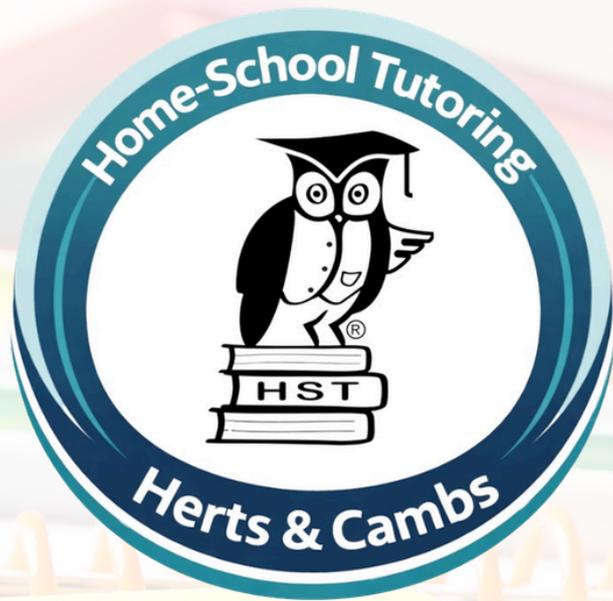


Tutor Welcome Guide



Home-School Tutoring
Hertfordshire & Cambridgeshire

Welcome

Home-School Tutoring Hertfordshire & Cambridgeshire Ltd is owned and run by Matthew & Sarah Jones. Sarah is a fully qualified teacher with Deputy and Headship experience. Matthew spent a number of years working in an independent school in Hertfordshire, followed by working as a behaviour lead in a specialist school for deaf children. In 2024 we won a National Tutoring Award for best Tutoring Business and then in 2025 we won the Hertfordshire Business award for best Independent Education Provider and Tutoring Service of the Year with Prestige Awards. We are proud members of the Tutors Association and also Business Members with Qualified Tutor.

We support children and young people through to adulthood who are attending school, as well as those who are educated at an alternative setting.

Tutors can teach sessions in-person at student's homes, schools, colleges, community centres, hired rooms, charity spaces and other organisations and in addition can also provide provision via online video lessons.

Home-School Tutoring UK was established in 1986 and there are branches nationwide. Hertfordshire & Cambridgeshire has been run by Sarah and Matt since 2019. Since then, we have seen rapid growth with tutoring for private families, schools and referrals from the Local Authority.



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We recognise that every child is unique.

Registration Process

We are always looking for new tutors to work with us. Due to the high standards we adhere to and our promise to our commissioners, all new tutors must meet ONE of the following criteria:

- Qualified Teacher Status, obtained in the UK
- 5 years tutoring experience in the UK
- 5 years teaching experience within a UK school

Your Journey to Becoming an HST Tutor

We're excited you're considering joining our team! Here's a brief overview of our application and onboarding process:

1. Application & Review: Your first step is to complete our comprehensive application form. Our team carefully reviews each submission. If your skills and experience align with our criteria, and we feel you're a great fit, we'll send you a link to book a video call with our Director Matt and begin the process of obtaining your references.

2. Getting Started & Opportunities: Once your application is reviewed, we've spoken with you, your references and all documentation are in place, you'll be added to our online platform, Tutor Cruncher. We'll then actively advise you of suitable tutoring opportunities. You will be able to express interest in the variety of roles we have.

3. Essential Agreements & Policies: As part of your onboarding, you will receive links to digitally sign our Tutor Agreement, Safeguarding Declaration, and Data Protection Agreement. You'll also get a separate link to all our important policies – please take time to familiarise yourself with these.

4. Important for Self-Employed Tutors:

- **Data Protection (ICO)**: We are registered with the Information Commissioner's Office (ICO) and uphold strict policies on handling personal data. As a self-employed contractor, we highly recommend you also register individually with the ICO (this is an annual fee but is a tax-deductible expense).
- **Insurance**: It is a requirement for our tutors to hold their own Public Liability and Indemnity Insurance. Both your ICO registration and insurance premiums are allowable expenses for your tax return.

5. Ongoing Support: We're here to support you every step of the way! If you have any questions about the registration process, please don't hesitate to reach out. You'll also gain access to a dedicated 'Tutors Only' area on our website, packed with key information, documents, policies, and helpful videos explaining our systems. The link to this valuable resource will be provided in your onboarding email.

Tutoring with us

At Home-School Tutoring Herts & Cambs, we pride ourselves on providing high-quality, student-centered education. To help you understand where your expertise fits best, we have three primary strands of tutoring work. Approximately 90% of our provision is delivered face-to-face, with select opportunities for online sessions.

1. Alternative Provision (Local Authority Work)

This is our largest workstream, supporting students who are currently out of mainstream education for a variety of complex reasons. Most of these learners have an EHCP and require a bespoke, holistic package.

- **The Role:** You may be providing SEND specialist tuition, therapeutic tutoring, or mentoring support for SEMH pupils.
- **Curriculum & Qualifications:** We deliver everything from Functional Skills and ASDAN to Arts Award, GCSEs, and A-Levels.
- **Exam Support:** We are a registered centre for Arts Award and ASDAN, and we maintain strong partnerships with local exam centres to facilitate GCSE and A-Level examinations, including home-invigilation where required.

Our Alternative Provision work is overseen by Sarah, Sue, Flik & Jo.

2. School-Led Commissioning

We work closely with schools to provide targeted interventions for their registered pupils. This work is highly varied:

- **EBSA & Alternative Timetables:** Supporting students who are based at home or at risk of exclusion via in-home tutoring.
- **In-School Support:** Providing booster tuition on-site at schools, predominantly supporting pupils with SEND to bridge attainment gaps.

Our School funded work is overseen by Megan.

3. Family Funded Tuition

This strand focuses on private tuition, typically taking place during evenings and weekends to supplement a student's school education.

- **Primary Years:** Ranging from KS1 Phonics and Maths support to intensive KS2 SATS preparation.
- **Entrance & Public Exams:** Specialised support for 11+ entrance exams, as well as subject-specific GCSE and A-Level tutoring across the full curriculum.

Our Family Funded work is overseen by Clare.



Our ConnectED Hub is our purpose-built environment, specifically designed to bridge the gap between 1:1 independent tutoring and the collaborative nature of small-group learning. It serves as a vital transition point, helping students regain the confidence needed to re-engage with a school setting or develop essential social interaction skills in a safe, controlled space.

To ensure every student feels supported and seen, our tutors work collaboratively in a team-led environment where group sizes are no more than four students.

Our ConnectED Hub is overseen by Matt and Lauren.



Our Offer

We support children and young people through to adult learners who are attending school, as well as those who are educated at an alternative setting. We also support those who struggle to attend school due to Emotional Based School Avoidance or SEND. We are able to provide bespoke packages, tailored to the provider's requirements and child's needs.



Tutoring

- Face to Face
 - Online
 - In the home, neutral venues & at school
 - We support children from the age of 3 through to adult learners
 - SATS, 11+ 13+, GCSE, A Level, BTEC, Functional Skills
 - SEND & EOTAS
 - Group sessions via our ConnectED Hub
-



Case Management

- For our more complex cases usually those who are accessing Alternative Provision, we support our tutors and families with full case management.
 - Personal point of contact for families & professionals
 - Problem solving approach
 - Attendance at meetings e.g. CIN, TAF, annual reviews and any network meetings
 - Report writing as needed
-



Mentoring/ Therapeutic Support

- Drawing & Talking
- Lego Therapy
- 1-1 mentoring at home and in the community
- Support into work experience
- Bespoke support around interests to engage in the community

Tutor Cruncher

Tutor Cruncher is the online platform we use that holds all scheduling, invoicing and information together. Once you are registered, you will receive an automated email to let you know that you are set up and to provide you with a link to log in. Please follow the instructions on the email and set your password.

You can review your own profile, add in your qualifications and we can see the documents you provided us within your area too. Your documents can only be seen by Home-School Tutoring Herts and Cambs, not by any family, other tutor or service. Please note that we are not automatically notified if you make changes to your profile. If you are asked to send in a document, or need to update your contact details, please email admin@homeschooltutoringhertscambs.co.uk.

The most important part of Tutor Cruncher is the calendar. Please ensure all of your lessons are reflected on Tutor Cruncher. For adding new lessons, if with an existing client you can select 'add lesson' to add in lessons to the job - please use the format "Student & Tutor" for all lesson names added to the calendar; you can add extra detail afterwards if needed. For new clients, please contact one of our team and we would be happy to pop this in for you. If you need to change the time or day of a session you can do this by dragging lessons around the calendar or cancelling and adding them back into the right date and time. For detailed guidance on using Tutor Cruncher, please watch our Induction Videos on the Tutor's Area of the website.

It is important to note that you are responsible for ensuring that your calendar is accurate and kept up to date. Any lessons marked late risk being paid late. We are collectively tutoring nearly 1000 hours a week so we cannot keep track of any changes, we need your support to do this so that you are paid accurately and on time.



Online Lesson Integration

Tutor Cruncher can also be used as a platform for any online lessons; this is free of charge for our tutors. This is by using Lesson Space as an integration. Both tutor and student join by clicking on the lesson and a button will appear to join the lesson. If you would like to use this, please let us know and we can happily turn it on for you.

Starting tuition

Once you are registered with us you will be sent tutoring opportunities. This can be in a few ways, including:

- Via Available Jobs on your Tutor Cruncher Dashboard
- Email from Sarah, Megan or Clare
- WhatsApp from Sarah or one of the team on their HST numbers
- Weekly job alert email

When you see/are offered a role that suits you, the next step is for you to express interest via the job listing on TutorCruncher and we will then offer your services to the family or client. When expressing interest, please tell us your availability and hourly rate where applicable. You are able to set your own rates of pay unless there is a set rate for the role. HST add their commission on top of your hourly rate and the family, school, LA are charged the full cost.

When matching our tutors, we factor in location, subject specialisms, age specialisms and what we know about your availability. If you would like more hours of tutoring at anytime just drop us an email at admin@homeschooltutoringhertscamb.co.uk and we are always happy to work with you to find you more students.

Setting up Tuition

Once the tuition and rate has been agreed with the family, school or LA on your behalf, you will be put in touch with them directly to make arrangements.

When you have agreed the times and days for tuition you must let Clare know so that the tuition can be set up on Tutor Cruncher. Tutor Cruncher processes all of the payments; if it is not added before the first session there could be a delay in your payments.

Payments

We ensure tutors are paid promptly. There are two payment systems. You can set up both by selecting 'My Profile' on Tutor Cruncher.

For family work, we operate as an Employment Agency and use the Tutor Cruncher automated system. Please ensure you set up your Payout Account via your tutor cruncher dashboard. Payment is made on the last day of the month, where this is at the weekend it is the next working day.

For School and Local Authority work we act as an Employment Business; payments are logged through Tutor Cruncher and are paid on the 10th of the following month, please ensure your card details are saved on Tutor Cruncher to avoid delays under: Payout Bank Account.

Payments for Family Tutoring

Family Work (Employment Agency)

You will need to log into Tutor Cruncher and set up your payouts account. This means all payments will be automatically sent directly to you (less the HST fee which comes to HST directly).

After each lesson, you must log into Tutor Cruncher and mark the lesson as completed. This will generate an invoice to the family and payments are typically taken automatically from the family bank account. It is worth noting that there is a lag on the main payment dashboard so please don't panic if this doesn't look quite accurate (we have raised the issue with Tutor Cruncher).

The payments are sent via Stripe automatically on the last day of each month. Should the last day of the month fall at the weekend or on a bank holiday, it will be paid on the next working day. The payment can take up to 3 days to clear into your account.

You are paid each month for everything up to 10 days before the end of the month. Anything completed or paid after this cut off will be paid out the following month.

Each month you can make one additional manual withdrawal from Stripe should you need the funds sooner – see below.

To set up your payout account:

Navigate to the 'My Profile' section of your Tutor dashboard and click the 'Sign up now' button within the 'Payouts Account' panel. You will be redirected to Stripe's website, where you can sign up by filling in and then reviewing your details. When signing up, in most cases you will sign up as an Individual/Sole Trader, the industry is Education, Other Educational Services, and where prompted add 'Tutoring' as your description (in place of a website).

Once completed you will be redirected back to your Tutor dashboard on submission, and the account will automatically be linked to TutorCruncher. We have a help video if needed, or you can contact admin for further support.

How can I trigger a manual payout?

You can request a manual payout once per calendar month by navigating to your profile and selecting 'View details' option under Payouts Account. Here, there is an option to trigger a manual payout and receive funds into your bank account.

Payments for School/ Local Authority Tutoring

School & LA Work (Employment Business)

After Each Lesson: Reporting & Payment

To ensure smooth operations and timely payment, please follow these steps after every lesson:

1. **Mark as Completed & Submit Report:** On Tutor Cruncher, please mark the lesson as completed and write a detailed lesson report. This report is crucial as it's shared with the school or Local Authority caseworker and in some cases, the child's family, outlining what was covered and any next steps.
2. **Payment Processing:** Once a lesson is marked complete, Tutor Cruncher automatically recognises that payment is due.
 - You will receive your main payment on the 1st of each month.
 - An additional 'mop-up' payment is made on the 10th of each month to cover any sessions completed late (e.g. after the 1st but in the previous month).
3. **Payment Confirmation:** Tutor Cruncher will generate a payment report, which will be emailed to you and is also accessible via your dashboard. This email will provide a clear breakdown of your earnings, and funds will be automatically paid to your designated bank account.
 - **Important:** Please ensure your 'Payout Bank Account' details are fully completed and accurate on your profile to avoid any payment delays.

Complex Case Guide (Alternative Provision)

On the next page, you will find our Complex Case Guide. This guide offers detailed information on how we support young people referred to us through the Local Authority. Should you have any questions about this, please contact our Alternative Provision team at alternativeprovision@homeschooltutoringhertscambs.co.uk.

Tax for Tutors

Self Employed Tutor

Please be reminded that you are a self employed tutor and so therefore are responsible for your own arrangements with HMRC. You can extract information about your tuition hours and pay through your Tutor Cruncher profile.

Whilst we are not able to support or advise with any tax, national insurance or pension queries, we do have some independent advice leaflets on the Tutor's Area of the website.

We would advise you to seek your own guidance from a specialist if you are unsure.



Complex Cases

Hertfordshire LA Forms

All our Hertfordshire LA funded young people require a weekly "AP Form" to be completed. You can use the lesson reports to support with this. There is also a link on our website regarding completion of forms and weekly guidance emails will be sent to assist with this requirement.

This form needs to be completed and sent to Yvonne (our Complex Case Admin) weekly on Fridays by 6pm. The forms are then collated and sent to the LA. Only 1 form per child is needed so please delegate this to one tutor within your team (unless advised otherwise by Yvonne).

ap@homeschooltutoringhertscambs.co.uk

Tapestry

For a some of our LA children, we use Tapestry to keep a log of tutoring. Where this is set up, you will be informed and given log in details. Parents have access and are able to view this. If Tapestry is being used for the child you are supporting, you do not need to complete lesson reports on Tutor Cruncher but are still required to submit an AP Form. We keep Tapestry logs positive and use Tutor Cruncher for anything more constructive that needs to be logged.



Considered Placement

- We visit children/young people prior to placing a tutor with them to capture pupil and parent voice and ensure we provide the right tutor.
- We carefully place tutors to ensure they have the skills and expertise to support the children they are working with.
- We also undertake consultations with professionals working with the child.
- If a placement with a particular child is not working, please speak to our team. Likewise we will feedback to you if a family does not feel you are the right fit and support you with this process.

Complex Case Management

- Sue, our Complex Case Lead, and Flik our SENCO are available to support with Local Authority funded tuition.
- We attend CIN, MDT and EHCP Annual Review meetings as needed. We may ask you for additional feedback on how the tuition is going before these meetings.
- We may ask you for an additional report prior to an annual review or as requested throughout the year by the SEND team.
- Flik is able to come and visit you during a session to provide support and guidance if you would like. Please email our Alternative Provision team to arrange.

Safeguarding & Policies

Safeguarding

As part of your registration, you will receive a link to access our most up to date policies. We take safeguarding very seriously. If you have a concern regarding a child you are working with please contact Sarah immediately to discuss. You will be asked to complete a safeguarding form to log your concerns, a link to this is within the tutors only area of our website:

<https://www.homeschooltutoringhertscambbs.co.uk/tutorsonly>

Both Sarah and Sue are Designated Safeguarding Leads. Many of our young people are also on CPOMS and you will be provided access to this as appropriate.

We require all of our tutors to have Safeguarding and Prevent Duty training within the last 3 years; if you do not have this we are able to put you through an online course free of charge to you. Each year you will be asked to sign our Annual Safeguarding Declaration to keep your registration with us active.

DBS checks

We require all of our tutors to have an Enhanced DBS check that is also on the Update Service. We have a bespoke system that allows us to run daily DBS checks on all of our tutors via the update service. We are able to provide support with obtaining a new DBS check for you if you do not already have one which meets our criteria. We will discuss this during your onboarding process. The cost of obtaining a new DBS check is an allowable expense as part of your self assessment.

Insurance

We require all of our tutors to hold their own Public Liability and Indemnity Insurance. The cost of this is an allowable expense. We require that you send us a copy of your insurance certificates and that you update this annually.



Case Study 1

Teddy* is in Year 2 and he was permanently excluded from school. The DSPL strategic lead for behaviour contacted Home-School Tutoring to provide tuition services for Teddy.

Over 3 terms Teddy was tutored by a specialist SEND tutor. This initially took place within the family home and once Teddy was settled with his tutors, we moved this to a neutral venue that we hired locally. Teddy was able to make the room his own, a safe space for his learning to take place in and he thrived.

We have worked alongside the family, the primary support base, social care and family support workers to ensure continuity of care for Teddy. Together we successfully obtained an EHCP for Teddy. Teddy will move to a specialist provision when a place becomes available.

Case Study 2

Home-School Tutoring was approached by a SEND commissioner with a request to provide 2 full days of tuition for a year 6 girl, Grace*. Grace has a diagnosis of Autism. The tuition needed to take place within a neutral venue. Grace's primary school were unable to meet her needs and she had been out of school for a period of time. Grace has an EHCP.

Within a week a package was put together for Grace. Grace was tutored for her final term and a half, for two full days a week. A room with an enclosed outdoor area was hired by Home-School Tutoring near to the family home.

Grace thoroughly enjoyed her tutoring and made excellent progress. She proudly put a sign on the door saying 'G' so every one knew it was her classroom. Our tutors supported Grace as she successfully transitioned to a specialist secondary school.

* names changed for confidentiality

We are really looking forward to working with you and are so glad you have chosen to work with us.

Our team of tutors are fantastic and we truly value each and every one of you. We are always here to help and support. We hope that tutoring with us allows you the flexibility and ability to use your skills to support young people locally.

We arrange termly meet ups and optional training for tutors to get to know each other and hope to see you there very soon.

Sarah is very supportive and is available if there are any queries regarding a student/family. She ensures you are paid promptly and that invoice paperwork is available to you as a tutor. It took me a long time to find HST, an agency whose ethics and values aligned with mine and I feel HST offers the professionalism of the teaching profession with the flexibility of tutoring. Sarah is very professional and proactive in growing the business - this leads to varied and interesting opportunities for tutors.

Tutor, Emma

The tutoring is going really well. We are really pleased, especially with the detailed reports that we receive from Helen. A's 1:1 also mentioned an increase in work today which is really positive!

Primary Headteacher

I feel thrilled with my choice to be a member of HST. They give you incredible opportunities and flexibility which is fantastic for anyone who is looking for a work-life balance. The management is supportive and always there to answer your questions. The tutor's system is well organised including calendars, students and payments. Highly recommended! **Tutor, Toma**

I only have very positive experiences with HST, they have sent lovely learners my way and the families really appreciate the help and support they receive. HST are good at keeping in touch and make me feel involved and valued. Just a shame I didn't find you earlier! I have recommended to friends and hopeful that they will join the team. **Tutor, Steph**

Working with HST has made a huge difference to me. Over the last two years they have connected me with a lot of students, all of whom are well-suited to my skills and experience. Communication with HST is clear and I always feel I can ask if I have any questions. HST are positive, supportive and professional and I hope to continue working with them for a long time.

I feel the communication is prompt and helpful. I am just about to start working in a team and already the collaboration is lovely and organisation is perfect.

Tutor, Wendy

I like that it's very flexible and it can work around what I need. There is no pressure to take on work and I can be picky about what and when I can work. The team are friendly and honest about the work on offer too.

Tutor, Nicola

Sarah & Sue so easy to speak to and all very supportive. Any questions or problems are dealt with efficiently & promptly. Appreciation for our work is shown in words as well as other ways. Coming out of the classroom wasn't an easy decision but working for HST has allowed me to retrain & teach at the same time as hours are flexible.

HST are an amazing friendly team extremely caring about their staff and are always at the end of the phone or email. The team are extremely knowledgeable, with on hand advice. **Tutor, Nicky**

Frequently Asked Questions

Do I still get paid if a lesson is cancelled?

If you cancel the lesson, no, you do not get paid. If the client cancels the lesson with less than 24 hours notice you will get paid. Please ensure your TC Calendar is marked correctly with "Cancelled" (if cancelled by you) or "Cancelled and Chargeable" (if cancelled by the client with less than 24 hours notice).

What if it's not a good fit between tutor/student?

Contact Sarah, Megan or Sue to let us know your concerns and it can be worked through. HST can support you and the family in finding a better match. We are here to help.

How much can I expect to be paid?

For our work with families you, as the tutor, set your own rate of pay. HST will add on a 20% fee plus VAT on this fee and the family are charged the total amount. For our school and local authority work, we have set a competitive hourly rate which will be discussed with you prior to you beginning. You have the choice to take the work.

Should I tutor a student without a parent present?

There are a few limited circumstances where this would be okay and in all of the circumstances another adult would be present with you. If a parent is not present, there are a number of permission forms and risk assessments that need to be in place.

What should I do if I accidentally mark a lesson incorrectly?

You can delete the lesson from the calendar using the 'Actions' tab on the lesson page, then add it back in and correctly complete it. If you are stuck, just pop admin an email.
admin@homeschooltutoringhertscambs.co.uk

I have been notified that a parent payment has failed. What should I do?

If this happens, please contact Selina who will contact the family to organise the repayment.
finance@homeschooltutoringhertscambs.co.uk

I've raised an invoice by mistake - how can I fix it?

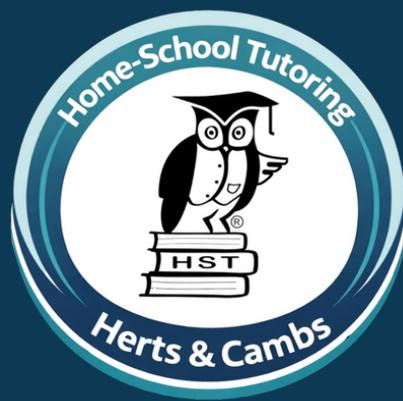
Contact admin and they can, as administrators, delete it so the family is not charged. Please do this promptly as payments are taken automatically 2 days after invoices are raised.

How quickly can I expect to start working with a student?

This can vary, for some tutors it can be within a few days and for other tutors it can be longer than this. It depends on what enquiries are received. If you are looking for tutoring roles please keep a lookout for the weekly newsletter, on tutorcruncher and the closed whatsapp group.

Where can I find what tutoring roles are available?

An email is sent to all tutors every Thursday with any outstanding jobs, please read these each week as they contain important updates. On the left of Tutor Cruncher, you will also find 'Available Jobs' and roles are listed there throughout the week. Sarah or Nicola will also be in touch with further roles that may suit your skills.



Home-School Tutoring Hertfordshire &
Cambridgeshire Ltd

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01707 907709