

Tuition  **Works**

Tutors' Handbook



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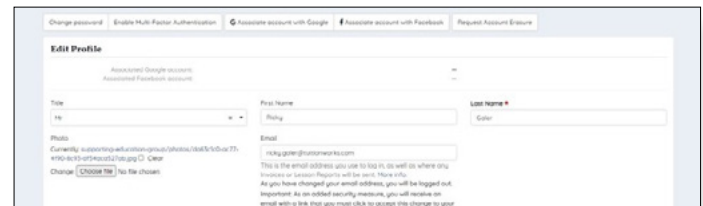
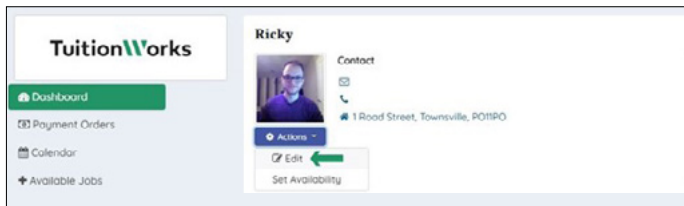
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Updating Your Profile

It's important to make a good first impression, so be sure to fully update your profile.

Below is a step-by-step process showing how to do this most effectively.

1. Once you've logged in to the TuitionWorks Dashboard by clicking [here](#), click on the blue "Actions" button, then "Edit"
2. Update your name and email address therein



3. Add a photo by clicking on the “Choose file” button and selecting a file on your device
 - a. Please be sure to add a recent photo taken against a plain background.
Give us a smile!
We want you to look approachable and likeable to possible customers.
 - i. If you’d like some help with selecting a photo then please send a few to enquiries@tuitionworks.com and we’ll pick one out for you.

Here’s an example:



4. Click on the blue “Address, Contact Details & More” text and fill in each section therein

Address, Contact Details & More • Click to view more options

Street Address
1 Road Street

Zipcode/Postcode
PO10 0

Turn
Townsville

Country
United Kingdom (GB)

Timezone
London

Mobile
07462750750

Telephone

If blank, defaults to the Branch's timezone.

☒ Receive SMS
When checked the user will receive SMS sent to them from the company.

Received notifications
☒ Available Job Notifications
☒ Announcements
☒ Lesson Reminders

5. Click on the blue “Extra Fields” text and fill in each section therein

Extra Fields • Click to view more options

Gender
Male

Date of birth
14/06/1994

Gender is only visible by Administrators

Date of birth is only visible by Administrators

Teaching Experience

10 / 11 / 12 / 13 / 14 / 15 / 16 / 17 / 18 / 19 / 20 / 21 / 22 / 23 / 24 / 25 / 26 / 27 / 28 / 29 / 30 / 31 / 32 / 33 / 34 / 35 / 36 / 37 / 38 / 39 / 40 / 41 / 42 / 43 / 44 / 45 / 46 / 47 / 48 / 49 / 50 / 51 / 52 / 53 / 54 / 55 / 56 / 57 / 58 / 59 / 60 / 61 / 62 / 63 / 64 / 65 / 66 / 67 / 68 / 69 / 70 / 71 / 72 / 73 / 74 / 75 / 76 / 77 / 78 / 79 / 80 / 81 / 82 / 83 / 84 / 85 / 86 / 87 / 88 / 89 / 90 / 91 / 92 / 93 / 94 / 95 / 96 / 97 / 98 / 99 / 100 / 101 / 102 / 103 / 104 / 105 / 106 / 107 / 108 / 109 / 110 / 111 / 112 / 113 / 114 / 115 / 116 / 117 / 118 / 119 / 120 / 121 / 122 / 123 / 124 / 125 / 126 / 127 / 128 / 129 / 130 / 131 / 132 / 133 / 134 / 135 / 136 / 137 / 138 / 139 / 140 / 141 / 142 / 143 / 144 / 145 / 146 / 147 / 148 / 149 / 150 / 151 / 152 / 153 / 154 / 155 / 156 / 157 / 158 / 159 / 160 / 161 / 162 / 163 / 164 / 165 / 166 / 167 / 168 / 169 / 170 / 171 / 172 / 173 / 174 / 175 / 176 / 177 / 178 / 179 / 180 / 181 / 182 / 183 / 184 / 185 / 186 / 187 / 188 / 189 / 190 / 191 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1879 / 1880 / 1881 / 1882 / 1883 / 1884 / 1885 / 1886 / 1887 / 1888 / 1889 / 1890 / 1891 / 1892 / 1893 / 1894 / 1895 / 1896 / 1897 / 1898 / 1899 / 1900 / 1901 / 1902 / 1903 / 1904 / 1905 / 1906 / 1907 / 1908 / 1909 / 1910 / 1911 / 1912 / 1913 / 1914 / 1915 / 1916 / 1917 / 1918 / 1919 / 1920 / 1921 / 1922 / 1923 / 1924 / 1925 / 1926 / 1927 / 1928 / 1929 / 1930 / 1931 / 1932 / 1933 / 1934 / 1935 / 1936 / 1937 / 1938 / 1939 / 1940 / 1941 / 1942 / 1943 / 1944 / 1945 / 1946 / 1947 / 1948 / 1949 / 1950 / 1951 / 1952 / 1953 / 1954 / 1955 / 1956 / 1957 / 1958 / 1959 / 1960 / 1961 / 1962 / 1963 / 1964 / 1965 / 1966 / 1967 / 1968 / 1969 / 1970 / 1971 / 1972 / 1973 / 1974 / 1975 / 1976 / 1977 / 1978 / 1979 / 1980 / 1981 / 1982 / 1983 / 1984 / 1985 / 1986 / 1987 / 1988 / 1989 / 1990 / 1991 / 1992 / 1993 / 1994 / 1995 / 1996 / 1997 / 1998 / 1999 / 2000 / 2001 / 2002 / 2003 / 2004 / 2005 / 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 / 2013 / 2014 / 2015 / 2016 / 2017 / 2018 / 2019 / 2020 / 2021 / 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We want our customers to match with a tutor they can really work with. To do that we need to get to know you, as do they!

Please take the time to fill out the Teaching Experience and Bio boxes within your profile with care and consideration. This is your chance to get your expertise and personality out there.

Within the Teaching Experience box:

Teaching Experience

How many years' teaching/tutoring experience do you have (especially where maths is concerned)? What levels have you taught to?

Schools/Institutions I've Taught At

Where have you taught and for how long? Please do not include specific details of any other tuition services (such as company names).

Within the Bio box:

About Me

Give us a couple of lines on how long you've been tutoring, why you do it, and anything else you think our customers would like to know.

What to Expect From My Lessons

How are your lessons structured? What is your approach to tuition? Are you adaptable to all learning styles?

Fun Fact

Add something fun about your teaching experiences here; for example, have you ever been awarded a title by students? Have you ever won anything with a team of students, or put on an activity that goes beyond your usual responsibilities? Have you ever taught a famous student?

6. Click Submit
7. Add your teaching skills, qualifications, and institutions attended by clicking on each of the corresponding blue buttons shown in this image. You can also upload documents such as your CV here

Teaching Skills [+ Add](#)

These are the skills you can teach. You choose the subject and level you can teach it at. They are used by the Administrators to help match you with a student, so be there in with as much detail as possible.

Qualifications [+ Add](#)

Here you should list all relevant Qualifications, both academic and industry, that would make you suitable to work for the company.

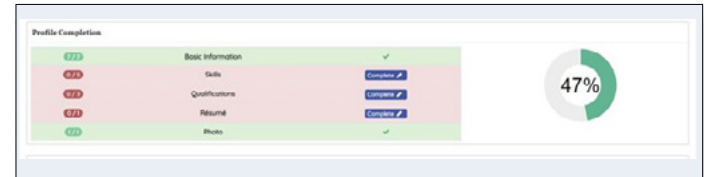
Institutions Attended [+ Add](#)

Qualifications show where you received your Qualifications. Other relevant institutions you attended but didn't get qualifications from are also for inclusion.

Uploaded Documents [+ Upload](#)

No Uploaded Documents

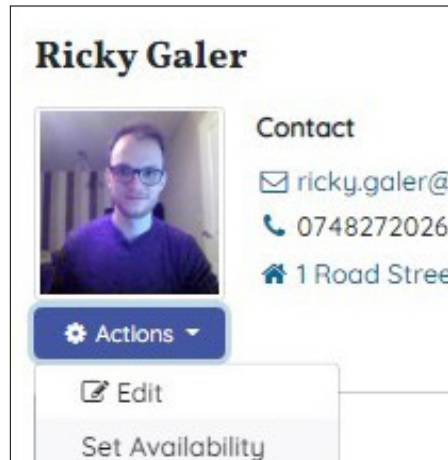
8. Use the "Profile Completion" section of the page to double check your profile is ready to go



Setting Availability

In order for us to be able to assign lessons to you, it's important for us to know your availability on any given week.

To update your calendar go to your Dashboard then click on “Actions”, then “Set Availability”



Ricky Galer

Contact

✉ ricky.galer@
☎ 0748272026
🏠 1 Road Street

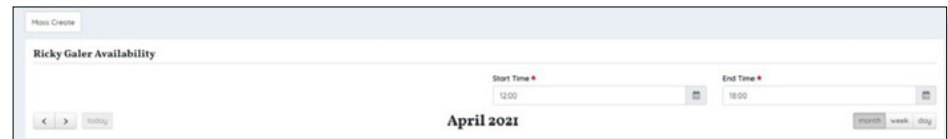
⚙ Actions ▾

✎ Edit

Set Availability

There are 2 methods by which you can add availability from here:

1. By individual days by:
 - a. Selecting a start and end time at the top right section of the page:



Mass Create

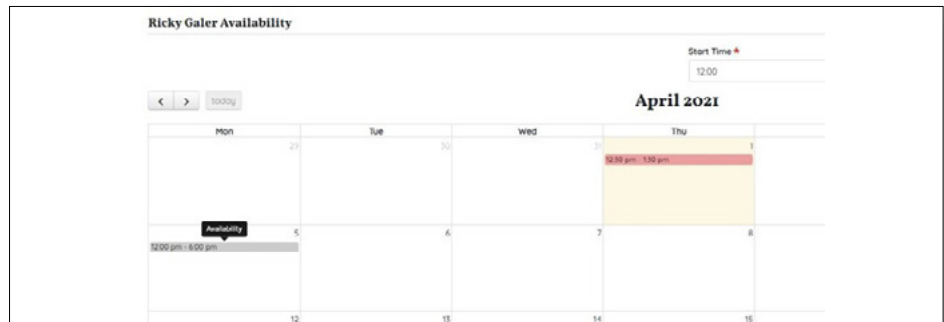
Ricky Galer Availability

Start Time 12:00 End Time 18:00

April 2021

search week day

- b. Click on the date you'd like to add availability for:



Ricky Galer Availability

Start Time 12:00

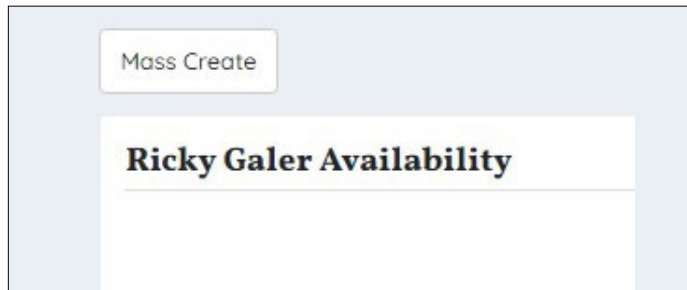
today

April 2021

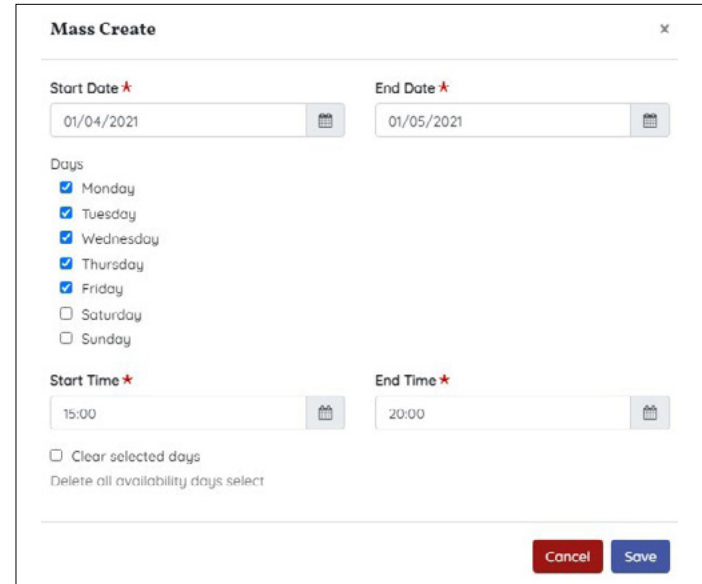
Mon	Tue	Wed	Thu
27	28	29	30
			1
			12:00 pm - 1:00 pm
4	5	6	7
8	9	10	11
12	13	14	15

Note that clicking on blocks of available times will remove them.

2. By several days at once by:
- Clicking on the “Mass Create” button at the top left section of the page:

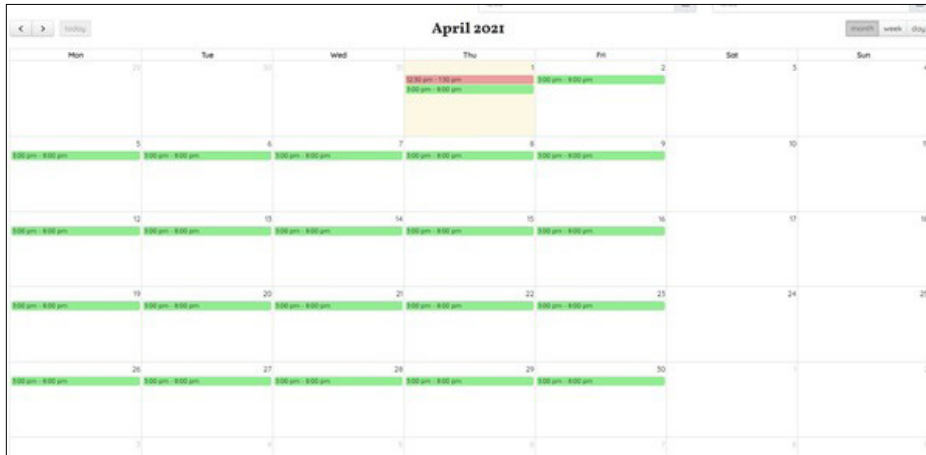


- b. Select days and times you'd like to add as available:

A screenshot of a "Mass Create" modal window. The window has a title bar with "Mass Create" and a close button (X). Inside, there are two date pickers: "Start Date" with the value "01/04/2021" and "End Date" with the value "01/05/2021". Below these is a "Days" section with a list of days and checkboxes: Monday (checked), Tuesday (checked), Wednesday (checked), Thursday (checked), Friday (checked), Saturday (unchecked), and Sunday (unchecked). Further down are two time pickers: "Start Time" with the value "15:00" and "End Time" with the value "20:00". At the bottom left, there is a checkbox labeled "Clear selected days" with the text "Delete all availability days select" below it. At the bottom right, there are two buttons: a red "Cancel" button and a blue "Save" button.

Note that ticking the “Clear selected days” box will remove all availability from the days you’re updating.

Once you’ve clicked “Save” you’ll see the calendar update:



Entering Lesson

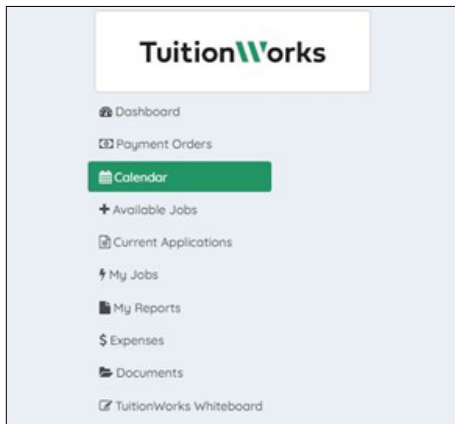
Once a lesson has been assigned to you you'll be able to prepare, carry out, and track progress within the TuitionWorks Dashboard.

Please note before reading through this guide that a “job” is the terminology used for a group of lessons. Lessons can also be singularly booked, however they will still appear within a “job” listing.

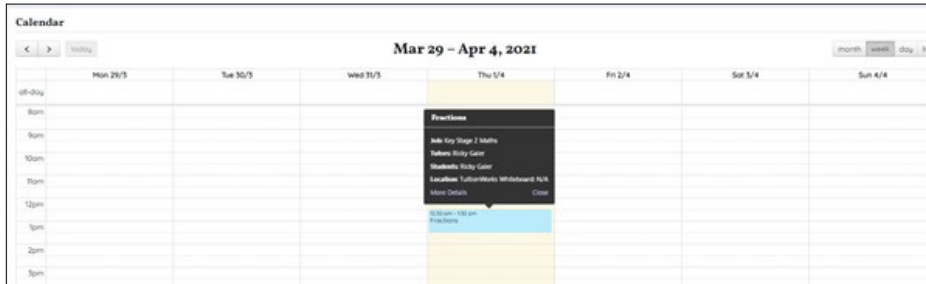
Follow the steps outlined below to enter a lesson.

To view a lessons details you'll need to access it via one of two methods:

1. Via your calendar by clicking on the “Calendar” button on the left side of the screen:

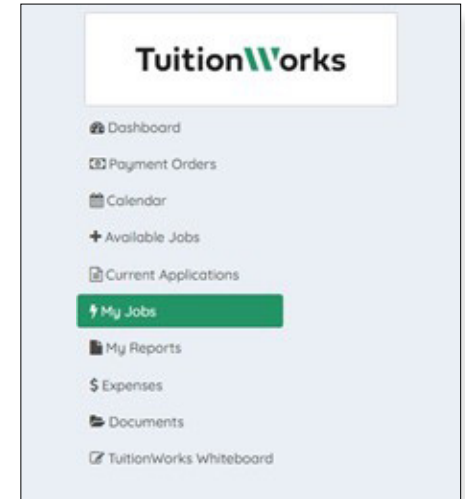


- a. Click a lesson scheduled in the calendar, then click “More Details” to enter the lesson’s page:



Note that you can change the calendar view to show you the month, week, day, or a list in the top right section of this image.

2. Via Clicking on the “My Jobs” button on the left side of the page

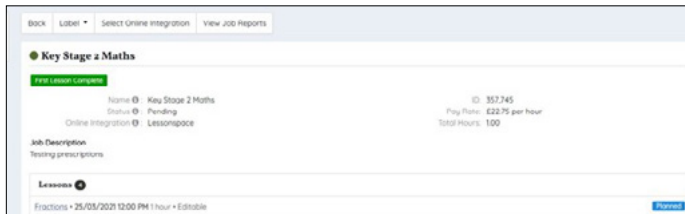


a. Click on the “job” title



Name	Clients	Students	Tutor Rate
Key Stage 2 Maths	Ricky Goller	Ricky Goller	£22.75

b. Once you’re in the job page, enter the lesson you’re looking for by pressing on the lesson’s name under the “Lessons” button



Key Stage 2 Maths

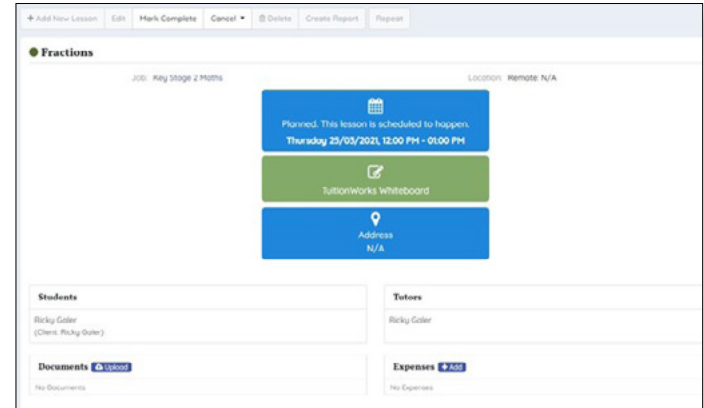
View Lesson Complete

Name: Key Stage 2 Maths ID: 351745
 Status: Pending Pay Rate: £22.75 per hour
 Online Integration: Lessonpace Total hours: 100

Job Description
 Teaching arrangements

Lessons
 Fractions • 25/03/2021 12:00 PM 1 hour • Editable

c. From there you’ll see all lesson details



Fractions

Job: Key Stage 2 Maths Location: Remote N/A

Planned. This lesson is scheduled to happen.
 Thursday 25/03/2021, 12:00 PM - 01:00 PM

TuitionWorks Whiteboard

Address
 N/A

Students
 Ricky Goller
 (Client: Ricky Goller)

Tutors
 Ricky Goller

Documents
 No Documents

Expenses
 No Expenses

d. To enter the lesson’s classroom click on the “TuitionWorks Whiteboard” button in the middle of the page

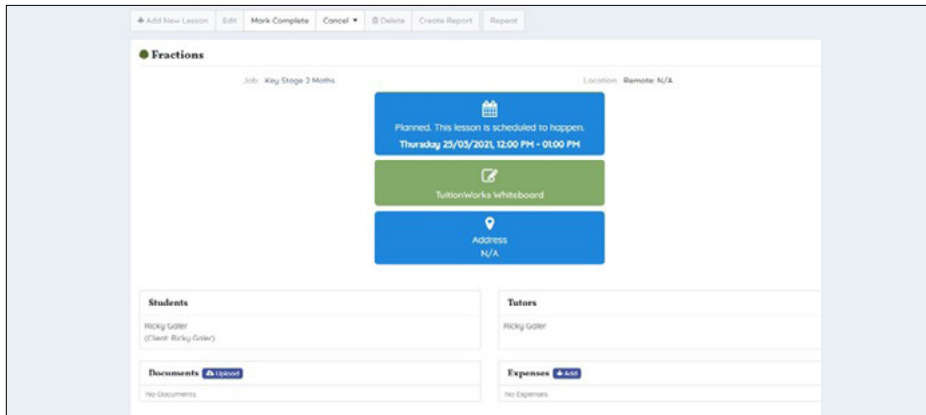
For help using the TuitionWorks Whiteboard a handbook can be accessed by clicking [here](https://bit.ly/3tjr5Qh).

Please click on this link for some tips on how to ensure your audiovisual settings are optimised:

<https://bit.ly/3tjr5Qh>

Assigning Homework

You may want to assign homework to your student once a lesson has been completed. To do so, simply enter the lesson page concerned and click on the “Upload” button next to “Documents”, as can be seen at the bottom of the screenshot below:



From there you'll be able to upload a document directly from your device.

Be sure to make your student aware that their homework will be located in this space.

Marking a Lesson as “Complete”

To ensure lessons are properly recorded and payment to yourself can be processed (via Teaching Personnel’s payroll) you’ll have to ensure lessons are marked as “complete”.

In order to do so, click on the “Mark Complete” button at the top of the page:

The screenshot shows the TuitionWorks interface for a lesson titled 'Fractions'. At the top, there is a navigation bar with buttons: 'Add New Lesson', 'Edit', 'Mark Complete', 'Cancel', 'Delete', 'Create Report', and 'Repeat'. Below this, the lesson details are displayed: 'Job: Key Stage 2 Maths', 'Location: Remote N/A', and a status box indicating 'Planned, This lesson is scheduled to happen, Thursday 25/03/2021, 12:00 PM - 01:00 PM'. Below the status box is a 'TuitionWorks Whiteboard' section. At the bottom, there are sections for 'Students' (listing 'Ricky Goller (Client: Ricky Goller)') and 'Tutors' (listing 'Ricky Goller'). There are also sections for 'Documents' and 'Expenses', both showing 'No Documents' and 'No Expenses' respectively.

Follow this up by clicking on “Mark Complete” in the pop-up box:

The screenshot shows a pop-up box titled 'Mark Lesson Complete' with a close button (X) in the top right corner. The text inside the box asks 'Are you sure you wish to mark this Lesson as Complete?'. At the bottom right, there are two buttons: 'Cancel' (red) and 'Mark Complete' (blue).

In order to complete the process you'll be prompted to write a lesson report. This report is sent to the paying client, so it can be used to call out any follow-up actions. Please be mindful of what's written in there:

Client Report

B

I

H

Ricky seems to be developing a much better understanding of fractions and decimalisation. I've assigned some homework to be completed before next week's lesson

Client Report is only viewable by: Administrators, Clients

Save Report

After clicking the "Save Report" button you'll see the lesson screen again, only this time the lesson will be clearly marked as "Complete", and we will process payment to you for the following week:

+ Add New Lesson

Edit

Cancel

Delete

Create Report

Report

Fractions

Job: Key Stage 2 Maths

Location: Remote N/A

✓

Complete. This lesson is complete and is ready for billing.

Thursday 25/10/2021, 12:00 PM - 01:00 PM

TuitionWorks Whiteboard

Address

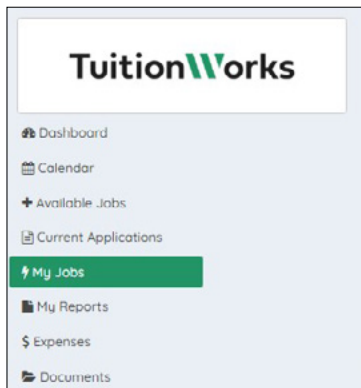
N/A

Creating a New Lesson

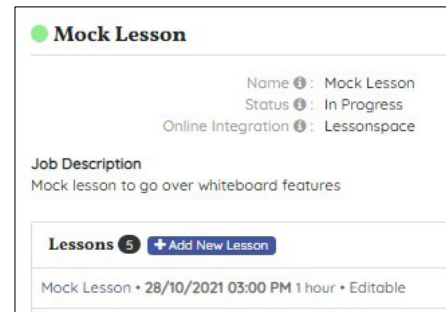
Once you've completed some lessons with a new student, the Customer Success Team will grant permission for you to create new lessons for that student in the TuitionWorks Dashboard. If you do not have this permission for a job you think you should, please contact us by calling **020 3219 7777** or emailing enquiries@tuitionworks.com.

Here's a step-by-step showing how to schedule lessons:

1. Access the 'My Jobs' page on the left side of the screen



2. Access the job you'd like to book lessons for by clicking on the job's name
3. When in the job's page, to create a lesson, or block booking of lessons, click on the "+ Add New Lesson" button next to "Lessons".



- Select the first lesson's scheduled start time and date for the start time

Create Lesson for Mock Lesson

As the start time is in the future, this Lesson will be marked as **planned** on submission

Start time ★

28/10/2021 13:00

<

October 2021

>

Mo	Tu	We	Th	Fr	Sa	Su		
27	28	29	30	1	2	3		↑
4	5	6	7	8	9	10	13	:
11	12	13	14	15	16	17		00
18	19	20	21	22	23	24		↓
25	26	27	28	29	30	31		
1	2	3	4	5	6	7		

Select the student(s) that are attending the Lesson.

Schedule Future Lesson

Note: Be sure to select the correct date and time. If you select a date and time in the past, the client may be charged for a lesson that never took place. You'll notice if you've accidentally entered a date in the past as you'll be asked to create a report. Don't do this. Simply navigate away from the page without clicking the 'Save Report' button shown here.

This lesson cannot be marked complete until you have filed a report. Please note that the client cannot be invoiced, and therefore we cannot generate gils or payment orders with this happens.

Create Report for: Mock Lesson - 28/10/2021 08:50 PM

Client Report

28 29 30 31 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Client Report is only available by Administrators, Clients

Save Report

5. Select the first lesson's scheduled end time and date for the end time

Finish time ★

28/10/2021 14:00

October 2021

Mo	Tu	We	Th	Fr	Sa	Su
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

14 : 00

est tutor

utor(s) that are providing the lesson:

6. The "Topic" is the lesson title. This should follow the same style as the job name

a. Student Name – Learning Level

7. Ensure the student and you are selected under the 'Students' and 'Tutors' sections

Students

☐ Noisy Cater

Select the Student(s) that are attending the Lesson.

Tutors

☐ Noisy Test Tutor

Select the Tutor(s) that are providing the Lesson.

8. Press the 'Schedule Future Lesson' button

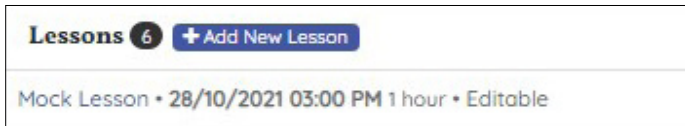
Select the Student(s) that are attending the Lesson.

9. Double check the lessons are set up correctly by going into the job page via the link high on this lesson page

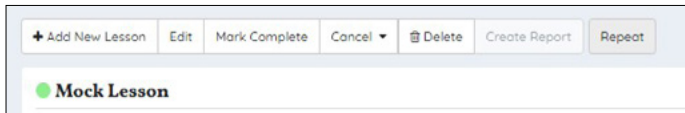
Job: [Mock Lesson](#)

Creating a Repeat Lesson

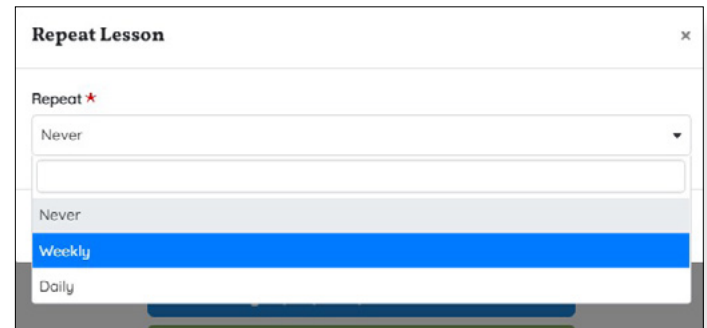
1. Click on a lesson's name from within a job page



2. Click the 'Repeat' button at the top of the screen



3. Select whether the lesson should be repeated daily or weekly



4. In the “Every” box, enter how frequently the lesson repeats

a. For example, if the lesson is once a week, after selecting “weekly” enter 1, if the lesson is once every 2 weeks, after selecting “weekly” enter 2

Repeat Lesson

Repeat ★

Weekly

Every ★

1

Weeks

Repeat lesson every X weeks.

5. Select the day(s) the lesson should be repeated on

Repeat Lesson

Repeat ★

Weekly

Every ★

1

Weeks

Repeat lesson every X weeks.

Repeat on

☐ Monday
☐ Tuesday
☐ Wednesday

☒ Thursday
☐ Friday
☐ Saturday

☐ Sunday

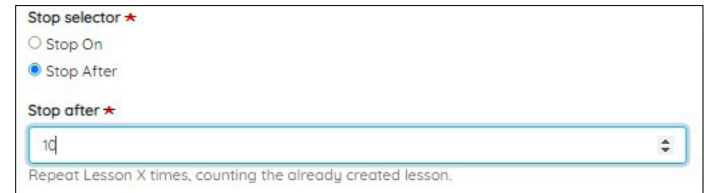
Repeat on these weekdays, if set to Weekly. If no days are selected, the Lesson will be repeated once a week starting from original Lesson date.

6. Under “Stop selector”, select either:
 - a. “Stop on” for a date the repeated lessons should stop
 - i. Note that this should be set one day after the final lesson



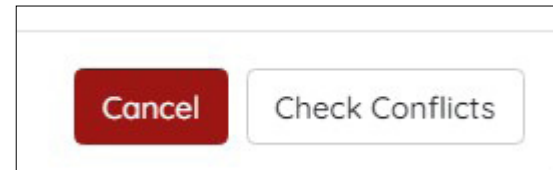
The screenshot shows a dialog box titled "Stop selector ★". It has two radio button options: "Stop On" (which is selected) and "Stop After". Below the options is a text input field labeled "Stop on" containing the date "30/12/2021". To the right of the date is a small calendar icon. Below the input field is a note: "Stop on this date. Inclusive, on this date last Lesson will happen." At the bottom right are two buttons: "Cancel" (red) and "Save" (blue).

- b. “Stop after” for the lessons to stop after a number of occurrences
 - i. Note that the original lesson is included in this number



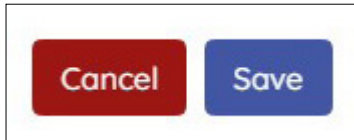
The screenshot shows the same "Stop selector ★" dialog box, but with the "Stop After" radio button selected. Below the options is a text input field labeled "Stop after ★" containing the number "10". To the right of the number is a small up/down arrow icon. Below the input field is a note: "Repeat Lesson X times, counting the already created lesson." At the bottom right are two buttons: "Cancel" (red) and "Save" (blue).

7. Click the ‘Check Conflicts’ button

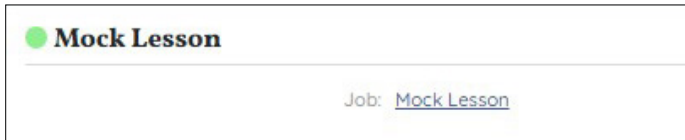


The screenshot shows a dialog box with two buttons: "Cancel" (red) and "Check Conflicts" (white with a grey border).

8. Click the 'Save' button



9. Double check the lessons are set up correctly by going back into the job page via the link high on this lesson page



Note: When lesson bookings have been completed, be sure to inform the Customer Success Team by calling **020 3219 7777** or emailing enquiries@tuitionworks.com. It's very important this step is completed, as TuitionWorks' support team must ensure the client booked to the lesson has a valid payment card added to the system. If they don't and you've booked a lesson in, we may not be able to process a payment to you for that lesson.

Receiving Payment

At the end of each week we will review completed lessons and ask Teaching Personnell's payroll team to process payment. Requests are made on Monday for payment to be sent on Friday (this may change where there are bank holidays).

It's very important that each completed lesson is marked as "Complete" within the TuitionWorks Dashboard, as those that are not marked "Complete" cannot be processed for payment.

Tuition\Works