



TITANIUM

PRIVATE TUITION ACROSS THE UK

TUTORS

WELCOME PACK FOR CLIENTS

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“HELLO

Thank you for choosing Titanium Tutors – the UK’s first and only private tuition agency run by a qualified teacher.

Over 1000 inspirational tutors work with us, all of whom have been recruited by PGCE graduate Joe Hytner and his highly skilled colleagues.

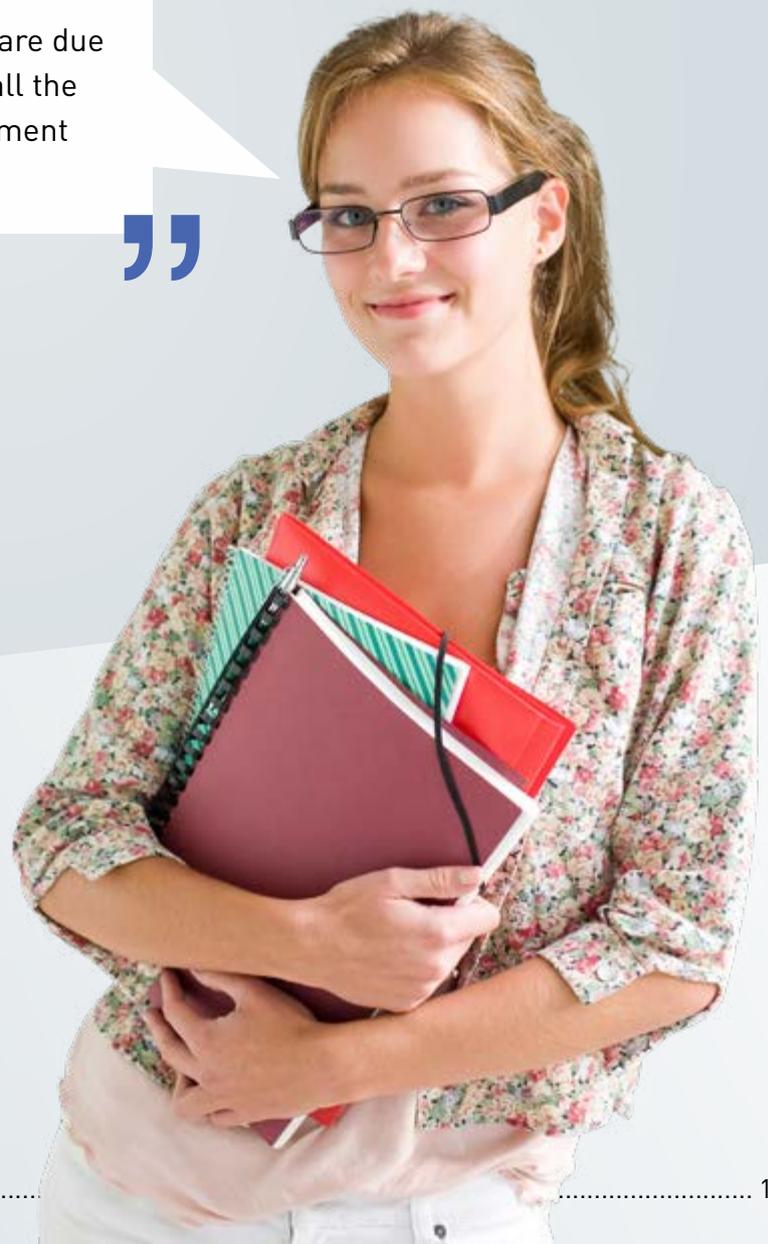
Our tutors are based across the UK, and most of them can offer lessons online where needed.

We strongly believe that our agency is different to all others and has something unique to offer you and your child.

In this pack you will find full information on how we work, in greater detail than on our website.

If you are already using our services (or are due to start shortly), please be sure to read all the information carefully, especially our payment policies and other terms and conditions.

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POINTS OF CONTACT

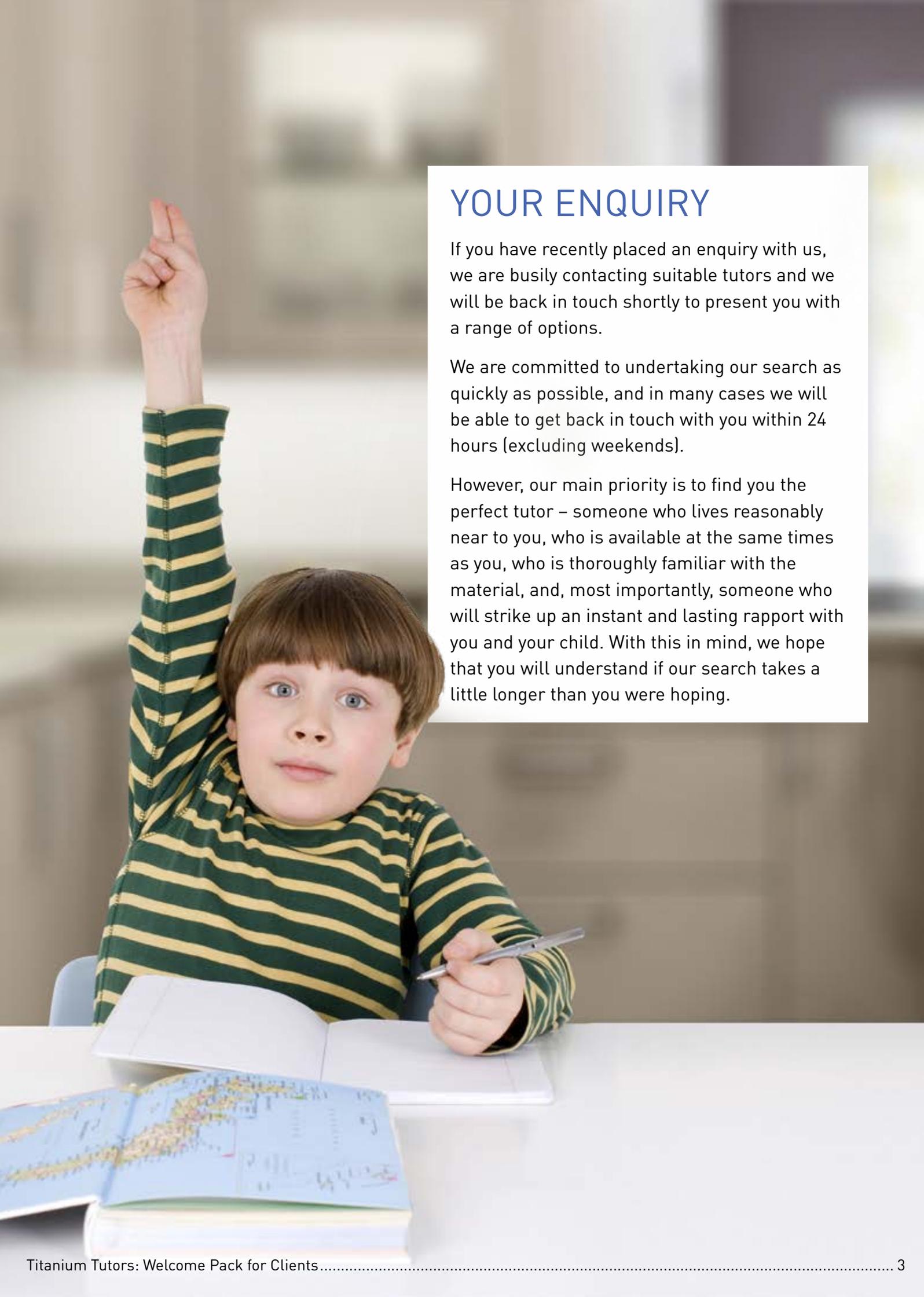
Answers to all frequently asked questions – from choosing a tutor to paying an invoice – can be found in the pages below. However, our friendly team is always on hand to help, so please give us a bell or drop us a line at any time.

Your first point of contact is the Company Manager, although sometimes you may hear back from a member of the Admin Team.

If you require urgent help and are unable to get hold of the Company Manager or someone on the Admin Team, then please reach out to the Founding Director.

Email addresses and phone numbers for everybody can be found on the Titanium Tutors website, under the section “The Team”. Some calls may be recorded for quality, training or legal purposes.





YOUR ENQUIRY

If you have recently placed an enquiry with us, we are busily contacting suitable tutors and we will be back in touch shortly to present you with a range of options.

We are committed to undertaking our search as quickly as possible, and in many cases we will be able to get back in touch with you within 24 hours (excluding weekends).

However, our main priority is to find you the perfect tutor – someone who lives reasonably near to you, who is available at the same times as you, who is thoroughly familiar with the material, and, most importantly, someone who will strike up an instant and lasting rapport with you and your child. With this in mind, we hope that you will understand if our search takes a little longer than you were hoping.

CHOOSING A TUTOR

In order to make your choice manageable, we will present you with a maximum of three or four potential tutors. Wherever possible, we will try to suggest tutors from a range of price bands (see **Tutor Fees**).

We will let you know the full academic and teaching history of our suggested tutors. In particular, we will flag up any tutors who have previously taught the subject and level which you have requested.

Important: whilst we believe that prior teaching experience can be very helpful, we do not consider it to be essential in every instance. Our tutors have all been selected and nurtured by teaching experts. They have all met the same stringent standards at interview (see **Teaching Criteria**), and we therefore consider all of them to be equally well placed to teach. Nonetheless, some learning situations may call for a more experienced tutor than others; we can advise, but we will ultimately be guided by you as to the level of experience desired.

Our aim is to find a tutor who will suit your needs and budget — we never assume that the more expensive tutor will necessarily be the best choice.

If you have trouble deciding, we will be glad to offer our opinion, although the final decision will rest with you.

We typically recommend that you meet only one tutor in the first instance. Comparing the lessons of multiple tutors can complicate matters for you and your child. We have confidence in the

capabilities of all the tutors we work with; however, if you have reservations about a tutor after meeting them, we will arrange for you to meet an alternative tutor.

Once you have chosen the tutor that you would like to meet for a first lesson, we will provide you with their contact details so that you can get in touch with them directly to schedule the lesson. We suggest that you make contact by phone if possible, as this will allow you to get a better sense of their personality than an e-mail exchange can provide.

We recommend making lessons for a single lesson only. It is best not to commit to any further lessons at this stage, because it is only truly possible to gauge a tutor's suitability by undertaking some initial teaching (see **The First Lesson**).



TUTOR FEES

The price of the tutor depends on their level of experience. There are five price bands, and the following grid shows the typical level of experience of tutors at each price point:

£30 per hour (inc. VAT)	Undergraduates who are new to teaching, but aced our challenging teaching test.
£42 per hour (inc. VAT)	Graduates who are new to teaching, or very experienced undergraduates.
£60 per hour (inc. VAT)	Tutors with considerable prior teaching experience who have recently joined our books.
£78 per hour (inc. VAT)	Very experienced tutors who have worked with us extensively, with consistent rave reviews from our clients.
£96 per hour (inc. VAT)	Our longest-standing and most experienced tutors. They have an immaculate track record with us, having consistently wowed our clients.

For lessons which are shorter or longer than one hour, the charge is **pro rata**.

For example, a 45 minute lesson with a £60 per hour tutor would cost £45 per hour.

If the tutor is travelling **within London**, we do not charge travel expenses. For journeys involving travel outside of London, we will charge the tutor's rail fare in addition to the tuition fee.

Important: please ensure that there is an explicit agreement between you and your tutor about the lesson length for all bookings. Tutors should never charge for overrunning unless they have agreed this with you.

Important: we have great confidence in the quality of our tutors and it is our policy not to refund work already undertaken by them. It is therefore essential that you inform us immediately if a tutor's teaching fails to meet your expectations, so that we can cancel further teaching and you can avoid incurring further charges.

Important: we operate a strict cancellations and lateness policy (please see **Cancellations and Lateness**).



TEACHING CRITERIA

We pride ourselves on our tutor recruitment process, the most important part of which is a mock lesson undertaken by all candidates. We judge these lessons according to a precise set of criteria developed by our Founding Director, Joe Hytner. These criteria are based heavily upon principles which Joe learned on his PGCE.

1. PREPARATION

Well thought-through lesson plan(s), adaptable if needed. Potential obstacles anticipated in advance. Good materials (where applicable).

2. TOPIC CHOICE

Intrinsically interesting and/or helpful to the student. Scope for the student to learn something new, but adaptable in case the student already knows the topic.

3. LESSON OBJECTIVE

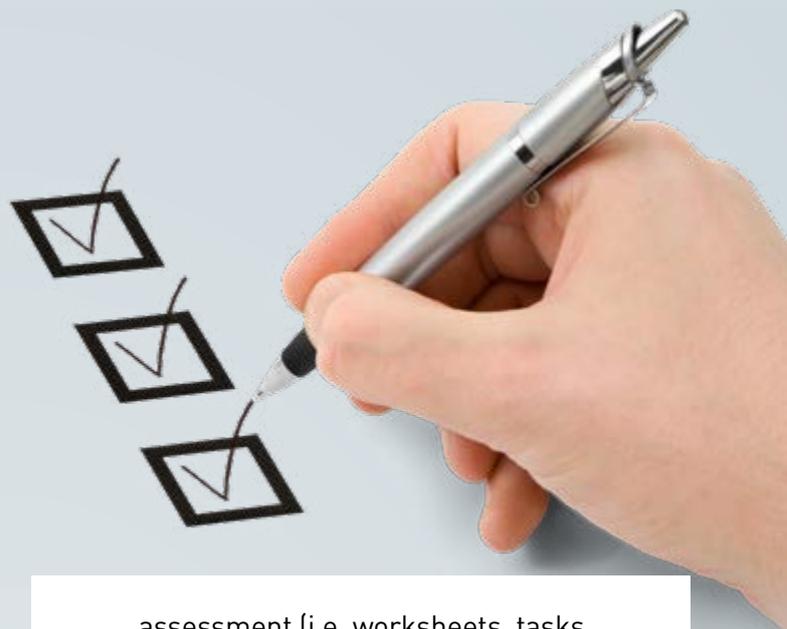
Realistically achievable in the time available. Appropriate for the student's level, explicitly communicated, measurable, and demonstrably met.

4. LESSON STRUCTURE

Logical progression of thought and/or lesson subsections. Individual elements link together effectively and gradually build towards the realisation of the lesson objective.

5. PITCHING & ASSESSMENT

Explanations pitched at the right level (i.e. not too hard or too easy). Recognition of the need to slow the lesson down, speed it up or change its direction completely. Total avoidance of assumptions about the student's understanding. Regular attempts to test understanding objectively either through informal assessment (i.e. meaningful questions) or formal



assessment (i.e. worksheets, tasks and tests). Avoidance of talking for long stretches of time without seeking signs of understanding from the student.

6. COMMUNICATION

Clear explanations of concepts, use of plain and accessible language which is easily understood by the student, explicit signposting of the lesson objective and lesson structure, clearly phrased questions and instructions, good understanding of (and responsiveness to) the student's comments and questions.

7. SUBJECT KNOWLEDGE

Ostensibly on display more or less, depending on the level of the student.

8. TIME MANAGEMENT

Realistic expectations of the amount of material to be covered and maximum use made of the time available.

9. TEACHING STYLE

Passion for subject, confidence, energy, sense of humour, warmth, positivity, empathy, patience, practicality and punctuality.

10. SELF-ASSESSMENT

Key strengths and weaknesses of the lesson identified by the tutor after it has taken place. Sensible suggestions made for future improvement.

THE FIRST LESSON

Arrangements for the first lesson, and indeed for all subsequent lessons, are made directly between the tutor and the client. We rarely get in the middle of lesson scheduling, in case of potential confusion or miscommunication.

Tutors will nonetheless inform us in advance of the arrangements for the first lesson, so that we can follow up with both parties afterwards.

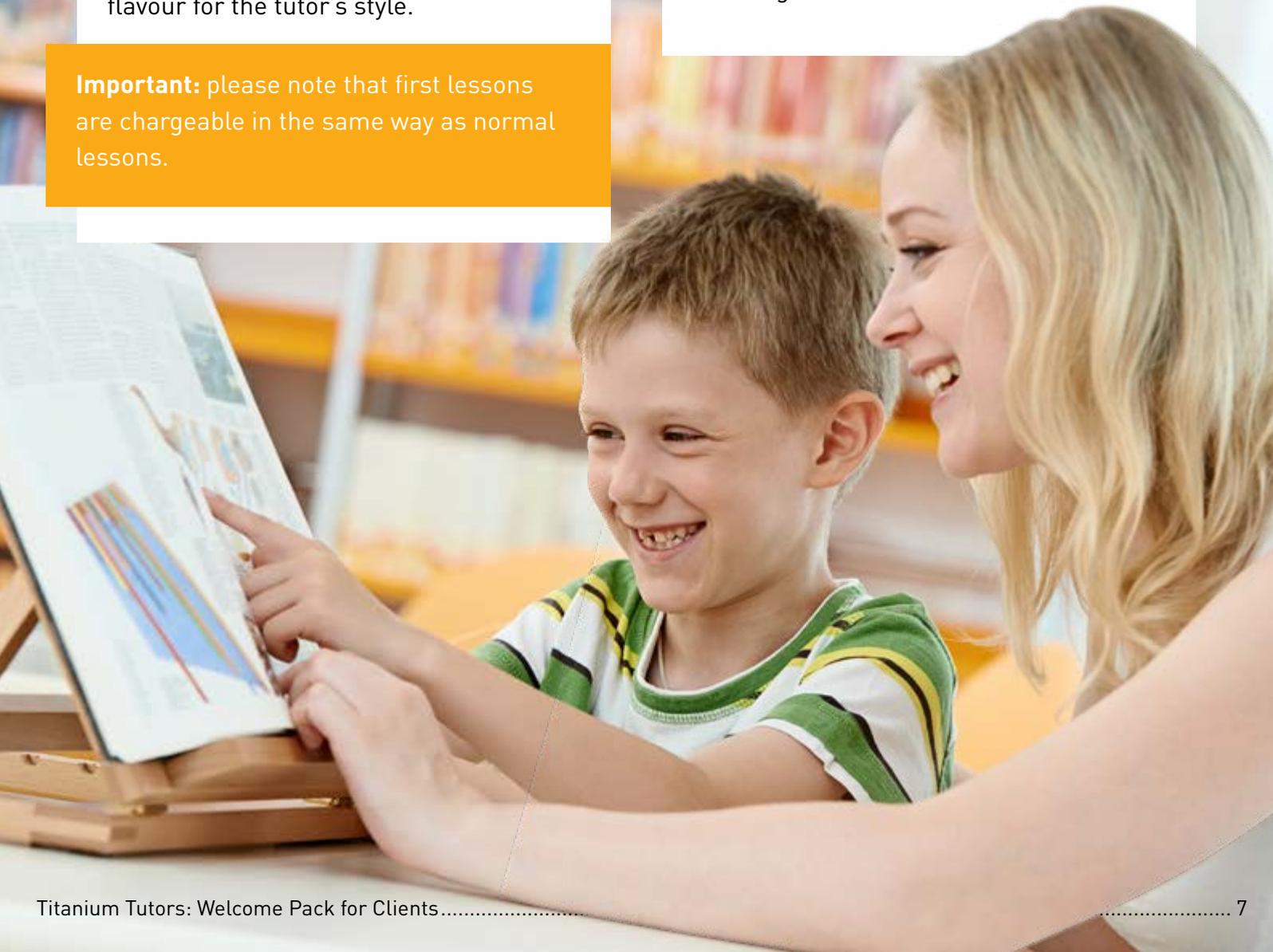
We suggest that one hour is an appropriate length for the first lesson in the vast majority of cases. This will allow the tutor to assess your child's standard and requirements, whilst also commencing some concrete subject teaching so that your child can get a flavour for the tutor's style.

Important: please notify us in advance if you feel that more than one hour is required for the first lesson. The risk of booking a longer lesson with an unknown tutor lies entirely with the client, and is not recommended.

The tutor will arrive promptly and will not outstay the amount of time agreed in advance.

The main focus of the lesson will be gauging your child's current standard in the subject and suggesting the amount and type of work needed for improvements to be made. The tutor will also undertake some initial subject teaching.

Important: please note that first lessons are chargeable in the same way as normal lessons.



It can be helpful to arrange a quick phone call between the tutor and your child in advance of the lesson, to establish the topic(s) which would be useful to cover in the lesson. Please feel free to arrange this with the tutor if desired.

Otherwise our tutors will judge for themselves during the lesson what would be most useful given your child's situation. We suggest that in most cases it is best to allow the tutor to keep an open mind about an appropriate topic, since initial discussions with your child during the lesson will inevitably have an impact on this decision.

We do not recommend making any commitments with the tutor for future lessons during their first visit. Instead we prefer our clients to discuss the lesson with their child after the tutor has left.

After the first lesson, we will contact you to ask for your feedback. If you have any reservations, we will be glad to provide you with the contact details of an alternative tutor, with whom you can arrange a first lesson for comparison. However, at this stage you may prefer to try one or two more sessions with your

existing tutor in the first instance, since it can sometimes take a little time for a tutor and a tutee to adjust to each other.

If your first lesson went very well and, following discussion with your child, you would like to make a firm commitment with your tutor for weekly lessons, please notify both us and the tutor. On the other hand, you may still prefer to commit only to the next two or three lessons for now. Our tutors are flexible and do not require a firm commitment straight away. After two or three lessons, it is advisable for there to be a clear plan in terms of the regularity of lessons, and for the tutor to be fully aware of this. This will enable the tutor to keep time free.



SUBSEQUENT LESSONS

Please liaise directly with the tutor to make arrangements for subsequent lessons.

Your tutor should keep you updated after every lesson about your child's progress. Tutors also complete brief online reports after each lesson. We will set you up with an online account where you can review these. Please contact us if you have any queries about logging in or wish to discuss any of the reports.

If you have any concerns about your tutor or about your child's progress, please flag this up as soon as possible (see **Points of Contact**). The situation will determine whether you feel most comfortable approaching the tutor, the agency or both parties in the first instance. Please remember that it is always possible to arrange a single lesson with an alternative tutor for comparison, but we recommend trying to make things work

with your existing tutor initially, especially when lessons have been going well for some time.

If you and your tutor agree that certain materials, such as books or past papers, could usefully support the lessons, you may request for the tutor to order these materials on your behalf and for them to be added on to your next invoice. Tutors will never do this without your explicit permission or without making you fully aware of the exact costs involved.

For further details about lessons, please see **Weekly Lessons**, **Occasional Lessons** or **Intensive Weeks** (as appropriate).



PAYMENTS

We will send you an invoice after the first lesson, and thereafter every 3-4 lessons.

The easiest way to pay for lessons is by **bank transfer**, using the following details:

Account Name: Titanium Tutors Ltd
Sort Code: 20-17-19
Account Number: 00970018

Alternatively please make **cheques** payable to Titanium Tutors and send them to Titanium Tutors, 37 Newton Court, Kingsley Walk, Cambridge, CB5 8TH.

Important: first lessons are chargeable in the same way as subsequent lessons.

We regret that we cannot currently accept credit cards or other payment methods.

Important: we strongly advise that the length of the first lesson should be one hour, and the risk of booking a longer lesson with an unknown tutor lies entirely with the client. We cannot offer refunds on lessons, but can cancel further teaching in the unlikely event that you are not happy with your tutor.

Important: all payment must be made through Titanium Tutors: **you must not pay the tutor**. Our tutors and clients are expected to undertake all work through the agency and are not permitted to arrange work on their own terms or without our knowledge. Failure to observe this will result in a £10,000 contract breakage fee being immediately charged to the client. **We will also take legal action to recover all lost revenue, including damages, interest and any associated legal fees. The tutor will also be permanently excluded from our team and will be offered no further work with us.** We incur significant costs in finding the UK's best tutors and matching them with the right students, so this policy is essential for us to justify those costs and efforts, and to be able to offer a first class service to all tutors and clients.

Important: tutors should not re-arrange lessons with fewer than 24 hours' notice. Please notify us in such instances. This policy likewise applies to clients, and we encourage tutors to claim in full for lessons re-arranged with fewer than 24 hours' notice. We also operate a lateness policy. For full details, please see **Cancellations and Lateness**.



Important: please ensure that there is an explicit agreement between you and your tutor about the lesson length for all bookings. Tutors should never charge for overrunning unless they have agreed this with you. Following up arrangements made by phone with an email is always a good idea, to keep track of the length agreed.

Important: we ask our clients to keep a record of the tutor's hours and to cross-check this against our invoices. Every effort is made both by ourselves and by our tutors to safeguard against inaccuracies and mistakes are extremely rare, but no system can entirely prevent the possibility of honest mistakes occurring. We take errors very seriously and will always correct them as a matter of urgency: in such an event, please advise us at the earliest opportunity.

Important: statutory interest of 8% plus Bank of England base rate will apply to any overdue invoices. A £40 administration fee and court fees will apply in the event of legal action being taken in respect of an unpaid invoice.



WEEKLY LESSONS

In the case of weekly lessons, it is helpful to make a firm commitment after two or three sessions and to arrange for lessons to be held on the same day and time each week.

This will enable the tutor to keep time free and to plan lessons efficiently.

At the end of each lesson it is helpful to clarify the next appointment, even if it is at the same time the following week.

Please provide tutors with as much notice as possible of dates where it will not be possible to uphold your typical arrangement. You should also expect the tutor to provide ample notice of such dates likewise.

If a tutor is unavailable for a short period of time (e.g. if the tutor is away on holiday), we may be able to arrange for a different tutor to provide lessons in the meantime. Please contact us as soon as possible if you would like to discuss this.

OCCASIONAL LESSONS

When lessons are required less frequently than once per week, arrangements can be more flexible. Each lesson can be determined on an individual basis or a series of staggered lessons can be booked in advance.

Important: we ask our tutors to prioritise weekly commitments, so their availability for occasional lessons must be shaped around their existing schedule.



INTENSIVE WEEKS

When more than three lessons are required in a given week (e.g. multiple sessions booked in school holidays), we ask clients to make payment for 50% of the total lesson fees in advance.

Important: the usual 24 hour cancellation policy applies to each individual lesson, up to a maximum of two cancellations per week. If more than two lessons are cancelled in a given week, the remainder of the booked lessons will be subject to the full lesson fee, irrespective of the notice period given. Please commit to a series of lessons only if you are sure you will require all of your bookings.

Due to the above considerations, we strongly advise having a first lesson (and possibly one or two further lessons) with your tutor before committing to a block booking (see [The First Lesson](#) and [Paying for the First Lesson](#)).



FULL DAY BOOKINGS

Sometimes you may wish to book a tutor for a full day, for example if you would like them to bring a particular educational visit to life, such as a trip to a museum or art gallery. Our tutors also enjoy conducting personal tours of their old colleges and university campuses. Such work is charged by the day. We will be able to notify you of specific tutors' day rates on request. A tutor's day rate will typically represent better value than the equivalent time billed at the tutor's hourly rate. Please note that some tutors will stipulate particular terms applying to their day rate, such as the earliest the day may start, the latest the day may end and the number of breaks.



MARKING WORK OR DEVISING MATERIALS

1. Tutors will not undertake independent work without your explicit permission.
2. Where tutors' schedules allow, they may offer to complete a small amount of marking outside of lesson time at no extra cost, but this is at their sole discretion.
3. Tutors are not permitted to carry out numerous hours of independent work unless you have explicitly agreed this. Please **set a cap** with the tutor and touch base with them thereafter to see if you would like them to spend further time on the work.
4. If further work is deemed necessary, you should set another cap, and so on. As your relationship with the tutor develops, you may both decide to increase the cap gradually.
5. The tutor will keep a note of how they used the time hour by hour in case you would like them to justify the number of hours they have claimed.
6. The charge for a tutor's independent work will be in accordance with their usual hourly rate.
7. Tutors are required to exercise their professional judgement regarding the amount of help they can provide when marking schoolwork. Please understand that tutors must ensure that the final product remains the work of the tutee, and that in some cases a tutor may feel that they cannot responsibly provide further assistance.

SKYPE OR TELEPHONE CONSULTATIONS

These are an excellent solution when the perfect tutor lives too far away to be able to arrange face-to-face meetings. Certain subjects and situations lend themselves better to remote consultations: for example, discussion-based subjects such as English and Philosophy work particularly well. The charge for such sessions is **exactly the same** as a normal face-to-face lesson.



CANCELLATIONS AND LATENESS

We expect tutors to provide clients with **24 hours' notice** if lessons need to be re-arranged and to arrive promptly for all lessons. Please notify us immediately if a tutor fails to observe these rules.

We expect clients to provide tutors with **24 hours' notice** if lessons need to be re-arranged.

If a client fails to provide the tutor with 24 hours' notice of a change to arrangements for a lesson (which is termed a 'cancellation' from this point onwards), the tutor will be entitled to claim the full lesson fee. We actively encourage tutors to do this, since a cancellation represents an opportunity cost to the tutor.

If cancellations occur regularly, we will contact you to see if we can help you to find a more convenient time for lessons, and thus reduce unnecessary charges on your bill.

If the client is late for a lesson, the tutor is expected to wait for **up to 20 minutes** and to attempt to make contact with the client at least twice during that time.

If the client does not arrive or respond to contact within 20 minutes of the lesson's scheduled start time, the tutor may

leave and the lesson will be treated as a cancellation, as per the terms above.

If the client arrives within 20 minutes of the lesson's scheduled start time, the tutor is expected to teach until the end time originally scheduled. If the tutor is unable to outstay the end time originally scheduled, the lesson will be billed as if it had taken place in its entirety. The tutor may offer to stay longer at his or her discretion, but may not bill for the time spent waiting.

If the tutor successfully establishes contact with the client during the waiting period, and the client indicates that they will arrive before the end time originally scheduled, the client is entitled to ask the tutor to teach until the end time originally scheduled, and the tutor is entitled to bill for the lesson as if it had taken place in its entirety. If it is agreed between the tutor and client that such a lesson would be too short to be viable, the situation will be treated as a cancellation, as per the terms above. The tutor may offer to stay beyond the end time originally scheduled at his or her discretion, and will bill for any teaching time, but may not bill for any time spent waiting.

If the tutor successfully establishes contact with the client during the waiting period, and the client indicates that they will arrive after the end time originally scheduled, then the tutor will only be expected to go ahead with a lesson at his/her sole discretion. The new lesson duration agreed between the tutor and client will depend entirely on the amount of time the tutor is able to stay. The tutor will bill for the entirety of the teaching time but may not bill for any time spent waiting.





CONSULTATIONS WITH JOE

Consultations with our Founding Director, Joe Hytner, can be arranged for a fee of **£150 per hour**. In the case of shorter/ longer consultations, the charge is **pro rata** (e.g. a 45 minute consultation would cost £112.50).

Joe can be contacted by e-mail at any time if you have any concerns or problems to raise which cannot be solved by another member of the Management Team, in which case the discussion would of course be free of charge.

Important: there is no charge for tuition enquiries. Time spent discussing new tuition services with Joe will not be billed.



REFERRING FRIENDS

We are always grateful when clients refer friends to us, as this enables the agency to grow, and allows us to continue to improve the service we offer to our tutors and clients.

We kindly ask that you direct friends looking for tuition to the Company Manager, on admin@titaniumtutors.co.uk. We will be happy to hear from them.

If you think that your friend would benefit from the same tutor as you, you should still direct them to us in the first instance, and they can make a special request for the tutor in question. We will endeavour to meet such requests wherever possible, although it will depend on the availability of the tutor, and in some cases consultation with your friend may indicate that another tutor would be more appropriate.

Important: please do not refer a friend to one of our tutors directly. Our tutors are expected to carry out such work through Titanium Tutors, and undertaking this work separately to the agency would be in breach of their agreement with us.

PAID WORK EXPERIENCE

A crucial aspect of our recruitment process involves candidates teaching a mock lesson which closely simulates a real teaching situation.

We regularly require 'guinea pig' tutees to help us with these sessions, and wherever we have interest from our clients' children, we offer the work to them rather than looking externally.

Tutees are paid **£40 per day** to participate in a total of **ten 15 minute lessons**. They are then required to give detailed feedback to the assessor(s). The subjects taught will be determined entirely by chance, and as a result there will often be a range of quite different subjects on the same day. Days run from 10am - 4.30pm.

Interview days are typically held on Saturdays or Sundays. We hold about six interview days per month, taking place at the tutee's home.

In order to be able to extend this opportunity to a range of our tutees, we will typically book a tutee for only one interview day at a time, and there may be a short wait before a tutee is able to participate in an interview day.

Nonetheless, interested parties are strongly encouraged to sign up, and will simply need to participate in a short phone call so that we can create an academic profile for them.

Please contact us on admin@titaniumtutors.co.uk if your child would be interested in helping us to recruit new tutors – their help and opinions are extremely valuable to us.





FEEDBACK

We love to hear how our tutors are doing, so please keep us up-to-date with how things are going. In the unlikely event that you run into any problems, it helps for us to know at the earliest opportunity so that we can put things right for you (see **Points of Contact**). If you have any suggestions about how we could improve our service, please feel free to e-mail us on admin@titaniumtutors.co.uk.



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www.titaniumtutors.co.uk