

# Welcome Pack

For New Tutors



**Cardiff  
& Vale TUTORs**

BETTER RESULTS TOGETHER



[info@cardiffvaletutors.co.uk](mailto:info@cardiffvaletutors.co.uk)

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## WELCOME TO CARDIFF & VALE TUTORS!

Cardiff & Vale Tutors is a referral service that introduces academic tutors to searching clients!

Thank you for joining us!

### **Our WHY!**

We have 2 key goals with our tuition “Better Results Together” and achieving “Results That Count”

## Our Three Core Values

### **Friendly:**

We recognise the importance of creating an environment which is conducive to learning. Furthermore, we also believe that the customer has the right to a friendly service, whereby the tutor is 100% dedicated to building a good relationship with the tutee. Our job is to help clients to fulfil their potential and have fun along the way! Please remember to be smart, friendly and polite during your tutorials.

### **Professional:**

Professionalism is also at the top of our agenda, with every tutor being rigorously screened before being allowed to teach with us. This includes an Enhanced DBS check. All clients are entitled to view a copy of their DBS certificate before commencing tuition to ensure complete peace of mind, so remember to take it with you. We expect you to always conduct yourself in a professional manner.

### **Affordable:**

Having noticed that the vast majority of tuition companies operating in the area charge prohibitively expensive fees, we are dedicated to keeping our prices low so that even more people in the Cardiff & Vale area can afford to further themselves by investing in one-to-one tuition. Our price plan is simple, and our prices fall around 15% below other agencies operating in South Wales.

## WELCOME PACK FOR NEW TUTORS

### Advice For Starting As a Tutor with Cardiff & Vale Tutors

#### 1. Dress Code & Conduct

When delivering face to face tuition please ensure you have your Tutor ID badge clearly displayed at all times, so that you can be clearly identified as the referred tutor. Please also wear smart, office attire (no jeans!) – and when delivering online tuition please wear a smart jumper/shirt/blouse etc., have good lighting, webcam, microphone, ideally headphones and a good, stable internet connection.

**Always maintain a professional and friendly manner throughout the tutorial.**

*\*Please note that you will need to take an original copy of your Enhanced DBS certificate and a form of photo ID to the first lesson with a new student as parents may wish to see it before an initial diagnostic assessment is carried out. When tutoring online this can be showed via the webcam or a photocopy can be shown via screenshare.*

#### 2. Lesson Planning

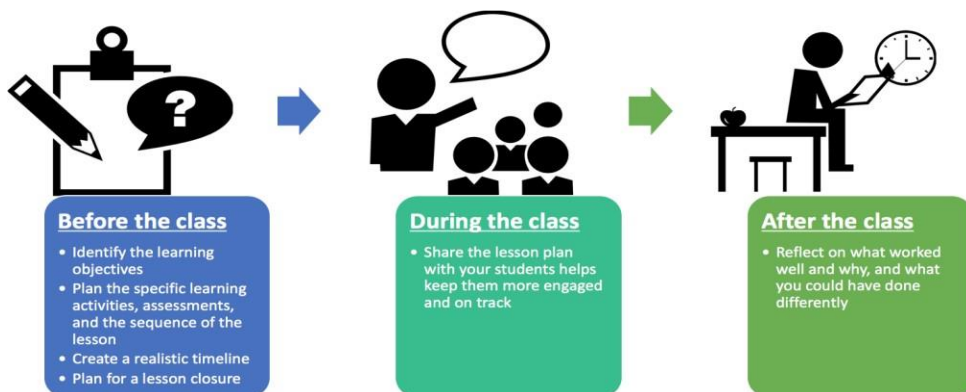
Before you plan your scheme of work and individual lessons, we suggest consulting the student's exam board website as well as the general government national curriculum website. Most of our tutees follow WJEC or AQA courses. You can refer to the 'useful resources' page on our website for an up-to-date set of links for lesson planning and exam boards. Do also take a look at our 'tutoring tips'!

Useful resources :

<https://cardiffvaletutors.co.uk/about-us/resources/>

Tutoring Tips:

<https://cardiffvaletutors.co.uk/wp-content/uploads/2021/08/Tutoring-Tips.pdf>



## WELCOME PACK FOR NEW TUTORS

### 3. Learning Styles

When getting to know a new student you can ask about a student's preferred learning style. If a student is not sure what style they prefer, you can try out different learning styles, shown below, and see which one best suits the student. If they can use their natural style, they are likely to find learning much easier and quicker. For example, if they learn best visually, try to incorporate images and colours to the lesson/revision plans as this can be immensely useful.

## LEARNING STYLES



### 4. Progress Tracking

To ensure that the tuition is achieving one of our key goals 'Better Results Together,' the lesson impact is reviewed and assessed. Progress can be tracked through homework, quizzes, polls, testing and past papers.

<https://cardiffvaletutors.co.uk/about-us/resources/>

## WELCOME PACK FOR NEW TUTORS

### 5. Getting Matched with Students

Cardiff & Vale Tutors provides tuition for both private clients, and we provide alternative provision for employment business clients – such as schools and local councils in South Wales. Therefore there are two main ways in which tutors can get matched with potential students. For the alternative provision students this is done through an email referral and for private students this is done through TutorCruncher, which is an online platform for connecting clients to tutors.

### 6. The Referral Process for Private Clients

Once you have registered with Cardiff & Vale Tutors, you will be sent instructions on how to create an account with TutorCruncher. When you have created your TutorCruncher account you can input qualifications and student preferences into your profile, and then you can search the ‘Available Jobs’ board and ‘Apply’ for potential students.

**Tutors travelling to students for in-person tuition can request payment for travel expenses.** The first four miles are covered by the tutor, but any extra miles are 45p to be paid by client. This must be agreed between tutor and client prior to tuition.

#### 6.a Payments and Invoicing: TutorCruncher

All payments are made through TutorCruncher. The tutor signs up for a Stripe Card Account (“payouts account”) and completes a short form, adding their bank details. No bank details are saved. With the Stripe Account, the bank details are encrypted. Once the tutor has marked the lesson as ‘completed’ at the end of the session and raised an invoice, the client will be emailed a payment link. Payment is lesson by lesson so big bills do not build up.

As Cardiff & Vale Tutors is acting as an Employment Agency, Tutorcruncher operates ‘split payments’ so the client pays the agency and the tutor separate amounts. These amounts are shown on the job information.

**For more advice on setting up a Payouts Account please visit:**

<https://help.tutorcruncher.com/en/articles/6417013-payouts-accounts-with-stripe>

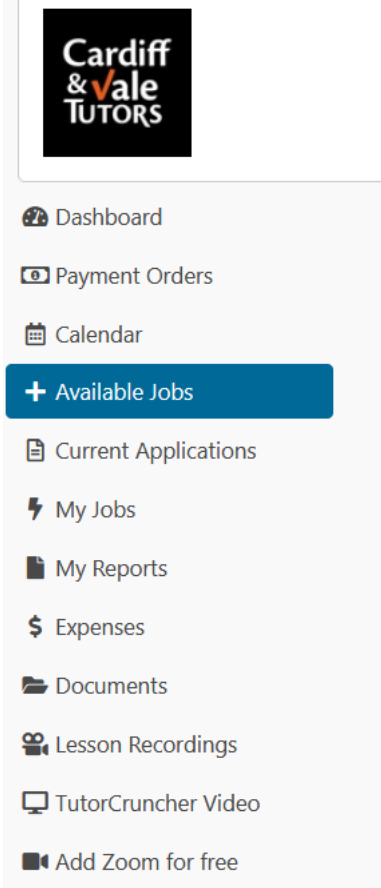
**For more information go to:** <https://help.tutorcruncher.com/en/collections/3564235-tutors-guide>

## WELCOME PACK FOR NEW TUTORS

### 6.b TutorCruncher Functions Explained

On the left are the various function tabs that are available to you in TutorCruncher.

- On your 'Dashboard' you have an overview of how many students you have taught, your paid for work done total, pending payments, recent lessons done, upcoming lessons and a list of actions required – which can be to mark a lesson complete or raise an invoice.
- The 'Calendar' allows you to view and schedule lessons.
- 'Available Jobs' is where you search for potential students.
- 'Current Applications' is where you can see the jobs you have applied for and are waiting for approval. Please note that not all tutors will be accepted for a particular job, and oftentimes it's on a 'first come, first served' basis.
- 'My Jobs' is where you can view all the students that have been assigned to you.
- 'My Reports' is where you can view all the reports for every lesson you have carried out.
- 'Expenses' are for extra costs you can charge clients as travel, equipment and these must be pre-agreed with client prior to payment being taken.



**TutorCruncher also offers a video call function, or you can link in your Zoom account for free.**

## WELCOME PACK FOR NEW TUTORS

### 6.c Step by Step Guide to TutorCruncher Lessons

Once you have successfully setup your TutorCruncher account, along with your Stripe Payouts Account, these are the steps you must follow with each student.

**1. Search the ‘Available Jobs’ page and apply for students.**

On certain occasions you may receive a direct email from Cardiff & Vale, if there is a student that particularly suits your skills, experience or availability – but do keep checking the ‘Available Jobs’ page within TutorCruncher as this will be the main source of students.

**Some students will want in-person tuition, others, online tuition.**

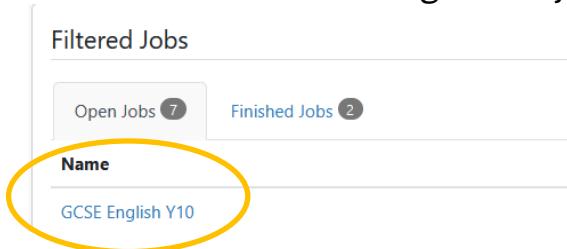
**2. If your application is successful you will see this student in ‘My Jobs’.**

You will also receive an email from TutorCruncher that you have been assigned a student. **Please note that tutors have free access to TutorCruncher video for use with online lessons.**

**3. Next you must follow the ‘Detailed Referral Process for All Students’, which starts on page 9 of this guide.**

This means you contact the client via phone call, text and/or email to discuss the student’s needs and availability.

To find the details of the client go to ‘My Jobs’ then click on the name in blue.



When you click on the name you will be shown all the details for that client such as the pay rate, job description and contact details. You will find the contact details for the client when you click on the student name in the box underneath the ‘Job Description’.

**More information on adding a lesson here:**

<https://help.tutorcruncher.com/en/articles/6417035-how-to-add-a-lesson-as-a-tutor>

## WELCOME PACK FOR NEW TUTORS

4. Once you have spoken to the client (parent, carer or at times adult student) and decided on a first lesson time you need to schedule this in your TutorCruncher 'Calendar'.

If after the first lesson, the client is happy to continue with lessons you should schedule between 2-3 lessons at a time.

*Please note that clients must give 24 hours notice for lesson cancellations, otherwise they are still charged.*

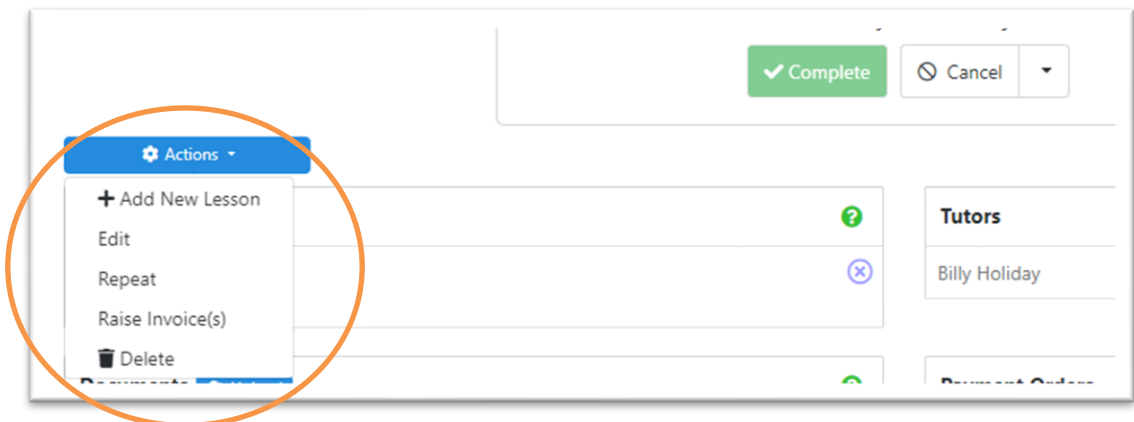
5. After each lesson is carried out you must mark it as 'complete' in TutorCruncher.

When you click on the green 'Complete' button you will be asked to write a short report about the lesson, which both parents and Cardiff & Vale Tutors can see, and then you must save the report.

In the report you can include lesson content, student engagement and next steps.

### 6. Raising Payment Invoices

All invoices need to be issued by the tutor on a lesson by lesson basis. You will either see a tick box that says 'Raise Invoice' as you complete your lesson report, or you must go to 'Actions' and select 'Raise Invoice(s)' as shown below.



More details on raising invoices here:

<https://help.tutorcruncher.com/en/articles/6951870-using-tutorcruncher-with-an-employment-agency-uk-only>

**This process is then repeated for all lessons with all private clients/students.**



## WELCOME PACK FOR NEW TUTORS

### 7. The Referral Process for Alternative provision students

- 1. If you are a tutor involved in the Employment Business tuition, then Cardiff & Vale will email you with Potential Contracts.**

For those involved in the Employment Business you are operating as a Self-Employed Business. You would be informed of the key information of the role. You would know how much you are paid, when paid and the rate of pay. You would need to be aware that pay is gross, and deductions are not made for income tax, national insurance and/or student loans.

You would make an annual payment for an Enhanced DBS with a current payment of £47.50. It is recommended that you join the Updating Service, so the Enhanced DBS is renewed annually at a cost of £16 per year. With this role you would act for the client.

Each role often involves tracking of the delivered lessons with a review/report of the lesson. The tutor is responsible for keeping track of delivered lessons, and any other expenses, and this needs to be accurately recorded on a monthly invoice.

If you take on an alternative provision student you will receive a 'Formal Referral' email with the contact details for the parent or carer of the student, some details about the student's needs and their *tuition code*.

The tutor is responsible for keeping track of delivered lessons, and any other expenses, and this needs to be accurately recorded on a monthly invoice, which is then sent to: [accounts@cardiffvaletutors.co.uk](mailto:accounts@cardiffvaletutors.co.uk)

## WELCOME PACK FOR NEW TUTORS

### 8. The Detailed Referral Process for ALL Students

#### Stage 1 – Referral

- Telephone the client/parent/ carer to discuss their needs and their goals and to arrange an initial lesson. We recommend you make enquires about the exam board through which the student will take their examination/s and prepare some form of diagnostic assessment. This diagnostic assessment will help you plan how best to carry out the tuition and support the student.
- In line with child protection guidelines, tutors will be required to take their Enhanced DBS certificate to the first tuition session along with a copy of their photo ID.

#### Stage 2 - Ongoing Tuition

- Once you have assessed the student and planned the tuition session, focus on your scheme of work to ensure you are taking every step to enable the student to reach their learning goals. Sessions are usually 1 hour. Ensuring the student completes independent work can help the on-going assessment process. It is advisable to check the progress of the student as lessons continue in the best way that you feel fits the student's learning profile. It can be helpful to carry out periodical assessments to ensure that progress is being made and this can be in the form of homework, past paper questions, quizzes, tests, etc.
- Keep a careful record of tutorials carried out, as well as the reports on TutorCruncher and progress logs for alternative provision students.

## WELCOME PACK FOR NEW TUTORS

### 9. FAQ's

#### 1. How do I cancel a lesson?

Naturally sometimes certain circumstances cannot be foreseen, e.g. serious illness, but when possible please give clients **24 hours notice in writing** about lesson cancellation – the sooner the better. Once you have written to the client then you can also cancel the lesson (without charging) on TutorCruncher.

#### 2. Are there any incentives for recommendations of tutors or bringing in clients?

Yes. There are extra payments if you bring clients to us and if you recommend tutors, then we pay an associate fee.

#### 3. What if a current client approaches me with more potential students?

If a current client/student recommends student's friends/siblings etc.. then you must inform us, so that we can contact the new client directly and arrange the tuition.

#### 4. What if a client wants me to work for them privately?

There are strict contractual terms with clients who offer to undercut Cardiff & Vale Tutors in any way, so if you are approached to work outside of Cardiff & Vale please immediately contact us.

#### 5. What platform can I use for online tutoring?

Tutors have free access to TutorCruncher video for use with online lessons. Tutors are also welcome to use their own Zoom accounts. Please note that the free Zoom account has a time limit of 40 minutes per meeting which can be disruptive and should be avoided. Applications like Skype and Teams can also be used.

#### 6. What qualifications can I get to improve my tutoring skills?

We accept tutors who have obtained the Level 3 Qualified Tutor Status, and offer discounted course rates for tutors who wish to undertake the Qualified Tutor Level 3 course. We offer all our Tutors up-to-date CPD through our membership of The Tutor Association.

## WELCOME PACK FOR NEW TUTORS



### What else can I gain from Qualified Tutor?

- Qualified Tutor has regular events which allow tutors to meet, either online or in-person, and discuss tutoring, safeguarding, business skills etc...
- As well as their Level Three Qualified Tutor course, tutors can also take part in shorter courses and CPD training, in safeguarding for example.
- Qualified Tutor also provide a network called 'Love Tutoring Community' and for £7.50 a month you can join their Connect membership which provides collective resources, discount offers, talks from specialist tutors and other guest speakers.

Learn more about the Love Tutoring Community here:

<https://www.qualifiedtutorcommunity.org/>

More information about Qualified Tutor in general here:

<https://www.qualifiedtutor.org/>

### 10. What if I need extra support with TutorCruncher or resources?

Tutors can access free video guides to help with TutorCruncher and we also have tutor resources. We post ideas for tutoring and support of students on our website and social media.

Video guides: <https://help.tutorcruncher.com/en/collections/3564235-tutors-guide>

Our Resource List: <https://cardiffvioletutors.co.uk/about-us/resources/>

## WELCOME PACK FOR NEW TUTORS

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## WELCOME PACK FOR NEW TUTORS

### Stage 3 – Weekly and Monthly Invoice Submission

**Submit your invoices for alternative provision and private clients.**

For the alternative provision referrals you need to send one monthly invoice on the last day of each month, or on the 1<sup>st</sup> of each month, and for certain employment business clients you may be requested to submit a weekly invoice.

When sending both the weekly and monthly invoices, Progress Logs should be completed and saved as PDF's or delivered to the tutors email address.

### **Important Note on Payments:**

*\* Failure to declare any lessons arranged through Cardiff & Vale Tutors will result in cessation of work from Cardiff & Vale Tutors. If new referrals are made directly as a result of a Cardiff & Vale Tutors referral (i.e., extending tutoring to siblings or friends of students referred by us), please ensure you contact Cardiff & Vale Tutors to obtain a new reference number as any additional students will need to be logged on your tutor profile record.*

**If you have any queries about commission rates, please e-mail [accounts@cardiffvaletutors.co.uk](mailto:accounts@cardiffvaletutors.co.uk) and quote your student reference number or name.**

## WELCOME PACK FOR NEW TUTORS

**\*\* PLEASE READ THROUGH THE FOLLOWING GUIDELINES BEFORE YOU COMMENCE TUTORING. \*\***

**Cardiff & Vale Tutors Child Protection Guidance in partnership with The Tutors' Association (TTA) Policy status: Live**

### 1. Introduction

Every Cardiff & Vale Tutor will ensure that their pupils are given tuition in a congenial and safe environment. Each member has a moral and legal obligation to ensure that, when given responsibility for young people, they are treated with the highest possible standard of care. A child/young person is defined as a person under the age of 18 (The Children's Act 1989 and 2004, and the Children & Young Persons' Act 2008). Each Cardiff & Vale Tutor is self-employed and responsible for maintaining these professional standards.

### 2. Policy Statement

Cardiff & Vale Tutors is committed to ensuring that:

- a) The welfare of the child is paramount;
- b) All children, whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity are able to receive the benefit of tutoring in a safe environment;
- c) All reasonable steps are taken to protect children from harm, discrimination and demeaning treatment and to respect their rights, wishes and feelings;
- d) All suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately;
- e) All members who work with children should seek guidance and/or training in good practice and child protection procedures; they work in partnership with parents and children – which is essential for the protection of children.
- f) They provide a caring, positive, safe and stimulating environment in which students can learn and which promotes the wellbeing of the children being taught.

## WELCOME PACK FOR NEW TUTORS

### 2. TTA Role

TTA offers guidelines and will give advice on how to deal with a Child Protection incident or concern, but members of TTA do not act as a DCPO or LADO. Any tutor working for an agency/company who requires help and support on a Child Protection issue, should in the first instance report the incident to their agency/company, which in turn should refer the case to the LADO or DCPO. A self-employed tutor who is not attached to any agency/company should always refer any Child Protection concerns directly to the LADO in their local council.

### 3. Monitor and Review the Policy and Procedures

This policy shall be reviewed every year or whenever there is a major change in the organisation or when there is relevant legislative amendments.

### 4. Safer Recruitment

- a) Cardiff & Vale Tutors adheres to Safer Recruitment guidelines as published by the government, to ensure that all tutors are qualified and suitable as far as can be reasonably ascertained.
- b) Appropriate checks (Enhanced DBS Disclosures) are carried out on all Cardiff & Vale Tutors.
- c) Cardiff & Vale Tutors has a Child Protection Policy, and every Cardiff & Vale Tutor is sent a copy to use with disclosures/allegations.

### 5. TTA Applicant Vetting

As a TTA registered tutor, all Cardiff & Vale Tutors are required to have an Enhanced DBS Certificate. The TTA would like all tutors to treat this as annual document. **We encourage all tutors to join the updating service, at a cost of £13pa, as this brings costs down over the long term.** For example, 3 years of being in the updating service, is the same cost as one new Enhanced DBS, which is fully transferable across all your tutoring roles.

<https://cardiffvaletutors.co.uk/regions/tutor-privacy-notice/>



## WELCOME PACK FOR NEW TUTORS

### 6. Safeguarding Compliance

- a) Tutors will provide Photo ID when requested.
- b) Cardiff & Vale Tutors MD, Helen Glynn stores information on all tutors on a Single Central Record (SCR). This includes address and contact details, Photo ID, Enhanced DBS check, and details of degree certificates/other qualifications. TTA currently holds up-to-date Data Protection cover and references sought.
- c) All tutors must hold an up-to-date Enhanced DBS Disclosure. The TTA would like tutors to treat it as an annual document. We encourage all tutors to join the updating service, at a cost of £16pa, as this brings costs down over the long term. For example, 3 years of being in the updating service is the same cost as one new Enhanced DBS and is fully transferrable across all your tutoring roles.
- d) Dates of issue and numbers for DBS Disclosures are kept on the SCR.
- e) Tutors have read Cardiff & Vale Tutors & TTA Child Protection Guidance document, and sign up to and adhere to their policy.
- f) Cardiff & Vale Tutors have a Code of Conduct which includes a clause on cyber-bullying.
- g) If a parent is not able to be present, then there should always be another adult in the home when a child is being tutored, for the “protection” of the tutor as well as the child.

### 7. Allegations

Allegations against a tutor who may have behaved in a way that has or may have harmed a child, or committed a criminal offence either against or related to a child, or behaved towards a child in a way that suggests he or she is unsuitable to work with children, should be reported immediately to the LADO (Local Authority Designated Officer) or DCPO (Designated Child Protection Officer) in the local authority where the incident is alleged to have taken place.

Advice on how to deal with an allegation can be sought from the Council Education Welfare Service or Child Protection Unit.

<https://cardiffvaletutors.co.uk/about-us/become-a-tutor/>

## WELCOME PACK FOR NEW TUTORS

### 8. Child Protection Incidents

A Child Protection incident usually includes some of the following scenarios, but this list is not intended to be a formal and all-inclusive definition. A typical CP incident is when:

- a) A tutor receives some information about a child or young person either from the child directly or from another source, which could potentially cause serious harm to the child, either physically or psychologically.
- b) A tutor observes a situation (e.g. risk in a child's environment which could potentially cause serious physical or psychological harm).
- c) A company/agency and/or parent receives information about a tutor either from the child directly or from another source, that could potentially cause serious harm to the child, either physically or psychologically.

### 9. Recording a Child Protection Incident

All Child Protection incidents will be recorded. Cardiff & Vale Tutors MD will:

- a) Speak individually with all parties concerned
- b) Write a record of all conversations
- c) Write up all telephone conversations with a written report to send to LADO/ Child Protection Unit (at the local authority where the incident took place) who will deal with the allegation.

All allegations should be dealt with expeditiously, thoroughly, fairly and with common sense and professional judgement. Any investigation should be carried out as quickly as possible and a decision reached as to whether the allegation is borne out or not supported. The investigation could have one of three outcomes:

- a) Unsubstantiated,
- b) Substantiated in part or in whole but can be dealt with by disciplinary procedures.
- c) Substantiated and requiring formal referral in the first instance to the LADO (Local Authority Designated Officer) or DCPO (Designated Child Protection Officer.)

## WELCOME PACK FOR NEW TUTORS

### Risk assessment guidelines: Hazard Preventative Measures

The Hazard	Preventative measures
<p>Accident while driving to/from a client.</p>	<ul style="list-style-type: none"> <li>• Vehicle roadworthy and insured.</li> <li>• Do not drive if excessively tired/ill, under the influence of alcohol/drugs or any other medication which may cause drowsiness.</li> <li>• Check directions.</li> <li>• Check bus times and routes.</li> </ul>
<p>Damage to vehicle whilst visiting a client.</p>	<ul style="list-style-type: none"> <li>• Ensure you leave vehicle safe and secured (check parking provision prior to visiting client).</li> </ul>
<p>Trip/fall in client's garden/home</p>	<ul style="list-style-type: none"> <li>• Check area/room is fit for purpose.</li> <li>• Only carry out tasks that are suitable to the area you are working in.</li> <li>• Ensure suitable workspace is available i.e., chair and table.</li> </ul> <div style="border: 1px solid black; padding: 5px; text-align: right; margin-top: 20px;"> <p>Cardiff &amp; Vale Tutors 2023</p> </div>

## WELCOME PACK FOR NEW TUTORS

### Risk assessment guidelines: Hazard Preventative Measures continued

#### Attack on tutor by pupil/guardian/carer/animal:

- Leave immediately if you feel that there is any threat to your safety.
- Ensure you have a mobile phone with you at all times and someone knows exactly where you are and what time you are due to return.
- Report any threats, physical attack or abuse to the police and then to Cardiff & Vale Tutors.
- Check with the owners during initial contact if there are any dangerous pets. If so, insist they are locked away.
- If you feel unsafe at any time, leave and report your concerns to Cardiff & Vale Tutors.



Cardiff & Vale Tutors

2020 Award Winner

Best in Private Tutoring Services  
United Kingdom

## WELCOME PACK FOR NEW TUTORS

We follow the **Code of Conduct** of the Tutors Association.

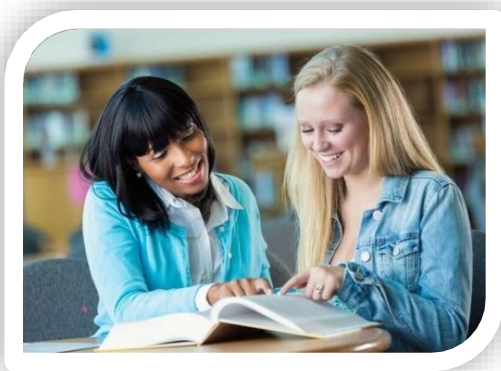
We ask all tutors to follow this code and act honestly and in the best interest of Cardiff & Vale Tutor's students.

- 1.1 You are honest in all communications relating to tutoring students, including but not limited to, any communications with Cardiff & Vale Tutors, individual students you are teaching, parents of students you are teaching and Cardiff & Vale Tutors who has engaged you for your tutoring services.
- 1.2. You understand that your relationship with students and their families/carers is professional, not personal and that you have a duty of care towards them.
- 1.3. You provide a caring, positive and stimulating environment in which students can learn.
- 1.4. When working as a tutor, you always behave, communicate and conduct yourself in a professional manner to the standard that would be reasonably expected of a Cardiff & Vale Tutor.
- 1.5. You always respect students' personal dignity and promote their well-being.
- 1.6. You encourage and help students to achieve their unique potential as independent learners through acknowledgement, encouragement, understanding and personalised attention.
- 1.7. You do not engage in or assist your students in engaging in any form of plagiarism.
- 1.8. You demonstrate faith in students' learning ability and provide accurate, constructive and regular feedback on students' strengths, weaknesses, attainment, progress and areas for development in a manner that is beneficial to their overall learning.
- 1.9. You are careful to avoid creating any unhealthy dependencies and to avoid engaging in any student tutor communication unrelated to tutorials. This includes your life when not actively tutoring – for example on your social media. Ensure you do not engage in any practice which undermines the independent learning of students.
- 1.10. You understand the need to be flexible in your approach to tutoring students. You should commit to assisting them to discover effective learning strategies that help them develop the skills they need to achieve the educational goals set by them, their parent or guardian or by Cardiff & Vale Tutors, that has engaged your tutoring services.

## WELCOME PACK FOR NEW TUTORS

- 1.11. You consider each student's attributes, needs and circumstances and adapt your tutoring appropriately to accommodate these.
- 1.12. You are committed to identifying any challenges or difficulties that students have with their learning and provide appropriate assistance to help them overcome those barriers.
- 1.13. You conduct your sessions with students using appropriate materials.
- 1.14. If you are carrying out tutoring online, you use all reasonable endeavours to maintain the security of the tutoring sessions.
- 1.15. If you are carrying out tutoring online, you carry out the entirety of every session alone in an appropriate and quiet non-public space that is free from disturbances with a high-quality internet connection.
- 1.16. You carry out tutoring sessions on time and provide your student, your student's parent or guardian and Cardiff & Vale Tutors, that has engaged your services (if relevant), with reasonable notice if you are unable to carry out a session.
- 1.17. You ensure that information provided to you about students and information gained whilst working with students is kept confidential unless doing so could result in injury or harm.

*If you have any queries, please contact [info@cardiffvaletutors.co.uk](mailto:info@cardiffvaletutors.co.uk)*



<https://cardiffvaletutors.co.uk/news/what-makes-cardiff-and-vale-tutors-special/>



✉ [info@cardiffvaletutors.co.uk](mailto:info@cardiffvaletutors.co.uk)

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