

Tutor Welcome Guide



Home-School Tutoring
Hertfordshire & Cambridgeshire

Welcome

Home-School Tutoring Hertfordshire & Cambridgeshire Ltd is owned and run by Sarah Jones, a fully qualified teacher with Deputy and Headship experience. In 2024 we have won a National Tutoring Award for best Tutoring Business. We are members of the Tutors Association and also Business Members with Qualified Tutor.

We support children and young people who are attending school, as well as those who are educated at an alternative setting.

Tutors can teach sessions in-person at student's homes, schools, colleges, community centres, hired rooms, charity spaces and other organisations and in addition can also provide provision via online video lessons.

Home-School Tutoring UK was established in 1986 and there are branches nationwide. Hertfordshire & Cambridgeshire have been run by Sarah since 2019 and since then we have seen rapid growth with tutoring for private families, schools and the local authority.



Contents

Page 2-	Registration Process
Page 3-	Meet the Team
Page 4-	Our Offer
Page 5-	Tutor Cruncher
Page 6-	Starting Tuition
Pages 7 & 8-	Payments
Page 9-	Complex Cases
Page 10-	Safeguarding
Page 11-	Case Studies
Page 12 & 13-	Feedback



We recognise that every child is unique.

Registration Process

We are always looking for new tutors to work with us. Due to the high standards we have and promise to our commissioners all new tutors must meet ONE of the following criteria:

- Qualified Teacher Status, obtained in the UK
- 5 years tutoring experience in the UK
- 5 years teaching experience within a UK school

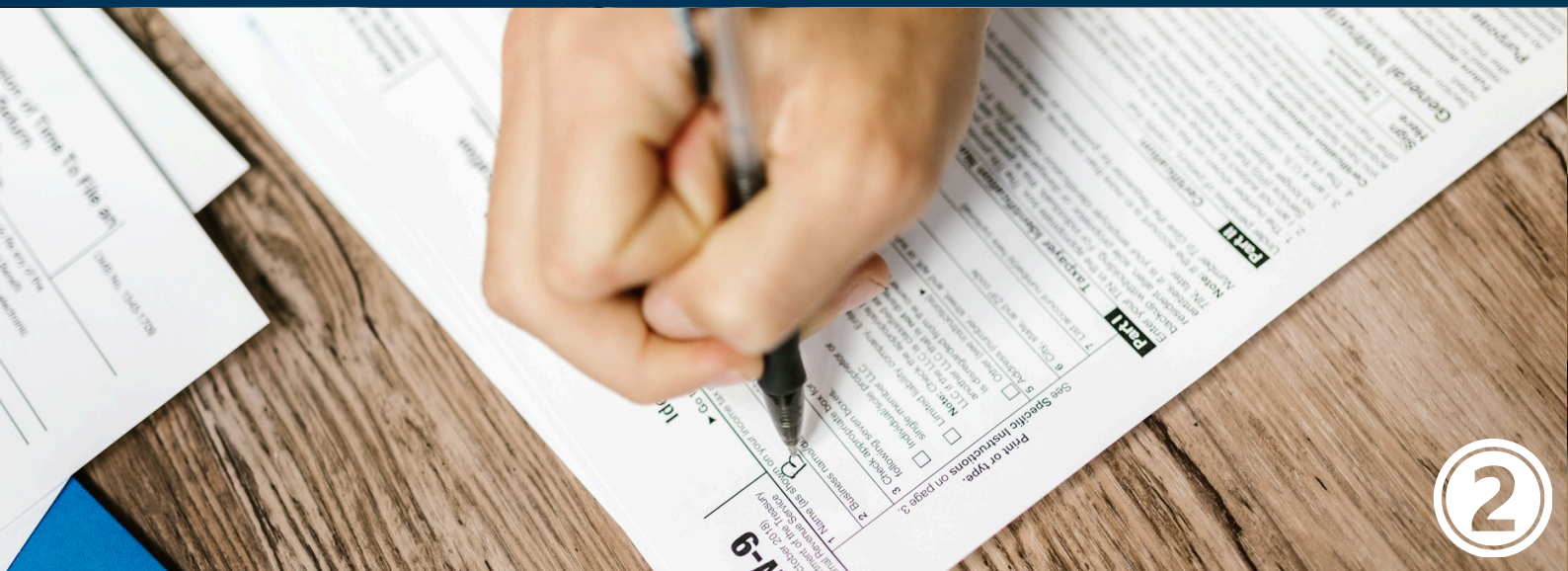
We have a comprehensive application form which, on completion, is reviewed by our team. If you meet the criteria and we feel you are a good fit we will proceed with booking a telephone call and obtaining your references.

We are registered with the Information Commissioners Office (ICO) and have strict policies around the handling of your personal data.

Once we have reviewed all of your paperwork, spoken with you on the phone and received your references you will be added to Tutor Cruncher and sent tutoring opportunities.

You will be sent a link to sign our Tutor Agreement, Safeguarding Declaration and Data Protection Agreement. You will receive a separate link to all of our policies. Please familiarise yourself with these.

If you have any questions about the registration process we are happy to speak with you at any time.



Meet the Team



Sarah is the Area Advisor and Business Owner for Home-School Tutoring Hertfordshire & Cambridgeshire. Sarah manages all new enquiries, provides all quotations, organises tutors and has full oversight of Home-School Tutoring Herts&Cambs. Sarah makes all of the tutor payments and manages the day to day running of all of our cases. Sarah is a safeguarding lead and the first point of contact for any queries related to the practicalities of the tutoring you are undertaking.

sarah@homeschooltutoringhertscambs.co.uk & 07519353503



Sue is the Complex Case Lead for Home-School Tutoring Herts&Cambs. Sue supports just with the Local Authority funded students. Sue has a wealth of experience within education leadership and SEND. Sue is a safeguarding lead and your first point of contact for support with on the ground tutoring. She is able to offer guidance and attends all meetings relating to LA children. Sue is also the main point of contact for the parents in these cases.

sue@homeschooltutoringhertscambs.co.uk & 07871196742



Lucy is our Lead Administrator and Executive Assistant. She registers new tutors, sets everything up on Tutor Cruncher for us and manages day to day communications as needed. If you have any problems with Tutor Cruncher or general questions, please contact Lucy.

lucy@homeschooltutoringhertscambs.co.uk & 07928467542

Our SENCO is called Flik. She works closely with Sue to support tutors with our complex case children.

Megan is our School Manager. She works with schools and tutors to ensure school funded tuition runs smoothly.

We also have 3 additional administrators who you may hear from. Nicola helps to arrange tuition when new families enquire, Sally supports with background administration tasks and Yvonne collates and sends HCC AP Forms and supports with reports for our Complex Case students.

Our team are all really friendly and here to help, please get in touch if you have any questions or concerns.





Our Offer

We support children and young people who are attending school, as well as those who are educated at an alternative setting. We also support those who struggle to attend school due to Emotional Based School Avoidance or SEND.

We are able to provide bespoke packages, tailored to the provider's requirements and child's needs.



Tutoring

- Face to Face
 - Online
 - In the home, neutral venues & at school
 - We support children from the age of 3 through to adult learners
 - SATS, 11+ 13+, GCSE, A Level, BTEC, Functional Skills
 - SEND & EOTAS
-



Case Management

- For our more complex cases we support our tutors and families with full case management.
 - Personal point for contact for families & professionals
 - Problem solving approach
 - Attendance at meetings e.g. CIN, TAF, annual reviews and any network meetings
 - Report writing as needed
-



Mentoring/ Therapeutic Support

- Drawing & Talking
- Lego Therapy
- 1-1 mentoring at home and in the community
- Support into work experience
- Bespoke support around interests to engage in the community

Tutor Cruncher

Tutor Cruncher is our central calendar system that holds everything together. Once you are registered you will receive an automated email to let you know that you are set up and to provide you with a link to log in. Please follow the instructions on the email and set your password.

You can review your own profile, add in your qualifications and will see the documents you provided us within your area too. Your documents can only be seen by Home-School Tutoring and yourself not by any family, other tutor or service.

The most important part of Tutor Cruncher is the calendar. Please ensure all of your lessons are on Tutor Cruncher. If it is an existing client you can select 'add lesson' to add in any lessons not there for - please use the format "Student & Tutor" for all lesson names added to the calendar; you can add extra detail afterwards if needed. For new clients, please contact one of our team and we would be happy to pop this in for you. If you need to change the time or day of a session you can do this by dragging lessons around the calendar or cancelling and adding them back into the right date and time.

You are responsible for ensuring that your calendar is accurate and kept up to date. Any lessons marked late risk being paid late. We are collectively tutoring nearly 1000 hours a week so we cannot keep track of any changes, we need your support to do this so that you are paid accurately and on time.



Online Lesson Integration

Tutor Cruncher can also be used as a platform for any online lessons; this is free of charge for our tutors. This is using Lesson Space as an integration. Both tutor and student join by clicking on the lesson and a button will appear to join the lesson. If you would like to use this please let us know and we can happily turn it on for you.

Starting tuition

Once you are registered with us you will be sent tutoring opportunities. This can be in a few ways, including:

- Email from Sarah or Nicola
- WhatsApp from Sarah on the HST number
- Weekly job alert email
- Looking on available jobs on Tutor Cruncher

When you see/are offered a role that suits you, the next step is for you to reach out to us and we will then offer your services to the family or client. You are able to set your own rates of pay. HST add their commission on top of your hourly rate and the family, school, LA are charged the full cost.

When matching our tutors we factor in location, subject specialisms, age specialisms and what we know about your availability. If you would like more hours of tutoring at anytime just drop us a message either via email or WhatsApp and we are always happy to work with you to find you more students.

Setting up Tuition

Once the tuition and rate has been agreed with the family, school or LA on your behalf, you will be put in touch with them directly to make arrangements.

When you have agreed the times and days for tuition you must let Sarah, Lucy or Nicola know so that the tuition can be set up on your Tutor Cruncher. Tutor Cruncher processes all of the payments; if it is not added before the first session there could be a delay in your payments.

Payments

We ensure tutors are paid promptly at the end of each month. There are two payment systems.

For family work we operate as an Employment Agency and use the Tutor Cruncher automated system.

For School and Local Authority work we act as an Employment Business; payments are logged through Tutor Cruncher but are paid manually via bank transfer.

Payments for Family Tutoring

Family Work (Employment Agency)

You will need to log into Tutor Cruncher and set up your payouts account. This means all payments will be automatically sent directly to you (less the HST fee which comes to HST directly).

After each lesson, you must log into Tutor Cruncher and mark the lesson as completed. This will generate an invoice to the family and payments are typically taken automatically from the family bank account. It is worth noting that there is a lag on the main payment dashboard so please don't panic if this doesn't look quite accurate (we have raised the issue with Tutor Cruncher).

The payments are sent via Stripe automatically on the last day of each month. Should the last day of the month fall at the weekend or on a bank holiday it will be paid on the next working day. The payment can take up to 3 days to clear into your account.

You are paid each month for everything up to 10 days before the end of the month. Anything completed or paid after this cut off will be paid out the following month.

Each month you can make one additional manual withdrawal from Stripe should you need the funds sooner - see below.

To set up your payout account:

Navigate to the 'My Profile' section of your Tutor dashboard and click the 'Sign up now' button within the 'Payouts Account' panel. You will be redirected to Stripe's website, where you can sign up by filling in and then reviewing your details. When signing up, in most cases you will sign up as an Individual/Sole Trader, the industry is Education, Other Educational Services, and where prompted add 'Tutoring' as your description (in place of a website).

Once completed you will be redirected back to your Tutor dashboard on submission, and the account will automatically be linked to TutorCruncher. We have a help video if needed, or you can contact Lucy for further support.

How can I trigger a manual payout?

You can request a manual payout once per calendar month by navigating to your profile and selecting 'View details' option under Payouts Account. Here, there is an option to trigger a manual payout and receive funds into your bank account.

Payments for School/ Local Authority Tutoring

School & LA Work (Employment Business)

After each lesson please mark each lesson as completed on Tutor Cruncher and write a lesson report. In the lesson report please include details of what has been covered and any next steps. These are used and sent to the school or LA caseworker.

Once marked completed Tutor Cruncher will recognise that payment needs to be made. At the end of each month please let Sarah know once your final lesson has been marked completed. At this stage we will run the Tutor Cruncher payment report and generate your payment. You will receive an email with a breakdown of your earnings and the funds will be manually transferred into your bank account.

On the next page you will see our complex case guide. This sets out more information about how we support the young people who are referred to us by the local authority. If you have any question regarding this please contact Sarah, Sue or Lucy.

Tax for Tutors

Self Employed Tutor

Please be reminded that you are a self employed tutor and so therefore are responsible for your own arrangements with HMRC. You can extract information about your tuition hours and pay through your Tutor Cruncher profile. We are not able to support or advise with any tax, national insurance or pension queries. We would advise you to seek your own guidance from a specialist if you are unsure.

Complex Cases

Hertfordshire

LA Forms

All our Hertfordshire LA funded young people require a form to be completed each week please. You can use lesson reports to support you completing this.

This form needs to be completed every week and sent to Yvonne on a Friday by 6pm. These are collated by Yvonne and sent off to the LA. We only need 1 form per child and so, if more than one tutor works with the child, please delegate this to one person each week (unless advised otherwise by Yvonne).

Considered Placement

- We visit children/young people prior to placing a tutor with them to capture pupil and parent voice and ensure we provide the right tutor.
- We carefully place tutors to ensure they have the skills and expertise to support the children they are working with.
- Consultation with professionals working with the child.

Tapestry

For a handful of our LA children we use Tapestry to keep a log of tutoring. Where this is set up you will be informed given log in details. Parents have access and are able to view this. If Tapestry is being used for the child you are supporting you do not need to complete lesson reports.



Complex Case Management

- Sue, our Complex Case Lead, is available to support with all aspects of the LA/school tuition.
- We attend CIN, MDP and EHCP meetings as needed.
- Sue will write termly reports and coordinate the case to allow you to tutor and support the young person.
- Sue is supported closely by our SENCO Flik and Flik is on hand to support tutors with guidance and advice.
- Flik will visit complex case tuition as needed to offer support.

Safeguarding & Policies

Safeguarding

As part of your registration you will receive a link to access our most up to date policies. We take safeguarding very seriously. If you have a concern regarding a child you are working with please contact Sarah immediately to discuss. You will be asked to complete a safeguarding form to log your concerns, a link to this is within the tutors only area of our website:

<https://www.homeschooltutoringhertscambs.co.uk/tutoronly>

Both Sarah and Sue are Designated Safeguarding Leads as is Annalise from Home-School Tutoring UK.

We require all of our tutors to have Safeguarding and Prevent Duty training within the last 3 years; if you do not have this we are able to put you through an online course free of charge to you. Each year you will be asked to sign our Annual Safeguarding Declaration to keep your registration with us active.

DBS checks

We require all of our tutors to have an enhanced DBS check that is also on the Update Service. We have a bespoke system that allows us to run daily DBS checks on all of our tutors via the update service. We are able to provide support with obtaining a new DBS check for you if you do not already have one which meets our criteria. We will discuss this during your onboarding process.

Insurance

For work completed through Home-School Tutoring Hertfordshire & Cambridgeshire Ltd you are covered by our insurance. We have an expectation that you will abide to our policies and terms.



Case Study 1

Teddy* is in Year 2 and he was permanently excluded from school. The DSPL strategic lead for behaviour contacted Home-School Tutoring to provide tuition services for Teddy.

Over 3 terms Teddy was tutored by a specialist SEND tutor. This initially took place within the family home and once Teddy was settled with his tutors we moved this to a neutral venue that we hired locally. Teddy was able to make the room his own, a safe space for his learning to take place in and he thrived.

We have worked alongside the family, the primary support base, social care and family support workers to ensure continuity of care for Teddy. Together we successfully obtained an EHCP for Teddy. Teddy will move to a specialist provision when a place becomes available.

Case Study 2

Home-School Tutoring was approached by a SEND commissioner with a request to provide 2 full days of tuition for a year 6 girl, Grace*. Grace has a diagnosis of Autism. The tuition needed to take place within a neutral venue. Grace's primary school were unable to meet her needs and she had been out of school for a period of time. Grace has an EHCP.

Within a week a package was put together for Grace. Grace was tutored for her final term and a half, for two full days a week. A room with an enclosed outdoor area was hired by Home-School Tutoring near to the family home.

Grace thoroughly enjoyed her tutoring and made excellent progress. She proudly put a sign on the door saying 'G' so every one knew it was her classroom. Our tutors supported Grace as she successfully transitioned to a specialist secondary school.

* names changed for confidentiality

We are really looking forward to working with you and are so glad you have chosen to work with us.

Our team of tutors are fantastic and we truly value each and every one of you. We are always here to help and support. We hope that tutoring with us allows you the flexibility and ability to use your skills to support young people locally.

We arrange termly meet ups and optional training for tutors to get to know each other and hope to see you there very soon.

Sarah is very supportive and is available if there are any queries regarding a student/family. She ensures you are paid promptly and that invoice paperwork is available to you as a tutor. It took me a long time to find HST, an agency whose ethics and values aligned with mine and I feel HST offers the professionalism of the teaching profession with the flexibility of tutoring. Sarah is very professional and proactive in growing the business - this leads to varied and interesting opportunities for tutors.

Tutor, Emma

The tutoring is going really well. We are really pleased, especially with the detailed reports that we receive from Helen. A's 1:1 also mentioned an increase in work today which is really positive!

Primary Headteacher

I feel thrilled with my choice to be a member of HST. They give you incredible opportunities and flexibility which is fantastic for anyone who is looking for a work-life balance. The management is supportive and always there to answer your questions. The tutor's system is well organised including calendars, students and payments. Highly recommended! **Tutor, Toma**

I only have very positive experiences with HST, they have sent lovely learners my way and the families really appreciate the help and support they receive. HST are good at keeping in touch and make me feel involved and valued. Just a shame I didn't find you earlier! I have recommended to friends and hopeful that they will join the team. **Tutor, Steph**

Working with HST has made a huge difference to me. Over the last two years they have connected me with a lot of students, all of whom are well-suited to my skills and experience. Communication with HST is clear and I always feel I can ask if I have any questions. HST are positive, supportive and professional and I hope to continue working with them for a long time. I feel the communication is prompt and helpful. I am just about to start working in a team and already the collaboration is lovely and organisation is perfect.

Tutor, Wendy

I like that it's very flexible and it can work around what I need. There is no pressure to take on work and I can be picky about what and when I can work. The team are friendly and honest about the work in offer too.

Tutor, Nicola

Sarah, Sue & Lucy are so easy to speak to and all very supportive. Any questions or problems are dealt with efficiently & promptly. Appreciation for our work is shown in words as well as other ways. Coming out of the classroom wasn't an easy decision but working for HST has allowed me to retrain & teach at the same time as hours are flexible.

HST are an amazing friendly team extremely caring about their staff and are always at the end of the phone or email. The team are extremely knowledgeable, with on hand advice. **Tutor, Nicky**

Frequently Asked Questions

Do I still get paid if a lesson is cancelled?

If you cancel the lesson, no, you do not get paid. If the client cancels the lesson with less than 24 hours notice you will get paid.

What if it's not a good fit between tutor/student?

Just let Sarah know your concerns and it can be worked through. HST can support you and the family in finding a better match. We are here to help.

How much can I expect to be paid?

For our work with families you, as the tutor set your own rate of pay, HST will add on a 20% fee plus VAT on this fee and the family are charged the total amount. For our school and local authority work we have set competitive hourly rate which will be discussed with you prior to you beginning. You have the choice to take the work.

Should I tutor a student without a parent present?

There are a few limited circumstances where this would be okay and in all of the circumstances another adult would be present with you. If a parent is not present there are a number of permission forms and risk assessments that need to be in place.

What should I do if I accidentally mark a lesson incorrectly?

You can delete the lesson from the calendar using the 'Actions' tab on the lesson page, then add it back in and correctly complete it. If you are stuck, just pop Lucy an email.

I have been notified that a parent payment has failed. What should I do?

If this happens, please contact Lucy and she will contact the family to organise the payment being processed again.

I've raised an invoice by mistake - how can I fix it?

Contact Lucy or Sarah and they can, as administrators, delete it so the family is not charged. Please do this promptly as payments are taken automatically 2 days after invoices are raised.

How quickly can I expect to start working with a student?

This can vary, for some tutors it can be within a few days and for other tutors it can be longer than this. It depends on what enquiries are received. If you are looking for tutoring roles please keep in touch with us each week and we are always happy to update you.

Where can I find what tutoring roles are available?

An email is sent to all tutors every Thursday with any outstanding jobs, please read these each week as they contain important updates. On the left of Tutor Cruncher, you will also find 'Available Jobs' and roles are listed there throughout the week. Sarah or Nicola will also be in touch with further roles that may suit your skills.



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