

MEtutors Teacher Welcome Guide

September 2022

Code of Conduct

Teachers are at the heart of what we offer at MEtutors and we want you to be happy and understand your role on the platform. This document specifies the code of conduct and what we expect from our tutors so that we can guarantee and maintain a high-quality service for our students.

This document must be read, understood and returned signed digitally during the application process. If anything changes in the document teachers will be updated by email.

If you have any questions please contact us at teachersuccess@metutors.com.

1. Sign Up Process

- In order to start teaching on the MEtutors platform, teachers must complete the sign up process including uploading all of their documents and thoroughly filling out their teacher profile with as much information as possible.
- Any photos or documents uploaded should be good quality images. Please avoid sending black and white, blurred or poor quality images.
- At MEtutors we like to take our time to get to know the tutors on our platform, this is made easier with a thorough and complete tutor profile. This way we can recommend you to our students highlighting your strengths and qualities as a teacher.
- Once completing the application process, you will select a time and date to be interviewed which admin will confirm with you. You will be sent the interview link via email.
- During the interview process you will be expected to talk about your teaching experience and relevant qualifications as well as your expected rates for different subjects you want to teach. After the interview, you will receive an email from admin confirming if you have been accepted to teach and the confirmed rates. If you are approved to teach on MEtutors, your teacher account will be activated.

2. Technology Requirements

- Teacher's must have a stable internet connection to teach with MEtutors. Teachers must ensure that they have completed an internet speed test successfully on the following link <https://www.speedtest.net/>. This is to ensure that your internet speed is sufficient enough to teach on the platform and prevent disruption during classes.
- Teachers will be using a virtual classroom environment (whiteboard technology) during classes. The table below shows the minimum technical requirements to be able to use the virtual classroom:

| Devices | Desktop / Laptop - Windows & MAC (IOS) |
|---|---|
| CPU | Intel or AMD processors with 2.0 GHz or above. Lower-end CPU types may result in poor (lower video resolution) quality. |
| RAM | Minimum 1GB/4GB or more is recommended. At Least 100MB of free memory should be available. |
| Bandwidth | Minimum 3 Mbps per stream. Max 5 Mbps |
| Compatible Browsers | Supported browsers Google Chrome (updated version) - Recommended Firefox (updated version) - Recommended Not supported browsers Microsoft Edge Opera Safari |
| Headset | Headsets with microphone for improved sound quality is recommended |
| Camera | Any camera compatible with your operating system with latest device drivers installed |
| <i>Note: Running virtual classroom on mobility devices (mobile/tablet) is not supported at this time.</i> | |

- The whiteboard feature in our virtual classroom also requires a digital pen and writing tablet.

3. Duties as a MEtutors Teacher

- As a MEtutors teacher we expect you to personalize and adapt every one of your lessons to the student by carefully taking into consideration their learning goals, capabilities and subject matter.
- We expect full commitment from our teachers and a confirmed lesson is a commitment.
- It is important that as a teacher you deliver on anything you say on specified deadlines. For example, sending students homework to give them enough time to complete it before the next class. All of your marking should also be complete before the next class.
- Listen to student's feedback which will allow you to improve as a teacher. Students will give you direct feedback on your lessons through the platform, these comments will be available on your tutor profile for potential students to see and will affect your rating as a teacher. If your student is not satisfied, work together to find a solution in the best way possible. If you need additional support, you can reach out to our teacher success team who will be happy to help teachersuccess@metutors.com.
- It is your duty as a student's chosen tutor to ensure their progression in their subject matter. This must be done through resources such as classes, homework and assigning extra resources. Resources used are done so at the teacher's discretion and what they see most appropriate and necessary to help student's progress.

4. Lesson Policy

- Be culturally sensitive – MEtutors is a global platform and we expect you to respect the values and traditions of your students. Please avoid asking about personal life, political or religious affiliations.
- Do not use rude or offensive language in the classroom.
- Be patient and encouraging to motivate your students to learn.
- If for any reason you come across a situation you are not able to handle alone you can contact the MEtutors teacher success team at teachersuccess@metutors.com.

5. Be Professional

- Be responsive and reply to any requests within given timeframes that are highlighted in notification emails. For example, a new course booking from a student must be accepted or rejected within 4 hours.
- Keep the lesson student focused – your lessons are time to optimise and help your students' progress.
- Provide respectful and accurate feedback for students being positive and constructive to help them with their learning experience. If you believe any feedback between you and your student to be unfair please contact MEtutors teacher success team at teachersuccess@metutors.com to discuss the matter.
- Maintain a professional working relationship with students and try to help them the best you can with any queries.

6. Teacher Profile

- It is important to complete your teacher profile to display your best qualities as a teacher. The more in-depth your profile, the easy it is for the system to match you with students that it feels are ideal for you. This will enhance your teaching experience with MEtutors and help us maintain our quick teacher-student match ratio time.
- When you are sent a message through your inbox tool by a student, it is important to reply to these messages as quickly as you can. Your response time to messages will be shown on your teacher profile as well as the time it takes for you to approve and accept a new student course request.
- MEtutors platform strives to match all tutors with students for all of their open availability slots as selected on teacher's availability. However, teachers must understand that there will be times when there are naturally not as many classes available.

- Before the course is complete teachers must rate their students and leave feedback on their profile. Students will also have to do this for teachers which will be especially useful for other students to see.
- Maintaining a good rating on your teacher's profile is important for students to see and to help maintain MEtutors promise of expert and professional tutors. However, under no circumstance must teachers purposely influence the rating that their student gives to them.

7. Classroom Environment

- Whilst MEtutors advocates for flexible working conditions for tutors, you must understand that the classroom environment is very important.
- You must give the class in a space where you will not be disturbed by noise or other people.
- Do not answer personal calls during class unless it is an utmost emergency.
- The class must always be given where you have a strong internet connection.
- Make sure your classroom environment is light and not distracting for the student.
- Prepare your class well beforehand and check your equipment is working to avoid wasting any time with technical difficulties.

8. Contact with students

- Teachers should initiate contact with a student once a course has been accepted, remember to be friendly and polite to give a good first impression. When contacting a new student ask about their goals and aims more specifically in order to prepare the first lesson accordingly. You can find the student's chosen topics on the class dashboard under the syllabus section.
- Teachers must create the main topics for the course according to the syllabus and pay attention to the highlighted topics that the student submits. Reach out to your student to clarify any doubts to make sure the first class goes smoothly and that the student is happy.
- All exchanges with students must be made via the MEtutors platform using the Inbox tool available to you. You must under no circumstances communicate or exchange your personal information: email, address, contact number, cloud storage, social media etc. with students to communicate off the platform.

9. Technical Difficulties

- Entering the classroom on MEtutors is straightforward however, if you find yourself having difficulties due to technology and cannot resolve them please contact the teacher support team at teachersuccess@metutors.com as soon as possible to prevent any delays or losing any class time. You can also submit a support ticket if you are unable to solve the problem.
- If you are unable to take a class because of technical difficulties due to your own equipment, MEtutors expects you to make this class up with students. You must organize this yourself.

10. Availability

- Please keep your availability the most up to date as possible so students can see when you are available to teach.
- Please take care and pay attention to the availability you select as classes will automatically be assigned to you based on the availability you choose. You should only select hours that you are 100% sure that you are available to teach.
- Once a student signs up to a course, the earliest they are able to start a class is 24 hours from the sign up time. Teachers are given a 4 hour time frame in which they can accept or decline to teach a course. If you are not able to respond within 4 hours the course will be reassigned to a different teacher.
- If you have to take time off and do not wish to teach any new courses, please mark this in “my availability” section on the teachers account setting as far in advance as possible.
- If you have to take time off and there are already courses booked during this time, these courses will need to be reassigned to alternative teachers. You will need to cancel the class from your teacher dashboard and follow the instructions carefully. Make sure to inform the student and teacher success team at teachersuccess@metutors.com as soon as you can so they can rearrange classes for students with minimal disruption.
- If by taking time off it will delay the end date of the student’s course please contact MEtutors teacher success team as we may need to find an alternative tutor.

11. Lateness & Absences

- Teachers are expected to start their class on time. If for any reason you think you are going to be late you must let your student know as soon as possible.

- Teachers should end the lesson on time and can politely let the students know 5 minutes before the end of the class that there is only 5 minutes remaining. Any time spent teaching over the scheduled lesson time will not be paid.
- If you are unable to attend a class for whatever reason without giving prior notice to your student, the student will have the opportunity to schedule a make up class as per your schedule availability set on your profile.
- If a student is late to a class, teachers should wait for the student until the end of the scheduled lesson time. The teacher should be available to start the lesson any time during the scheduled lesson time. The teacher is not required to make up for lost time because of the student's lateness. The class should finish at the originally scheduled time.
- If a student fails to attend a lesson this will count as an absence and they will lose that class from the course. Students are able to purchase extra classes on the course if they want.

12. Cancelling and rescheduling classes

- We understand that sometimes things come up last minute that can't be helped and this may mean you have to reschedule a class. We ask that our tutors do this by informing their students in advance to prevent disruption in schedules and complaints from students.
- Students and teachers are able to reschedule classes that are 24 hours in advance using the "reschedule" button on their classroom dashboard. Classes that start within less than 24 hours cannot be rescheduled.
- If the student has to reschedule a class, they will be able to do this automatically with access to the teacher's calendar and availability.
- If you are unable to provide a class that you have already agreed with a student, you must let them know as soon as possible providing an explanation. You must contact the student using the inbox tool on the teacher dashboard to agree a new date and time. The class needs to be rescheduled manually by teachers using the "reschedule" tool on the teacher dashboard.
- Each time you decline teaching a new course, miss or reschedule a class your teacher rating score will decrease. Missing or rescheduling too many classes can lead to the suspension of your contract at MEtutors.

13. Payment

- You must maintain all records of invoices and payments in connection with your teacher services on the MEtutors platform.

- Your payment information and the way you want to be paid should be kept up to date through your teacher dashboard to ensure there are no problems with the payment process.
- You will be able to view pending invoices before they are paid and have the opportunity to dispute a payment if you think it's incorrect. Payments will be made every 14 days for classes that have been taught during this period.
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- Payment by MEtutors will always be made in USD and tutors can select the withdrawal payment method of their choice on their dashboard. The fees for each withdrawal method vary and it will be the tutor's responsibility to pay the fees depending on the method chosen.