

WISESPROUT

Tutor Policy

(updated 01/2025)

www.wisesprout.co.uk

I. Obligations

1. Obligations of tutor

1.1 Professional Conduct

- 1.1.1 Tutors must maintain a high standard of professionalism in all interactions with students and parents.
- 1.1.2 Any form of misconduct, including discrimination, harassment, or inappropriate behaviour, is strictly prohibited.

1.2 Preparation and Delivery

- 1.2.1 Tutors are responsible for preparing adequately for sessions to meet the student's academic needs.
- 1.2.2 All sessions must start and end on time, as per the agreed schedule.

1.3 Communication

- 1.3.1 Tutors must respond promptly to communications from the Company, students, or parents.
- 1.3.2 Any changes to availability or cancellations should be communicated with as much advance notice as possible.

1.4 Compliance with Policies

- 1.4.1 Tutors must adhere to all guidelines and policies set by the Company, including updates communicated by the Company.
- 1.4.2 Tutors are prohibited from engaging in direct solicitation of students or parents outside the platform.

1.5 Confidentiality

- 1.5.1 Tutors must keep all information regarding students, parents, and the Company's operations confidential.

2. Obligations of company

2.1 Platform Support

- 2.1.1 The Company shall provide a user-friendly platform to facilitate matching, scheduling, and communication between tutors and students.
- 2.1.2 Regular updates and maintenance shall be conducted to ensure the platform functions efficiently.

2.2 Payment Processing

- 2.2.1 The Company will handle payment collection from students and ensure timely disbursement to tutors after deducting applicable service fees.
- 2.2.2 Transparent records of earnings and deductions will be accessible to tutors through their accounts.

2.3 Training and Development

- 2.3.1 The Company will offer optional training resources and workshops to help tutors improve their teaching skills and stay updated with educational trends.

- 2.3.2 Tutors will have access to guidance on effective teaching strategies, managing student engagement, and addressing learning difficulties.
- 2.4 Dispute Resolution
 - 2.4.1 The Company will mediate disputes between tutors and students in a fair and transparent manner, ensuring both parties are heard.
 - 2.4.2 A dedicated support team will be available to address concerns and provide assistance.
- 2.5 Policy Updates
 - 2.5.1 The Company will notify tutors promptly of any updates or changes to policies and ensure access to updated guidelines.
- 2.6 Confidentiality
 - 2.6.1 The Company will protect the personal and professional information of tutors and ensure it is not disclosed without consent, except as required by law.
- 2.7 Performance Feedback
 - 2.7.1 The Company will provide constructive feedback based on student and parent reviews, enabling tutors to improve their performance.
 - 2.7.2 High-performing tutors may receive recognition and opportunities for additional benefits or promotions.
- 2.8 Technical and Administrative Support
 - 2.8.1 Tutors will have access to technical support for resolving platform-related issues.
 - 2.8.2 The Company will manage administrative processes such as scheduling, invoicing, and payment tracking to minimise the tutors' workload.

II. Operating Process

- 1. Registration and Profile Creation
 - 1.1 Tutors must complete the online registration form, providing accurate personal and professional details, including qualifications, teaching experience, and subject expertise.
 - 1.2 The Company will verify the tutor's credentials, including degrees, certifications, and any other relevant documents.
 - 1.3 Background checks may be conducted to ensure the safety of all platform users.
 - 1.4 Tutors would receive an offer for their hourly rates for different courses, depending on their educational background. For details of how hourly rates are determined, please refer to *Session IV-1. Payment*.
- 2. Matching with Students
 - 2.1 Receiving Matches: The Company will notify tutors of potential student matches based on their expertise, availability, and the student's preferences.

- 2.2 Agreement on Schedule and Terms: Tutors must confirm their availability and agree on the proposed schedule and course plan with the Company.
- 2.3 Once an agreement is reached with the student, the tutor will be assigned to the course.
- 3. Trial Session:
 - 3.1 Tutors will conduct a 15-minute trial session with the student during the first meeting. Feedback from the student will determine whether the tutor continues with the course.
- 4. Conducting Lessons
 - 4.1 Session Preparation: Tutors are responsible for preparing lesson plans and materials tailored to the student's goals and needs.
 - 4.2 Punctuality: Tutors must attend sessions on time, or penalties might be applied. For details, please refer to *Session III-3. Late and No-Show Policy*.
- 5. Professionalism
 - 5.1 Tutors are expected to maintain a professional demeanour during all interactions with students and parents.
 - 5.2 Respectful communication and adherence to the platform's code of conduct are mandatory.
- 6. Session Recording
 - 6.1 All sessions will be recorded to ensure accountability and provide additional resources for student revision.
 - 6.2 All recordings must be kept confidentially by the company in case of any breach of privacy.
- 7. Feedback and Performance Monitoring
 - 7.1 Student Feedback
 - 7.1.1 Tutors will receive regular feedback from students and parents to evaluate their teaching effectiveness.
 - 7.1.2 The Company will periodically review tutor performance based on feedback, punctuality, and adherence to the Company's policies.
 - 7.1.3 The feedback from students would add to the tutors overall review.
 - 7.2 Feedback for Student
 - 7.2.1 Tutors shall regularly provide feedback for the students to ensure that learning is on track.
 - 7.2.2 If areas for improvement are identified, the Company will provide support and guidance to help tutors enhance their teaching methods.
 - 7.3 Performance Monitoring
 - 7.3.1 Tutors would have one chance per student for warning and five emergency leave chances every six months.

- 7.3.2 Breach of policy would result in a warning. Repeated warnings lead to a deduction in payment, negative feedback review or other disciplinary actions. For details of payment division and the possibility of penalty, please refer to *Session IV. Payment* and *Session III. Reschedule and Cancellation Policy*.
- 7.3.3 Warnings and emergency leaves do not add up after a six-month period.

III. Reschedule and Cancellation Policy

- 1. Tutor-Initiated Rescheduling and Cancellation
 - 1.1 Tutors must provide a minimum of 24 hours notice to reschedule or cancel a session.
 - 1.2 Requests made in less than 24 hours may be rejected by the student. If an agreement cannot be made, it is the tutor's responsibility to take the course. Otherwise, the missing lesson would be regarded as a 'no show'. For possible penalties, please refer to *Session II-3 Late and No-Show Policy*.
 - 1.3 Requests should be made through the platform. It is the company's responsibility to ensure proper communication with the students and their parents.
 - 1.4 Last-minute rescheduling or cancellations (less than 2 hours) that fail to be agreed with the student may result in penalties of 50% hourly rate deductions from the next payment.
 - 1.5 Repeated rescheduling without valid reasons may result in a warning, negative feedback review or other disciplinary actions.
- 2. Student-Initiated Rescheduling or Cancellation
 - 2.1 Students may reschedule or cancel a session with a minimum of 24 hours' notice.
 - 2.2 If a request is proposed less than 24 hours prior to the starting time, the tutor has the right to object to this request.
 - 2.3 If a student cancels within 2 hours of the course starting time for no reason or reason deemed invalid by the tutor or the Company, the tutor is entitled to receive 50% of the hourly rate.
- 3. Late and No-show Policy
 - 3.1 Tutor's late and no-show policy
 - 3.1.1 If the tutor fails to attend a scheduled session without prior notification, 15 minutes of waiting time is allowed for any unexpected issues. Repeated late-shows for three times result in a warning.
 - 3.1.2 If no response is received within the 15-minute period,
 - i. For the first time, a warning would be sent to the tutor.
 - ii. For subsequent no-shows, the session fee will not be paid and will be counted as a no-show.

- iii. Repeated no-shows result in penalties and would be deducted from monthly payment (details see *Session IV Payment*). Students are eligible for tutor switch requests under this scenario.
- 3.1.3 Time lost in session due to delays caused by tutors must be compensated.
- 3.1.4 In case of emergency, please refer to *Session II-4 Emergency Rescheduling and Cancellation*.
- 3.2 Student's late and no-show policy
 - 3.2.1 If a student fails to attend a session on time without prior notification, a 15-minute waiting period will be allowed for unforeseen delays.
 - 3.2.2 If no response is received during the waiting period, this would be considered as a no-show situation:
 - i. For the first no-show, a warning will be issued.
 - ii. For subsequent no-shows, the tutor is entitled to receive the full session fee and the session would not be rescheduled.
 - 3.2.3 Time lost in session due to delays caused by students will not be eligible for compensation.
 - 3.2.4 In the case of emergency, please refer to *Session II-4 Emergency Rescheduling and Cancellation*.
- 4. Emergency Rescheduling and Cancellation
 - 4.1 In cases of emergencies (e.g. illness, accidents), tutors or students must notify the company as soon as possible. The company will facilitate rescheduling without penalties where appropriate.
 - 4.2 The tutors are entitled to penalty-free emergency rescheduling and cancellation no more frequently than 5 times every 6 months.
 - 4.3 Students on long-term courses are entitled to penalty-free emergency rescheduling/cancellation no more frequently than 3 times every 6 months.
 - 4.4 Students on short-term courses are entitled for free rescheduling/cancellation for the first time. The second time is regarded as a no-show and would follow the no-show policy as illustrated in *Session III-3.2 Student's late and no-show policy*.

IV. Payment

- 1. Tutor's payment division includes:
 - 1.1 Basic hourly rate. This rate depends on the tutor's educational background and the level of courses the tutor is teaching. This part of the income is settled monthly.
 - 1.1.1 The tutor's current academic background and previously attained qualifications are evaluated using a weighted scoring system. This score determines the tutor's level, which in turn dictates the applicable hourly rates for various levels of courses, as outlined below

| Level | Base Salary | Level | Base Salary |
|-------|-------------|-------|-------------|
| 1 | 20 | 11 | 35 |
| 2 | 21.5 | 12 | 36.5 |
| 3 | 23 | 13 | 38 |
| 4 | 24.5 | 14 | 39.5 |
| 5 | 26 | 15 | 41 |
| 6 | 27.5 | 16 | 42.5 |
| 7 | 29 | 17 | 44 |
| 8 | 30.5 | 18 | 45.5 |
| 9 | 32 | 19 | 47 |
| 10 | 33.5 | 20 | 48.5 |

Table. Tutor score ranking level and corresponding base hourly rates

| | |
|-------------|-----|
| GCSE | 1 |
| A Level | 1.1 |
| Uni Admin | 1.2 |
| Language | 1.1 |
| Certificate | 1.2 |

Table. Coefficient of course hourly rates in terms of base hourly rates

1.1.2 If the tutor holds certain qualifications, these qualifications will promote their hourly rate for relevant tutoring courses, such as:

- IELTS/TOEFL/other language proficiency certificate
- ACCA/CFA/CPA/other business and finance certificate
- PMP/other project management certificate
- SQE/other law certificate
- CEng/IET/other engineering certificate

1.1.3 A review is conducted every six months to assess any changes in the tutor's qualifications. If a tutor attains a higher qualification during this period, their hourly rate will be adjusted accordingly based on the updated score ranking. It is important to note that this adjustment applies only to courses scheduled after the review and does not affect rates for courses that have already been scheduled.

1.2 Bonus. Tutors are eligible for a bonus equivalent to 100% of their hourly rate upon completing 30 courses, provided they meet both of the following criteria.

1.2.1 Positive review and feedback from students and parents

- Tutors receive reviews and feedback from students and parents.
- Reviews are rated on a scale of 1 to 5, with 1 being the lowest and 5 being the highest.
- Tutors with an average review score of 4.5 or higher across 30 courses are qualified for the bonus.

1.2.2 Full attendance

- Tutors who maintain full attendance without any instances of late or no-shows (excluding rescheduling or cancellations made with at least 24 hours' notice) over 30 courses are qualified for the bonus.

1.3 Penalty

- 1.3.1 Tutors who frequently arrive late or fail to attend scheduled sessions without valid notice may receive formal warnings (see *Session III-3. Late and No-Show Policy*). Each warning will result in a penalty of 50% of the tutor's hourly rate. Repeated warnings or failure to improve after receiving warnings may result in contract termination (see *Session V-2. Company-Initiated Termination*).
- 1.3.2 In the event of a complaint from students, the Company will conduct a thorough investigation to determine the facts of the issue. Penalties will only be applied if the tutor is found to be responsible for the problem. For every three instances of negative feedback from students, a penalty equivalent to 50% of the tutor's hourly rate will be imposed.
- 1.3.3 The penalty amount is deducted from the monthly payment and would appear on the tutor's payslips as a 'penalty'.

2. Payment schedule.

- 2.1 For tutors, payments for all short-term and long-term courses are processed monthly for completed courses.
- 2.2 Tutors shall fill in the Payroll submission form (www.wisesprout.co.uk/payroll), including courses taken from the 1st of the current month to the end of this month, and submit the submission form by the end of the last day of the calendar month.
- 2.3 All payments shall be made on the 7th of each month by bank transfer or any other payment method if agreed by both tutor and company.

3. Deductions and adjustments

- 3.1 A commission fee of 7-15 % of gross pay would be deducted. The company is responsible for showing the details of this fee on the tutor's payslips.
- 3.2 The Company reserves the right to deduct fees for cancellations or no-shows from the Tutor in accordance with the cancellation policy in section II.
- 3.3 Payments may be withheld if a dispute arises concerning the session's quality or a policy breach.

4. Tax Compliance

- 4.1 The tutor is responsible for reporting any applicable taxes.
- 4.2 The company is responsible for reporting and paying any applicable taxes.

V. Termination of Contract

1. Voluntary termination

- 1.1 Tutors may terminate their contract by providing 7 days' written notice to the Company. Written notice must be submitted via email or the company platform.
- 1.2 The tutor must complete any already-scheduled sessions within the notice period unless otherwise agreed by the company and the student/parent.
2. Company-initiated termination

The Company reserves the right to terminate the contract with immediate effect under the following circumstances:

 - 2.1 Breach of Policy

If the Tutor violates the Company policies, including but not limited to:

 - Failure to maintain professional conduct or session quality.
 - Sharing confidential information without authorisation.
 - Soliciting students or parents for private arrangements outside the platform.
 - 2.2 Performance Issues
 - Repeated complaints from students or parents regarding the quality of tutoring.
 - A pattern of cancellations, no-shows, or unprofessional behaviour.
 - 2.3 Legal or Ethical Violations
 - Engaging in fraudulent or dishonest activities.
 - Any behaviour that is deemed illegal or unethical, such as harassment or discrimination.
 - 2.4 Platform misuses
 - Using the platform for purposes not intended by the Company, such as promoting unrelated services or products.
3. Post-termination obligations
 - 3.1 Upon termination, the Tutor must immediately cease using the Company platform and return any materials, documents, or property provided by the Company.
 - 3.2 Tutors are prohibited from contacting students or parents met through the platform for private arrangements.
 - 3.3 The Company support team will address any outstanding disputes, payment issues, or unresolved matters separately.
4. Final payments
 - 4.1 Final payments for completed sessions will be processed within 2 days after the termination date, provided there are no disputes or deductions.
 - 4.2 If any fees or penalties are owed to the Company (e.g., for cancellations, no-shows, or damages caused by policy breaches), these will be deducted from the final payment.
5. Appeal process
 - 5.1 Tutors have the right to appeal a Company-initiated termination by submitting a formal written request within 7 days of receiving the termination notice.

5.2 The Company will review appeals, and a final decision will be communicated within 5 days.

The Company reserves the right of final interpretation of this policy.