

# ***Tutor Verification Policy***

This Tutor Verification Policy is written for all-registered tutors on the TutorSpace platform who already are or intend to become verified tutors. It provides information including how s tutor verification process works, what the procedure is, and what those benefits are.

## **What is the tutor verification?**

Conducted by TutorSpace staff, a tutor verification process tailors only to tutors and verifies candidates' provided information. The core reason for setting this verification process is purely due to the consideration of guaranteeing the quality of tutoring services. It is not a required step and is totally up to users' own free will. Not requesting a tutor verification does not affect users' normal usage of the TutorSpace website. However, this process cannot be seen as any form of background checks and is also never for private data collection purposes. Tutor verification is only used to verify the authenticity of candidates' academic information.

## **Why request for a tutor verification, and what are those benefits?**

TutorSpace requires all tutors on the platform to receive an A or A- for the courses they would like to tutor; therefore, the tutor verification process helps us determine which tutors are truly qualified for their positions. Tutors successfully passing the verification will receive a "Check" badge aside with their names, representing credits from TutorSpace and showing more trustworthiness. It makes verified tutors stand out among others and increases the possibility of being asked for a tutoring session.

Besides, verified tutors will receive extra cash bonuses from every completed tutoring session they hold. Bonus rate varies with their tutor levels ranging from 5% up to 20%. (For more information on bonus rates and tutor levels, please see the Tutor Growth Plan Policy) Also, tutors will receive 50% more experience points by tutoring a verified course than a non-verified one.

Note: extra cash bonuses will be given to tutors bundled with their regular tutoring fees. They will not be distributed in separate transactions.

## **How does it work?**

All verified tutor candidates should upload their academic documents (STARS report for USC students), and the verification will follow a course-based evaluation process. After our staff receives the document, we will start screening and marking out all courses in their would-like-to-tutor list that match with their academic records. A “Check” badge will appear near to every verified course. Notice that a tutor is considered verified once there is at least one course being verified successfully.

Note: protecting users' private information is always our highest priority. TutorSpace will not share or sell users' information to any individuals and entities.

## **What is the procedure for submitting a tutor verification request?**

- a. Navigate to the “Profile Setting” page and click on the “Become a Verified Tutor” button at the top.
- b. Upload the academic document (STARS report for USC students) into the box. Below are also instructions to generate a STARS Report:
  1. Go to the USC student portal and click on the OASIS button in the menu.
  2. Find the STARS report and get into it.
  3. Use Ctrl or Command + S on the keyboard to save the whole report as a PDF.
  4. Then upload it, and we will keep the information safe.

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