsequent month stating the invoice has been completed and is ready for you to check. (All invoicing queries should be sent to [office@thetutorsurgery.co.uk](mailto:office@thetutorsurgery.co.uk)). We will pay invoices by bank transfer on or before the 14th of the month.

In the event of a dispute concerning an invoice, we will make contact with you to discuss the amounts and hours on the invoice. We aim to resolve such issues within five working days. If for any reason the problem is not resolved before the 14th of the month, we reserve the right to pay less than the amount invoiced. Once the dispute has been resolved, and it transpires that the tutor has been underpaid, then we will rectify the underpayment as soon as possible. We will not delay this payment until the following month. If the tutor has been overpaid, we will subtract the overpaid amount from the invoice in the following month.

### **Pupils/parents**

All lesson fees are collected directly from the pupil/parent by The Tutor Surgery. There is no need for you to handle any cash or cheques, or worry about chasing any late payments. If you receive a payment enquiry from a pupil/parent, you should apologise that you are not able to help, and ask them to contact the The Tutor Surgery office instead. If a pupil/parent attempts to pay you directly, you should not accept it. Instead, you should remind them to follow the payment instructions on the invoice.

It is not practical for us to handle payments for the cost of learning materials such as books or stationery agreed between you and the pupil/parent. This responsibility will be yours, and we cannot be held responsible for any non-payment of these materials. The recommendation of such materials is purely at your discretion.

# Policies

## Data protection policy

Your privacy is important to us. The service we provide to you is set up to ensure that any information you share with us is used only for the purpose stated and does not compromise your privacy or identity.

When you supply any personal information to The Tutor Surgery, we have legal obligations towards you in the way we use your data. Tutor information, whether public or private, will not be sold, exchanged, transferred, or given to any other company or individual for any reason, without the consent of the tutor, other than for the express purpose of delivering the service requested by the tutor, and where we are obliged or permitted by law.

We will hold your personal information on our systems for as long as you use the service you have requested, and remove it in the event that you no longer wish to continue to work with us. All personal information supplied will be held securely, in accordance with the Data Protection Act 2018.

All tutors have a duty of care with regard to all information they handle. This extends to all information for pupils and parents (whether they are current or previous clients), and for The Tutor Surgery. Information must not be shared with any third party, unless the individual concerned has given explicit permission in writing for their information to be shared. In addition, you must make every effort to keep information secure and confidential. The simplest way to achieve this is by being careful and not leaving written information lying around for wandering eyes to see.

## Disputes and complaints

Although disputes are few and far between, we recognise that a fair system for handling disputes is essential. We will treat all disputes and complaints with the highest importance, whether handled formally or informally, and regardless of outcome. Our aim will be to establish why the dispute arose, identify any root causes that we might have control over, and put systems and practices in place to ensure similar disputes cannot arise or are kept to a minimum in the future.

Details of our dispute resolution process that all tutors must follow are given below.

### 1. Between tutor and pupil/parent

- a. E.g. dispute over levels of service.
- b. In the first instance, all disputes must be reported to us via email. This applies for disputes of any nature, whether small or large. Even if you intend to resolve the dispute yourself, The Tutor Surgery must be made aware of the issue.
- c. If we deem it viable for the pupil/parent and tutor to resolve the dispute informally without our involvement, we will notify you in writing to initiate communication with the pupil/parent. Written and verbal communication are both valid, although our preference will always be face-to-face conversations. However, we ask that all the main points of discussion and any agreed outcomes/actions from any verbal communications are confirmed by email. It is

- important for everyone involved that there is a written record of the dispute and resolution.
- d. If we deem it necessary to take action ourselves, our initial aim will always be to resolve the dispute informally. A brief conversation or two with the pupil/parent and the tutor will normally be sufficient to resolve any issues, especially if it is a simple misunderstanding or miscommunication.
  - e. In the event that the dispute cannot be resolved informally, The Tutor Surgery will carry out a formal investigation. In such instances, we will thoroughly investigate the dispute, and make every effort to gather all relevant information from everyone involved. We will make a formal decision based on the information available to us, and notify all parties in writing of our findings and proposed actions.
  - f. In the event that both parties (the pupil/parent and the tutor) are satisfied with the outcome of the formal investigation, tuition will continue as normal. In the event that either or both parties are not satisfied with the outcome to the point where tuition cannot continue, we will ask both parties to serve out four weeks' notice as per our standard terms and conditions for stopping lessons. The purpose of this is to allow time for any work in progress to be finalised and for us to arrange alternative tuition, thus minimising the disruption to the pupil's learning and progress. If either or both parties are not prepared to complete the notice period, this term will not be enforced.
  - g. If the pupil/parent is willing to be assigned to a different tutor, we will make every effort to organise this as quickly as possible. In this case, no refunds will be made and any credit will be carried forward to pay for the tuition with the new tutor. If the pupil/parent does not request a new tutor, a refund will be made for lessons not taken.

## **2. Between tutor and The Tutor Surgery**

- a. E.g. dispute over levels of service, dispute over payments, etc.
- b. In the first instance, we will aim to resolve such disputes informally. A brief conversation or two will normally be sufficient to resolve any issues, especially if it is a simple misunderstanding or miscommunication. We will keep a written record of all conversations.
- c. In the event that the dispute cannot be resolved informally, The Tutor Surgery will carry out a formal investigation. In such instances, we will thoroughly investigate the dispute, and make every effort to gather all relevant information from everyone involved. We will make a formal decision based on the information available to us, and notify all parties in writing of our findings and proposed actions.
- d. In the event that the dispute is resolved to the complete satisfaction of both parties, regular tuition and the placing of new pupils will continue as normal.
- e. If the tutor is not satisfied with the outcome of the dispute, they will need to decide if the impact extends to their general working relationship with The Tutor Surgery, or just to a minority of pupils. If the former, and the tutor decides to stop tutoring, they will be asked to serve six or eight weeks' notice as per our Tutor Terms. (See separate document). If the latter, and the tutor decides to continue, all lessons will carry on as normal, unless there are specific issues with individual pupils that require the pupils to be assigned to another tutor or to stop lessons altogether. If a pupil needs to be reassigned and the pupil/parent is happy to continue lessons in the short term, the tutor will be given at least four weeks' notice before the reassignment takes place.
- f. When necessary, The Tutor Surgery reserve the right to remove pupils from a tutor with immediate effect. If all pupils are removed from a tutor, we reserve the right to terminate the tutor's working relationship with The Tutor Surgery. In such instances, lessons taught will still be paid.

## **DBS checks (previously CRB checks)**

Before we start placing new students with you, we need to ensure the appropriate background checks have been completed. These can either be done by us or by another organisation.

Checks carried out by a previous or existing employer do not always meet our requirements, so we will let you know if a new check is required. If a new check is *not* required, we will need to see the original certificate to verify it is genuine. You should also be aware that we are required by law to find out from the organisation who processed your check if any additional information was revealed to them in a separate letter (but not disclosed on your copy). If this is the case, we will ask you to apply for a new check (see below).

### **Applying for a new DBS check**

When a new check is required, we will send you full instructions by email. The handling of the new application will be carried out by [APCS](#). You will be responsible for paying the fee set by the Disclosure and Barring Service, currently £44. We will pay the administration costs associated with handling your application.

## **Dress code**

As a company with a focus on professionalism, it is crucial that our tutors display a professional attitude in the way they dress when meeting pupils and parents. We ask that all tutors dress smartly, or adopt smart-casual attire. We realise these terms can be interpreted in different ways, so here are some basic guidelines...

1. Jeans are fine as long as they are smart (e.g. no rips)
2. Tops with collars are highly preferable – definitely no t-shirts or vests
3. No rumpled or ripped clothing
4. No shorts
5. No bare feet
6. No baseball caps
7. No trainers
8. Avoid inappropriately revealing attire such as bare midriffs or low-cut tops

You may consider our dress code to be somewhere between business casual and business/informal. See the image on the next page for a visual aid to these descriptions.



## Health and safety

The safety and care of our pupils is extremely important to us, and we expect all our tutors to take this matter seriously. The first step for all new tutors is a risk assessment. The purpose of this assessment is to identify and minimise potential risks for pupils and parents who visit a tutor's home. Where necessary, we will provide a list of further actions that you will need to take in order to make your home as safe as possible. All tutors are required to complete these actions before their first pupil begins lessons.

For tutors who provide tuition at their own homes, it is their responsibility to make every effort to maintain a safe environment. The guidelines below are a good starting point, but should not be considered comprehensive.

1. Minimise trip hazards
2. Minimise loose fittings that can fall and cause injury
3. Maintain unobstructed and easy-to-open fire exits
4. Maintain control over the temperature of the teaching room
  - a. Tutors should provide reasonable comfort in the teaching area without the need for special clothing.
  - b. The temperature should be at least 16 degrees Celsius, although we suggest that most people will find 18 to 20 degrees more comfortable.

## COSHH assessment

Control of Substances Hazardous to Health (COSHH) is the law that requires employers to control substances that are hazardous to health. As a company, we do not use any substances or materials that are hazardous to

human health. As a tutor, you should also refrain from using hazardous substances and materials. If you have any doubt regarding the substances and materials that you use in your lessons, please contact us immediately.

## **Insurance**

As a company, we have all the necessary insurance policies in place. Currently this includes employer's liability and public liability. Our insurance policies provide cover for all our tutors when they are teaching our pupils, so there is no need for you to arrange your own insurance.

However, you will need to inform your home insurance provider that you are carrying out business activities in your home. If you do not let them know, you run the risk of your home insurance policy becoming invalidated. Such notification will be sufficient for most insurance providers, but you should be aware that some may charge a small additional premium, and a few will declare they are no longer able to provide your home insurance. If you need independent advice on this matter, we recommend that you speak with Brownhill Insurance Group (<https://brownhillgroup.co.uk/>).

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# Online apps system

We provide a fully featured set of “online apps” (i.e. applications that run inside a web browser) to help all our tutors manage their teaching schedule, resources and communications. These apps include Mail, Calendar and Documents. We expect all tutors to spend some time familiarising themselves with these apps. Read on for more information on getting set up, and how you should use each app.

## Setup

We will send you full setup instructions by email when you have been accepted as a tutor. Our aim is to make the whole process as simple as possible, so we will help you every step of the way.

In the meantime, we recommend saving these bookmarks on your normal browser for quick and easy access...

<https://mail.google.com/>

<https://drive.google.com/>

<https://tts.teachworks.com/calendar>

## Mail

<https://mail.google.com/>

We require all tutors to use their new The Tutor Surgery email address for all email communication with us, pupils and parents. Tutors are not allowed to use existing email addresses for such communications. We ask that you check your The Tutor Surgery email regularly, at least three times a week.

The system we use is very similar to Gmail, so anyone who has used a Gmail email address before will find it easy to use.

For tutors with little or no experience of using Gmail, we recommend you spend some time exploring the [Apps Learning Centre \(http://learn.googleapps.com/gmail\)](http://learn.googleapps.com/gmail). If you are not sure where to start in the Learning Centre, we recommend the following resources...

- [Sending, replying, attachments, and printing \(https://goo.gl/EskJAP\)](https://goo.gl/EskJAP)
- [Cheat Sheet \(https://goo.gl/rgdi47\)](https://goo.gl/rgdi47)

## Scheduling

<https://tts.teachworks.com/calendar>

This is where you will see all your scheduled lessons, and also keep us up to date about your availability.

We will talk you through using the calendar when you start work as one of our tutors and provide you with a written user guide. Following this, if you would like more information about using Teachworks, please visit

<https://teachworks.zendesk.com>.

## Drive and Docs

<https://drive.google.com/>

This is the place where you can view, create and edit all document types such as spreadsheets, “Word” documents and presentations. It is also the perfect place for sharing documents and inviting collaborators so you can work on documents together.

You will also have access to a folder called “Tutor Resources”. This is an ever-growing collection of worksheets and other files that all tutors can use and contribute to.

Lastly, you will use this app to manage your invoices. We will talk you through this process after your first month of tutoring. Following this, if you would like more information about using the Drive app, visit the [Apps Learning Centre](http://learn.googleapps.com/drive) <http://learn.googleapps.com/drive>

## Specific policies

1. We have full and unrestricted access to all data stored on the apps system.
  2. The provided apps should not be used for any other purpose other than The Tutor Surgery related activities.
  3. We maintain the right to remove access to these apps if there is any breach of our policies.
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