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Minerva Education

# Tutor Handbook

May 2022 Edition



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# Welcome to Minerva!

Welcome to the Minerva Education community! We would like to firstly thank you for signing up as a tutor. We are always delighted to see skilled tutors like yourself take the initiative to help others excel academically in high school.

Minerva Education was founded with the mission of democratizing education for New Zealand high schoolers and making the best educational opportunities accessible to students of all backgrounds. Through our free tutor search tool, we hope to create an ecosystem of educators and learners where aspirational students are able to afford the academic support they deserve and talented tutors are compensated fairly for their expertise.

**We take zero commission — our platform only exists to help Kiwi high schoolers match with suitable tutors without burdening tutors and students with additional costs.**

## Minerva's Tutors

Anybody is free to sign up as a tutor on Minerva's tutoring platform. However, all prospective tutors are required to upload verification documents, which are reviewed by Minerva administrators prior to approval, to ensure that any qualifications and biographical information listed by the tutor are accurate. Your tutor profile will only appear in platform searches after administrator approval.

**As a tutor on Minerva's platform, you will fall under one of two categories of tutors:**

- **Tutors currently in high school** — if you fall under this category, you will be tutoring other students at your high school (generally on a pro bono basis), hence your profile will only be visible to students using the platform from your high school.
- **Tutors currently at university** — if you fall under this category, your profile will be visible to any student using the Minerva platform.

This two tiered system is designed to give students plenty of optionality when it comes to tutoring quality, budget, and convenience.

*Please note that Minerva exists solely as a tool to match students and tutors, and is not responsible for the quality of students. However, you are encouraged to provide feedback on your student after a session concludes, or reach out to [tutoring@minervaeducation.co.nz](mailto:tutoring@minervaeducation.co.nz) with any specific complaints. Feedback from tutors is reviewed regularly by Minerva's administrators.*



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# Matching with Students

Once you have made a tutor profile, it will become visible to students under the 'Search' tile found in the dashboard. Aside from your biography, students will be able to see the subjects you offer tutoring in and your hourly rate. When a student would like to contact you regarding sessions, they will do so through the built-in messaging function on the Minerva app.

**Make sure to regularly check your emails where you will be notified when you have received a chat on the app.**

You may use the chat function as a way to communicate with your student regarding the scheduling of sessions, homework or to discuss the goals of the student to be able to plan out your upcoming sessions in accordance.

## Scheduling Lessons

### Creating a session

This is done through the chat function - a 'New Session' tile can be found at the top right of the chat, and once clicked, you can fill in the details of the session and participants (students and any other tutors). In the case that the session will take place online, a Skype link will be provided for the video chat.

Once created, the session must be verified by those invited to it in order for it to commence.

### Rescheduling/Cancelling sessions

If you have already confirmed a session and are no longer able to attend your lesson at the agreed upon date and time and would like to reschedule, simply click the blue button next to the Session time to edit the date and time:

Monday, 25 April 2022, 4:00 PM - 5:00 PM



Reschedule  
Session



Cancel  
Session

Note that your student will receive an email notification about your proposed date/time change, and they will need to 'CONFIRM' the new proposed session date/time in order for the session to be official. If you would like to cancel the session, simply click the grey bar next to the session time. Out of respect for your student, we highly encourage you to reschedule or cancel sessions at least 24 hours prior to the scheduled session time.

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# The First Lesson

Here are some of our suggestions for approaching your first lesson with a student:

- **Introduce yourself warmly.** Spend at least a few minutes on icebreakers/building rapport/friendly conversation. Show a genuine interest in learning more about the student!
- **Determine the student's preferences.** The student might want to spend tutoring sessions learning new content, working on practice problems, going over schoolwork, or some combination of all these activities. The student might be a visual learner, or seek discussion-based learning. Together with the student, formulate general guidelines for how you're going to approach and structure lessons moving forward.
- **Determine the student's specific academic focuses.** Discuss which topics of each subject/competition that each student wants support for (eg. Unfamiliar Text for NCEA Level 3 English). If necessary, personally brush up on any content areas that the student wants support for after the lesson. Ascertain the student's upcoming academic deadlines/exams.
- **Determine the student's goals.** Often, students sign up for tutoring in order to achieve some academic goal (eg. Excellence subject endorsement). Discuss this with the student, as a mutual understanding of the student's ambitions is crucial to shaping future lessons.
- **Determine future availability and meeting pattern.** Decide on lesson frequency, lesson date and time, and lesson length. Importantly, ensure that there is a mutual understanding that all Sessions will be scheduled by the tutor in the Minerva app and need to be confirmed by the student.
- **Discuss homework.** It is up to yourself and the student to decide on whether you will assign homework between lessons.

## Payments

As a Minerva tutor, you have the freedom to choose the hourly rate you charge students for your tutoring services. The Minerva platform takes zero commission.

For all paid tutoring sessions, payment arrangements should be organised between the tutor and the student using Minerva's built-in chat function. Minerva does not directly engage in the facilitation of payments between the student and the tutor. If any payment disputes persist, please email us at [tutoring@minervaeducation.co.nz](mailto:tutoring@minervaeducation.co.nz) with a brief explanation.



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# Structuring Lessons

It is up to you to decide what each of your lessons will look like based on discussions with your student. With that being said, there are a few things to keep in mind:

- Typically, sessions are devoted to either teaching new content, completing practice problems in tandem with the student, reviewing the student's schoolwork, or some combination of these activities.
- Both the tutor and the student should have a clear idea of what each lesson will look like beforehand. Tutors should prepare accordingly so that they never run out of content at any point in the lesson.
- It is always beneficial to confirm the time that you and your student will next meet at the conclusion of each lesson. It is also recommended that you briefly discuss what the next lesson will look like.

## Tutor Expectations

Hopefully nothing too unexpected here! Students regularly provide feedback on how well their tutors meet these standards:

- Remain up-to-date with the latest changes in curriculum for all subjects that you are actively tutoring in.
- Show up on time, and NEVER end lessons early.
- If you meet with your student virtually, please ensure that you have a stable internet connection.
- Adhere to the lesson scheduling process outlined in the 'Scheduling Lessons' section. Importantly, you must send a Session request in the Minerva app for EVERY tutoring session you have with a student.

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# Being a Good Tutor

- **Be friendly, and SMILE** - it makes a huge difference!
- **Have patience:** Some of the concepts you teach might seem like second nature to you, but always be mindful that the student might take a while to grasp these concepts.
- **Show, don't tell:** Try not to reveal answers to students, unless you are sure that they are absolutely stuck. Instead, offer hints and pointers if a student is stuck on a question. Students learn much faster if they figure out solutions themselves with guidance.
- **Be honest:** If a student is falling behind on work, remind them to spend a bit more time on it. If a student is constantly showing up to sessions late, let them know in a professional manner. Make sure you offer feedback constructively and in an encouraging manner.
- **Encourage questions:** Many students might be hesitant to ask questions, especially in the first few lessons. It is crucial that you give students ample opportunity to ask questions and encourage students to verbalise their thoughts.

## Student Behavior

Minerva Education aims to create a positive, safe, and non-discriminatory learning environment for both tutors and students. If your student behaves in a manner that makes you uncomfortable, repeatedly shows up to meetings late, or demonstrates any other behaviour that you deem to be improper, please get in touch with us immediately at [tutoring@minervaeducation.co.nz](mailto:tutoring@minervaeducation.co.nz).

## Contact Us

If you have questions, concerns, or general feedback on how we could improve our services, please feel free to email us anytime at [tutoring@minervaeducation.co.nz](mailto:tutoring@minervaeducation.co.nz). If you would like to discuss any details in depth, please do not hesitate to book a call with our team via email. We are here to support you, and highly value any correspondence from tutors on our platform.

**Happy Tutoring!**

## You can reach us at:



[tutoring@minervaeducation.co.nz](mailto:tutoring@minervaeducation.co.nz)

**WWW**

[www.minervaeducation.co.nz](http://www.minervaeducation.co.nz)

THANK YOU.

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