

attach incident report form
Index & Procedure form
Instructor Protocol and Procedures

Please review the following rules and procedures and follow them at all times. Be advised that any unprofessional behavior has a direct impact on your job and the company's reputation and financial position. Gurus Education works as independent contractors with the various locations that our instructors teach at. We are not directly affiliated with the schools.

ORGANIZATION CHART

- | | |
|---|--|
| • CEO- Ritu Khurana
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510-703-9116 | • Operations- Shweta Raghavan
shweta@guruseducation.com
510-676-7235 |
| • CFO- Ashish Khurana
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| • HR/Training- Kimberly Ky
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510-938-9091 | • Marketing- Harshita Prasad
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Chart

Main Office Line: (510) 573-2497

Main Office email: info@guruseducation.com

CONTACT INFO
ADR

Please DO NOT make decisions without consulting and getting the approval from our management team. You must contact the Operations Manager directly if you have any questions, suggestions or plans that could affect the proceedings in your classes.

Communications Guidelines:

- Please be prompt in responding to the Operations Manager as she is your single point of contact with Gurus Education
 - Most communication happens over email. Please be sure to check your email everyday
 - Most communication from the Ops Manager is time-sensitive, so please respect the urgency of the situation
 - If subject line says URGENT:, then teacher must respond right away (same day)
 - Any other emails- respond within 2 days, even if the teacher is still deciding. Being in quick contact lends to smoother operations
- To keep in touch with developments and updates, we have a monthly meeting with the management team and other teachers on the first Thursday of every month between 6-6.30pm. You will receive reminders and dial in information before the start of each meeting. Please be sure to attend these to stay on top of any new developments within the company
- Having all the information you need will help you be effective and productive and help us run smooth operations

MANDATORY MEET
— Con-call TRAINING

#1 ^B BEFORE YOUR FIRST CLASS

For every class that has been assigned to you, make sure you have the following materials and information ready before the start of the first class. Our Operations Manager will hand over the following details:

- Class Information: Facility Address, your complete schedule: start date, end date, class timings and skip dates (if any), Facility Coordinator Contact Info, Room # and other important Instructions (if any)
- Class Roster- A roster containing names of students registered in your class, with parents' name and contact details will be provided to you. This confidential form may also bear any student's special care/medical info that the teacher must be aware of
- Attendance Forms- The instructor must maintain their own copy of the class Attendance. Use the attendance form provided by the Operations Manager, bearing the Gurus Education company logo. If the facility has provided you with their own copy of the Roster with Attendance, please fill that out in addition to the company Attendance sheet and turn it in to the facility coordinator after each class
- Supplies: books, ribbons, prizes, rubric matrix, Gurus dollars
- Class Google Group email address that you will use to send weekly updates to parents about the students' progress and performance

#2 ✓ THINGS TO DO DURING THE FIRST CLASS OF A SESSION

- Arrive at the location early (20 minutes or so before the start of class)
- Introduce yourself at the office
- Issue the books to the students on the very first day. Alert the Operations Manager immediately if you run out of books or supplies. Note the name of any student(s) who did not receive their copy of the book
- Inform students they might have to buy the book at an additional cost of \$5 if they lose or misplace it. They must bring their text book, a separate notebook and a pencil to each and every class
- Introduce to the students the course objectives, class rules and the rewards program and tell them about the fun prizes that they can earn during the course of the session for excellent performance!
- If there are more than 16 students registered in your class, you are entitled to have a TA present at each class to help coach all students effectively. Please call the operations manager if you need a TA

3 THINGS TO DO AT EVERY CLASS

- Always review and put into practice our instructor protocol including all additional information (policies, requirements of the school/center) provided to you
- Come prepared with the lesson plan for the class. Be organized. All our instructors must study the course materials and handbooks in advance. The instructor's top priority is to ensure the course is taught successfully
- Arrive at the assigned classroom at least 15 minutes early. There may be some locations where we are expected to arrive even earlier. We will have to mandatorily abide by the center/school's policy if they expect us to arrive at a specific time.
- It is strongly advised that you Sign-In at the school/center's office upon your arrival and Sign-Out after the class. You may sometimes be required to escort students to your assigned classroom from either the cafeteria or another room within the facility
- Take attendance and update the attendance sheet for every class. If any student is absent, note down their name
- If you find a student present in your class who isn't listed in the roster, get their full name, their parents' full names, email address and phone number. Forward this information to the Operations Manager who will then investigate and provide you with an updated roster
- Instructors are never to leave students unsupervised
- Refrain from using your cellphones unless it is an emergency. We expect our Instructors to give their full attention to the class. The students are our priority and we must provide the best learning environment to them which is free of distractions
- Students should go with a partner and come back together if they need to use the restroom during class
- Evaluate each student on the rubric matrix and make plans to reward them with ribbons and prizes at the end of the course
- Plan to begin and end the class on time to prevent any delay in our clients' schedule. It is prohibited to end the class earlier than scheduled. Delays are an inconvenience to the center, the students, parents and yourself!
- Release all students based on the sign-out information their parent/guardian provided
- If nobody has shown up to collect the student at the end of class, please call the parents. A late fee policy is compulsory. After 10 minutes of grace time, there is \$1 charge for every minute payable directly to the instructor
- You might sometimes have to escort some students after the class to an onsite after school care center. You cannot do so until all the other students have left for the day
- You cannot tell students to wait in the school office for their parents. We reiterate, no student can be left unsupervised. Instructors are not allowed to leave until all students are picked up by their parent/guardian. No matter how late the parents are, you have to stay with our students

- When the classroom is vacant and all students have been picked up, instructors must inspect the classroom and return the tables, chairs, chalk, dusters, whiteboards etc. back to its original place. All trash, clippings must be picked up before leaving the room
- Prepare the Class Summary and post it on the Google Group. Deadline for preparing and posting the Google Group Class Summary is at 11PM the same day
- Motivate students by giving them Gurus Dollars or note down how many stars/points you have rewarded them for doing their homework, bringing books, pencils, eraser and notebook; class participation; good behavior etc. Students will be able to buy prizes in exchange for their Gurus dollars or points

#5 BREAK TIME (APPLICABLE TO DAY CAMPS)

The instructor must provide adequate and effective supervision to all students during recess period and take all necessary steps to safeguard the students from harm (verbal or physical) that may be caused by intentional or negligent acts of others.

- Please refrain from engaging in any sport or vigorous pastime with the students. The Company may be held responsible for injuries to students caused by the teacher's failure to use ordinary care
- Ensure that students always wash hands after using the restroom, before meals, and after outdoor play

#4 THINGS TO DO DURING THE FINAL CLASS OF THE SESSION

- Organize an end of session presentation for parents in the last class. (Start prepping students for this at least 2 weeks prior to the last class)
- Email the parents in advance via the Google Group, inviting them to sit in for the final presentation and see their child in action!
- You might want to make it a potluck party! (optional)
- Have students shop from your prize box with their points or Gurus dollars
- Award Ribbons to deserving students based on their performances and your notes in their rubric matrix
- Encourage your students and their parents to enroll for our other courses and tournaments. They can visit our website to see the list of our current locations, open classes and tournaments

NO CLASS DAYS

More info
SCHEDULE

TEACHER
DASH BOARD

- You must check with your calendar and roster if there will be a class the following week
- It is always a good idea to check with students and school office to confirm. If there is a discrepancy, please call the operations manager immediately
- Send an email with the subject No class next week due to _____ to remind parents
- If the calendar says there is a class and you go there to find that there is no class, report to the office. You will be compensated in that case

EMERGENCY SITUATIONS

- If you are running late to the class, call the operations manager immediately
- If there is an emergency in the class,
 - call the parent of the effected child immediately
 - Always have a printed roster in your binder
 - Call the back office 510 573 2497
 - Write down the report and email it to the Management team (CEO, Ops, HR)

REQUESTING FOR A SUBSTITUTE INSTRUCTOR TO COVER YOUR CLASS

- **Please keep your requests for a sub instructor to a minimum and for emergencies only**
- To request a sub, send an email to our Operations Manager or call her. Please send the request at least 3 days in advance, if it is not an emergency. Make sure you get a reply from the Operations manager acknowledging your request.
- When your request has been processed and a sub instructor has been finalized, the Operations Manager will connect you to them over email. You must then send your lesson plan, roster, attendance sheet and other detailed instructions such as parking info, check-in info etc. to the substitute instructor via email and cc the Operations Manager in the same email
- If you request for a sub teacher less than 24 hours prior to class time, you must make contact with the Operations Manager by phone. Email or texting is not enough at such short notice. If you are unable to make contact with the Operations Manager, please call the office main phone line and leave your request with them
- Please help out your teacher colleagues by accepting their sub requests. It is highly appreciated! We have a tight-knit teacher community and every kind gesture of yours is reciprocated by your colleagues with equal gusto!
- The sub teacher is expected to send a class summary to the main teacher after the session to recap what happened in their absence, so the main teacher can plan accordingly for the next class

DRESS CODE

- Be presentable, as if you were giving a speech yourself
 - Modeling is on all fronts!
- Business Casual
 - Professional, business-like image while enjoying the advantage of more casual and relaxed clothing
- No t-shirts, torn jeans, leggings, work out attire, or flip flops
- You are representing Gurus Education at every site you go to, so make it a point to make a good impression

PAYROLL

More in full

- Timecards are due the 8th and 22nd of each month
- Paydays are the 15th and last day of each month
- Claim the hours worked. This would also include any non-teaching assignments
- Timecard form is also available online on Teacher Dashboard (under Policies and Procedures)
- Mileage: If you travel over 25 miles one way to class, we'll reimburse for additional miles driven over 25 miles one way at 56.5c/mile

TEACHER ONGOING RESOURCES

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- Teacher Google Group
- Resource tab on teacher dashboard
- Constant update of topics, activities, video links, and more!]
- Specialized trainings
 - Technical (Subject Matter)
 - Non-technical (Classroom Management)

OTHER OPPORTUNITIES- * Separate compensation \$30/hour

- Represent the company at the Marketing Events such as open houses, fairs, community events
- Judges at the tournaments
- Training the new teachers
- Contributing to the lesson plan and curriculum
- Workshops
- Break Camps

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