

## **TUTOR USER GUIDE**

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## 1.0 GENERAL INFORMATION

### 1.1 Definition of Terms

- A. Class** - A class is your scheduled session with the student. All classes are conducted online via Skype. Each class session lasts 30 minutes and is divided into two parts -- **class session and reporting**. Class session is 25 minutes long and the remaining 5 minutes are used for reporting and preparing for your next class.
- B. Reports** - Reports are records of information related to the most recent conducted class session. It is reported using a provided document which should be filled up after each class. It is also used as a reference for supervisors to determine whether the class was successfully conducted or not.
- C. History** - A history is a report for a class that was recently conducted. It also serves as a reference for the tutor to determine what lesson is needed for the next class session or whether there is a need to review the previous lesson with the student.
- D. Schedule** - This is represented through a calendar. An **Open** status means that the schedule is open for students to book. A **Closed** status means that the schedule is already taken and booked by a student. The tutor has to wait for the supervisor's approval each time he opens a new class schedule.
- E. Material** - Material refers to a lesson in PDF format. When the class is being conducted, the material serves as the reference for both the tutor and the student. The tutor sends the material or link of the lesson to the student via Skype.
- F. Conversion** – A conversion simply means that a class session is successfully conducted. A single conversion means that the tutor is eligible to get paid for the conducted class. One conversion indicates one successful class session.

### 1.2 Important Points to Remember

- A. Reporting** - The tutor has to send a report at the end of each class. No report means no conversion and the tutor will not get paid. The system only allows the tutor to send the report within the 24 hour period which starts at the end of each class session.
- B. History** - To continue a class, the tutor has to check the students' history log before starting a new class session. This will allow the tutor to review the last lesson he conducted or of another tutor's to accurately address the need of the student.

## 2.0 MANAGING A CLASS SESSION

### 2.1 Starting a New Class

- A. **Your Class Schedule** - Make sure to check your scheduled class session from the “**Check Class Schedule**” tab of the dashboard to verify and review your schedule. Another way to check your schedule is through the “**Check Weeks Schedule**” from the “**Classes**” tab section of the system.
- B. **Skype** - Login to your Skype account and check if your student is online. Make sure that the student’s name or ID is added to your contact list. The supervisor should be able to provide you the student’s Skype account name or ID information.
- C. **Getting to Know Your Student** - Introduce yourself to your new student. Try to make the student feel comfortable with you as much as possible. Always keep your smile. A smile is the universal welcome.
- D. **Evaluating Your Student** - Conduct the first test/interview with the student to identify his or her English level skills. This will serve as a guide for the tutor as to what the student’s needs are. Make sure the student understands why s/he is starting at the level you’ve placed them at.
- E. **End of Class** - At the end of each class, please create your first report by clicking on the “**Create Report**” button alongside the name of the student from the class schedule table.

### 2.2 Continuing a Previously Held Class

- A. **Your Class Schedule** - Make sure to check your scheduled class session from the “**Check Class Schedule**” tab of the dashboard to verify and review your schedule. Another way to check your schedule is through the “**Check Weeks Schedule**” from the “**Classes**” tab section of the system.
- B. **History** - Check the students’ history log by clicking on the “**View History**” button from the “**Classes**” tab to determine what lesson to teach and discuss. This is a “**must do**” task for every tutor before starting or resuming your conversation with your student.
- C. **Reports** - Create a report after the class by clicking on the “**Create Report**” button link from the “**Classes**” tab.

## 3.0 MANAGING A CLASS SCHEDULE

### 3.1 Adding a Schedule

- A. Go to “**Manage Schedule**” Tab
- B. Set the time and date of your desired schedule by setting the value to “**Open**”.
- C. Click on the “**Update**” button.
- D. Wait for your supervisor to approve your new schedule.
- E. Click the “**View My Schedule**” button on the upper right corner to check your final schedule.

### **3.2 Canceling a Schedule**

- A. Contact your supervisor via Skype, email or text message to request a cancellation. You are only allowed to cancel a scheduled class 24 hours prior to the start of the class. This will give the supervisor enough time to assign the class to another tutor.

## **4.0 ALL ABOUT CONVERSIONS**

### **4.1 What is Conversion?**

- A. Simply put, a conversion is a successful class.
- B. Successful and pending conversions can be viewed on the “**Conversions**” tab.
- C. The system displays the equivalent amount to expect for payout based on the tutors’ successful conversions.

### **4.2 What is a successful class?**

- A. A class is considered successful when a student and the tutor have finished a class session and the tutor has sent a report following the class.

## **5.0 MATERIALS OR LESSONS**

### **5.1 How to Access the Materials or Lessons**

- A. All materials or lessons are accessible from the “**Materials**” tab.
- B. The material or lesson should be provided to the student via Skype. **You can find the link to the lesson by clicking on the arrow ">>" button.** This will open the material on another tab of your browser. Copy the link and send it to your student.