THE STUDY HUB

Tutor Manual

Standard Operations Manual for Tutors at The Study Hub Tuition

July 2026

Tutor Manual Guide

Title: The Study Hub Tuition - Tutor SOP/Master Document

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Introduction

Introduction to The Study Hub Tutor Team

Welcome to The Study Hub! We are thrilled to have you join our dedicated team of tutors who are passionate about empowering students and guiding them on their academic journeys.

At The Study Hub, we believe in the power of personalised learning and the significant impact a supportive tutor can have on a student's confidence and success. As a member of our team, you play a vital role in bringing this vision to life. You are the direct link to our students, providing the tailored guidance and encouragement they need to thrive.

This SOP/Master Document has been created as your central resource hub. It contains essential information about your role, our policies, available resources, and procedures for various situations you may encounter. We encourage you to familiarise yourself with this document thoroughly. It is designed to support you in your day-to-day work and ensure a consistent and high-quality experience for our students and their families.

We value your expertise, dedication, and commitment to fostering a positive and effective learning environment. Your passion for education and your ability to connect with students are key to The Study Hub's success.

We are a collaborative and supportive team, and we encourage you to utilize the resources provided, connect with fellow tutors through our Facebook support group, and reach out to your team leader or management with any questions or concerns.

Thank you for being an integral part of The Study Hub. Together, we can make a real difference in the lives of our students. We are excited to embark on this journey with you!



1.1 Responsibilities of a Tutor

Study Hub Tutor

As a Study Hub Tutor, your primary role is to provide high-quality, individualised academic support to your students. This involves:

- **Conducting thorough initial assessments:** This may include tests, quizzes, or discussions to understand your student's current knowledge, strengths, weaknesses, and learning style. You may find our assessment folder in: RESOURCES
- **Developing and implementing effective lesson plans:** Use of our lesson outlines and resources to implement interactive sessions that cater to individual student needs.
- **Building strong student-tutor relationships:** Foster a supportive and encouraging learning environment that builds student confidence and motivation.
- **Monitoring and tracking student progress:** Regularly assess student understanding and identify areas for improvement. Communicate progress and any concerns to parents and team leaders effectively.
- **Maintaining professional communication:** Clearly and promptly communicate with students, parents, team leaders, and the Managing Director regarding session changes, availabilities, student progress, and any other relevant information.
    - *Examples:* Timely notifications of session cancellations or rescheduling, proactive communication of student concerns or challenges, and clear and concise progress reports.
    - **All reschedule and changes must be done by the administration team.**
- **Prioritising student engagement:** Create interactive learning experiences that minimise independent work time and maximise student participation.
    - *Examples:* Incorporating discussion, questions, and active problem-solving activities; providing regular feedback and guidance; and using a variety of teaching methods to keep students interested.
- **Promoting student well-being:** Create a positive and supportive learning environment that fosters student confidence and reduces academic anxiety.
- **Maintaining the tutoring centre:** Keep the resources and tutoring centre clean and tidy.
- **Assisting with learning projects:** From time to time, assist with preparing for learning projects.
- **Providing cover for colleagues:** Fill in for other tutors when they are sick.

Our Values:



Empower

We guide them to believe in their own abilities to build a strong foundation of confidence that helps them to succeed in academics, as well as personal challenges.



Collaborate

We collaborate with parents to develop the best possible learning strategies for their children.



Celebrate

We celebrate the diversity of our students and offer them highly optimized resources that help them to learn things easily.



Support

We continue to support our students academically and practically by understanding their preferred learning style.

1.2 Job Description

As a Study Hub Tutor, your responsibilities include:

- **Providing Academic Support:**
    - Assist students in understanding and mastering various subjects.
    - Assess student learning needs and develop individualised learning plans.
    - Explain concepts clearly and address all students' questions and doubts.
- **Fostering Student Growth:**
    - Mentor and support students' mental well-being and academic confidence through positive reinforcement and encouragement.
    - Guide students in developing effective study habits and learning strategies.
- **Communicating Progress:**
    - Provide regular and detailed progress reports on student performance and achievements to parents/clients and The Study Hub management.
- **Curriculum Development:**
    - Research and recommend appropriate learning materials, such as textbooks, software, or online resources.
    - Develop and facilitate engaging learning activities, including workshops, projects, and support sessions.
- **Professional Development:**
    - Actively participate in training sessions to enhance tutoring skills and stay updated on best practices.
- **Maintaining Professional Standards:**
    - Adhere to all Study Hub policies and procedures.
    - Arrive punctually and prepare for each tutoring session.

Payroll & Payment

You'll be paid **weekly every Wednesday by the end of the day**. Payments are issued via **direct deposit**.

The payroll cycle runs from **Wednesday to Tuesday**. To ensure your hours are included in the upcoming pay cycle, you must submit and mark **all completed session logs in TutorCruncher by 9:00 PM every Tuesday**.

Payroll Schedule:

- **Wednesday–Tuesday:** Pay cycle
- **Tuesday, 9:00 PM:** Cut-off for completed session logs
- **Wednesday:** Payroll processed and payment issued by end of day

Any session logs submitted after the **Tuesday 9:00 PM cut-off** may be included in the **following week's payroll**.

2. ONBOARDING

At The Study Hub, we seek passionate and committed tutors who are dedicated to student success. As part of our team, we ask that you commit to a full term (10 weeks) before deciding to leave. This policy is in place to ensure continuity for our students, as frequent tutor changes can be disruptive—especially for younger learners.

Our goal is to provide a stable and supportive learning environment where students can build confidence and excel academically.

To complete your onboarding, please follow these steps:

1. **Create your Tutor Cruncher profile** via this link.
2. **Complete our 5-module induction** via this link.

   Login credentials:
   Username: teacher
   Password: Studyhub2021
   **These are case-sensitive so will need to be entered exactly.*

2.1 Policies, Procedures & Training

By now, you should have completed your 4-module induction. This is not just a requirement—it is a vital resource designed to help you excel in your role as a Study Hub Tutor.

To provide the best support for our students, it is essential that you fully understand the content covered in your training. These modules serve as a guide to ensure you can deliver engaging lessons, communicate effectively, and uphold our professional standards.

The induction covers:

✅ **Who We Are & What We Do** – Our mission, values, and approach to tutoring.
✅ **Your Role & Responsibilities** – Expectations, best practices, and student engagement strategies.
✅ **Our Policies & Procedures** – Essential guidelines to ensure consistency and professionalism.

Please take the time to review the material carefully. If anything is unclear, revisit the modules or reach out for clarification.

Why Following Policies & Procedures Is Important

At The Study Hub, our policies and procedures are in place to ensure a smooth, professional, and high-quality learning experience for both tutors and students. These are not just rules but essential guidelines that support you in delivering the best possible tutoring experience.

✔ **Ensures Student Safety & Well-being** – Policies help create a structured and secure space where students feel supported and respected.
✔ **Maintains Professionalism & Consistency** – Clear procedures ensure that all students receive the same high standard of education and support.
✔ **Empower Tutors to Succeed** – Understanding expectations and best practices allows you to perform your role with confidence and effectiveness.
✔ **Promotes Smooth Operations** – When everyone follows the same guidelines, it helps avoid scheduling conflicts, miscommunication, and unnecessary disruptions.

By ensuring you understand and apply these policies, you are setting yourself up for success and helping to create the best possible learning environment for your students.

UNIFORM POLICY DO’s & DON’Ts

THESTUDYHUB

UNIFORM POLICY
DO’s & DON’Ts

OFFICIAL UNIFORM

Please wear the official The Study Hub polo shirt during all scheduled tutoring sessions, whether online or in person.



DO’s

- Wear your official The Study Hub **polo shirt** during all scheduled tutoring sessions.
- Wear appropriate, comfortable and **professional bottoms** (e.g. slacks, chinos, smart jeans).
- Keep your overall appearance **neat and tidy.**
- Wear your uniform for both **online** and **in-person** tutoring sessions.

DON’Ts

- Don’t wear **T-shirts, singlets, hoodies** or other tops instead of the official uniform.
- **Don’t** wear **track pants, sweatpants** or **jogger pants.**
- Don’t wear **leggings, shorts, mini skirts** or other casual bottoms.
- Don’t wear **slippers** or **flip-flops.**

All tutors are required to wear their official The Study Hub uniform during scheduled tutoring sessions, both online and in person, unless advised otherwise by management for special events or themed days (e.g. Harmony Day, Jersey Day, Book Week or other celebrations).

3. Code of Conduct

At The Study Hub, all tutors are expected to maintain the highest standards of professionalism, integrity, and respect when working with students, families, and team members.

All tutors must read, understand, and comply with The Study Hub Code of Conduct 2026, which includes our Child Safety requirements.

The Code of Conduct outlines the expected standards of behaviour for all employees and contractors, including professional conduct, respectful communication, professional boundaries, child safety, and reporting responsibilities.

Tutors are responsible for familiarising themselves with the document and following its requirements at all times.

Read The Study Hub Code of Conduct 2026: Here

3.1 Child Safety

Child safety is a top priority at The Study Hub.

All tutors have a responsibility to help create and maintain a safe, respectful, supportive, inclusive, and child-safe learning environment where every child feels valued, heard, empowered, and protected.

Tutors must:

- Treat all children and young people with respect and dignity.
- Listen to children and respond appropriately to their needs and concerns.
- Maintain professional boundaries at all times.
- Follow The Study Hub Code of Conduct when working with or around children.
- Respect the privacy and confidentiality of children and their families, except where information must be shared to protect a child or meet legal reporting obligations.
- Take any disclosure, concern, suspicion, or allegation of harm or abuse seriously.
- Report child safety concerns, suspected abuse, disclosures, or breaches of the Code of Conduct immediately through the appropriate reporting process.
- Complete all required Child Safety and Code of Conduct training.
- Raise identified child safety risks with Management.
- Take all reasonable steps to protect children from harm.
- Support an inclusive environment that promotes the cultural safety, participation, and empowerment of Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and children with disabilities.

Tutoring-Specific Child Safety Requirements

Tutors must follow the additional safeguards that apply to tutoring at The Study Hub:

- All tutors must hold a valid Working with Children Check (WWCC).
- For in-home tutoring, a child must not be left alone with their tutor. Lessons must take place in a common area with a parent or appropriate responsible adult present.
- Tutors must not provide tutoring or other services outside approved work arrangements or hours without Management approval.
- Tutors must not engage in inappropriate private communication with children.
- Tutors must not show favouritism or develop inappropriate relationships with children.
- Tutors must maintain appropriate professional boundaries in all interactions, including physical contact, communication, online interactions, and social media.
- Tutors must never engage in grooming, sexualised language or behaviour, inappropriate touching, bullying, discriminatory behaviour, or any other conduct prohibited by the Code of Conduct.

What Must Be Reported

Tutors must immediately report concerns including, but not limited to:

- Disclosure or suspicion of child abuse.
- Physical, sexual, psychological or emotional abuse.
- Neglect or lack of appropriate care.
- Grooming or suspected grooming.
- Unacceptable behaviour or a breach of the Child Safe Code of Conduct.
- Criminal conduct.
- Risk of Significant Harm (ROSH).
- Reportable conduct or allegations.
- Any situation where a child may be at risk of harm.

If a child is at immediate risk of abuse or serious harm, call 000.

Responding to a Child Disclosure or Concern

If a child discloses abuse or you become concerned about their safety:

- Ensure the child's immediate safety and remove them from the risk where possible.
- Stay calm and listen carefully without interrupting.
- Do not ask leading or unnecessary questions.
- Reassure the child that they have done the right thing and that the abuse is not their fault.
- Record the child's words as accurately as possible, using their exact words where practicable.
- Do not confront the alleged perpetrator.
- Report the concern immediately to the appropriate Child Safe Contact Officer and/or relevant authority.
- Maintain confidentiality and only share information with people who need to know or where required by law.
- Do not conduct your own investigation or interview the child. Formal investigations may be conducted by the relevant authorities.

Reporting Contacts

The Study Hub Child Safe Contact Officer:

Fibera Keigaldie – Owner & Managing Director
📞 0478 065 318
📧 fibera@thestudyhub.com.au

For specific reporting obligations:

- **Immediate danger:** 000
- **NSW Police:** 131 444 for suspected criminal offences where emergency police attendance is not required.
- **Department of Communities and Justice (DCJ):** 132 111 for concerns involving Risk of Significant Harm (ROSH).

All allegations, concerns, complaints, and breaches must be taken seriously and handled promptly, fairly, and confidentially in accordance with The Study Hub's Child Safe Reporting Policy.

Further Information

For the complete child safety requirements, tutors must refer to:

The Study Hub Tuition Child Safe Policy 2026
The Study Hub Code of Conduct 2026

3.2 CCTV SURVEILLANCE

The Study Hub tutoring centre is monitored by closed-circuit television cameras (CCTV Surveillance) for the safety and protection of Students, Tutors, staff and visitors.

CCTV Surveillance may operate on an ongoing and continuous basis within areas of the tutoring centre where cameras are installed.

The primary purpose of CCTV Surveillance is to support the safety and security of Students, Tutors, staff and visitors, assist in the management of incidents, and protect the property and premises of The Study Hub.

Tutors must not interfere with, obstruct, tamper with, disable or otherwise attempt to alter or access the CCTV Surveillance system.

CCTV footage is confidential and must not be copied, recorded, shared, distributed, published or made publicly available by Tutors. Tutors must not attempt to access or obtain CCTV footage unless expressly authorised by The Study Hub.

CCTV footage may be reviewed by authorised representatives of The Study Hub where reasonably required for safety, security, incident investigation, compliance, or other legitimate business purposes.

Tutors must respect the privacy of Students, other Tutors, staff and visitors and must not discuss, disclose or speculate about matters captured by CCTV Surveillance.

Any Tutor who has concerns regarding CCTV Surveillance, privacy or the handling of CCTV footage should raise the matter with The Study Hub management as soon as reasonably practicable.

The Study Hub will use best endeavours to consider and address any concerns raised by Tutors regarding CCTV Surveillance in accordance with applicable privacy and surveillance laws.

3.3 STAFF CONFLICT OF INTEREST & NON-SOLICITATION POLICY

Conflict of Interest & External Business Operations

Staff members and Tutors employed or engaged by The Study Hub must not, directly or indirectly, establish, operate, own, partner with, consult for, or hold an interest in any tutoring, literacy, or educational business during their employment/engagement with The Study Hub without prior written approval from management. Engaging in or preparing to launch a competing enterprise while employed by The Study Hub is strictly prohibited and constitutes a direct conflict of interest.

Non-Solicitation of Clients & Students

During their employment/engagement and following termination for any reason, Staff members and Tutors must not, directly or indirectly:

(a) Solicit, canvass, approach, or accept business from any existing, former, or prospective Client or Student of The Study Hub; or

(b) Induce, encourage, or attempt to persuade any Client or Student to withdraw, reduce, or transfer their business away from The Study Hub.

Non-Solicitation of Staff & Tutors

During their employment/engagement, Staff members and Tutors must not, directly or indirectly, solicit, entice, recruit, or attempt to engage any other Tutor, staff member, or contractor of The Study Hub to join a competing business or terminate their relationship with The Study Hub.

Use of Confidential Information

Staff members and Tutors must not use or disclose any of The Study Hub’s confidential information—including client lists, student contact details, teaching resources, operational processes, or business methods—for personal gain or for the benefit of any third-party business.

Consequences of Breach

A breach of any provision within this section constitutes serious misconduct. It will result in immediate termination of employment or contract and may lead to formal legal action to recover damages, loss of business, and legal costs.

4. Tutor Resources

Welcome to the Tutor Resources section! This is your central hub for all essential materials, guides, and training to support your tutoring journey. The links below will help you access everything you need to plan, teach, and grow with confidence.

Main Resources Link

4.1 Tutor Guides

List of available tutor guides:

1. ASSESSMENTS

2. WORKSHEETS

3. TEAM MEETINGS

4. TEXTBOOKS

5. FIRST LESSON

6. SPECIAL NEEDS

7. WORKSHOPS

8. TUTOR GUIDES

9. SCHOOL READINESS

10. THRASS

11. ICE BREAKERS

12. NAPLAN PREP

13. TUTOR PLANNING RESOURCES

14. SHAKESPEARE

15. EVENTS

PREPOSITIONAL PHRASES - Resource

PREPOSITIONAL PHRASES - PowerPoint

PREPOSITIONAL PHRASES - How to Access

K TO YEAR 6 Curriculum Guide

Tutor Guide: Beyond the Worksheet

Stage 1 Homeschool Enrichment Group Lesson Plan

The Study Hub - K-6 Lesson Content Master Plan

The Study Hub Tutor's Guide to Primary School Mastery (Years 1-6)

The Study Hub Tutor's Guide to High School Mastery (Years 7-12)

The Study Hub Tuition Guide - Running Our School Readiness Program.

NAPLAN Writing Intensive; Grade 3,5 and 7

https://docs.google.com/document/d/1CiOI5bsqOk9jro1PmJTfMyB4x_xfdR3pn3toquvn36M/edit?usp=sharing

Home Practice Guide
https://docs.google.com/document/d/1w3ktQMeB3dBzI7L9LrgewGAO9Uz4EuoeGRFBWrybTeo/edit?usp=sharing

NAPLAN Student Report (week 2)
https://docs.google.com/document/d/1JrUwM3jjS_5X3455Lm8PvyiY1TX5eyzsAOpcGY4tF1E/edit?usp=sharing

Narrative writing learning pack (PDF)
https://www.k5learning.com/free-grammar-worksheets/third-grade-3/narrative-writing (year 3 narrative writing)

https: (//www.k5learning.com/free-grammar-worksheets/fifth-grade-5/narrative-writing (year 5 narrative writing)

2026 School Readiness Concept Outline:
https://docs.google.com/document/d/1NCXdv3yoU5OUkSU9SS4LsGnUdFz9cFSLyT4AsOobKVE/edit?usp=sharing

1:1 Premium Tutoring Guidelines & Operations Manual:
https://docs.google.com/document/d/1I6cnzDHdGPpTCc380smw90TTGPaK8b4l7gL_jbLC07s/edit?usp=sharing

Kindy Prep Activity Book
https://drive.google.com/file/d/1AtLTH8oZ3JIIxc7TyTR94G7F57Qqw1wm/view?usp=drive_link

English Year 7 – sample scope and sequence
https://docs.google.com/document/d/1m6pd6MI-MrpbHTcHi14VviZTjjn5ZG7o/edit?usp=drive_link&ouid=106215128292342698071&rtpof=true&sd=true

THE ULTIMATE ESSAY FORMULA
https://drive.google.com/file/d/1oL2juVzsGyP_v4c4yVTN_YrpmVQ-2pEP/view?usp=drive_link

The Study Hub - Lesson Planner
https://drive.google.com/file/d/1J7OSR8pVv2GqtqK-wXi-wn5XCnkh-cXz/view?usp=sharing

4.2 Training Videos

Provide a link to a central location for all training videos:

- **How to Plan Lessons to Benefit Your Students**
- **Engaging Tutoring Session Workshop**
- **THRASS TRAINING with Denyse Ritchie (Part 1)**
- **THRASS TRAINING with Denyse Ritchie (Part 2)**
- **THRASS TRAINING with Denyse Ritchie (Part 3)**
- **Creating Lessons in Tutor Cruncher**
- **How to set up your online lessons on Tutor Cruncher**
- **Lesson Planning & Marking – Video Guide**
- **How to Make a Talking Presentation**
- **How to structure a group session**
- **THRASS Training - June 2026 - Part 1**
- **THRASS Training - June 2026 - Part 2**

4.3 Facebook Support Group

- **Facebook Group**: Join here
- **Group Chat**: For quick updates, join our chat link

4.4 Frequently Asked Questions:

Question: Do I need to organise my rescheduled and make up sessions?
Answer: No all rescheduling and make up session is done by the administration team. If a student cancels please notify us via email.

All parents are aware that lessons do not carry over to the next term.

Question: How and when will I be paid?
Answer: You'll be paid weekly on Wednesday, end of day. Payment is issued via direct deposit. You must submit your completed session logs by 9:00 PM on the Tuesday before the pay date.

Question: Do you provide materials, or am I expected to create my own?
Answer: We provide a core set of diagnostic tools and general resources (e.g., standard math worksheets, test prep guides) in our shared Resource Database. However, as the expert, you are welcome to use your professional judgment to find or create the specific materials needed to help the student succeed in their current coursework using our digital or in house resources.

Question: What should I do if I am having a major issue with a student (e.g., poor behavior, communication issues with parents)?
Answer: If you encounter any significant issues—whether it's an inappropriate parent communication, a student who is consistently disengaged, or a safety concern—your first step is to stop the session/communication and speak with the studio manager or supervisor immediately. Do not try to resolve major conflicts on your own; the supervisor of the day will step in as the business owner to mediate and find a resolution.

Question: What should I do if a student needs to cancel or reschedule a session?
Answer: Our policy is a 8-hour notice for cancellations. If they cancel with less than 8 hours notice, You just mark the session as chargeable on Tutor Cruncher, and advise us.

- Each term consists of **10 weeks**, which is our standard enrolment procedure.
  (We rarely accommodate casual bookings for fewer or more than 10 lessons. Please check the "Student List" tab in our roster for any special notes for your students.)
- We offer **one make-up session per term.**
- If a student/parent cancels for the **first time**, please mark the session as **"Cancelled"** and arrange a make-up session.
- Any **additional cancellations** from the same student/parent will be marked as **chargeable**. A make-up session is not required.
- If **you (tutor) need to cancel**, please also mark the session as **"Cancelled"** and arrange a make-up session. But please give us notice to **find a substitute before cancelling.**
- All make-up sessions must be completed **within the same term or during the school holidays**.
- **No credits or lessons will carry over to the next term.**

Lesson Planning & Marking – Video Guide

Before Term Begins Checklist:

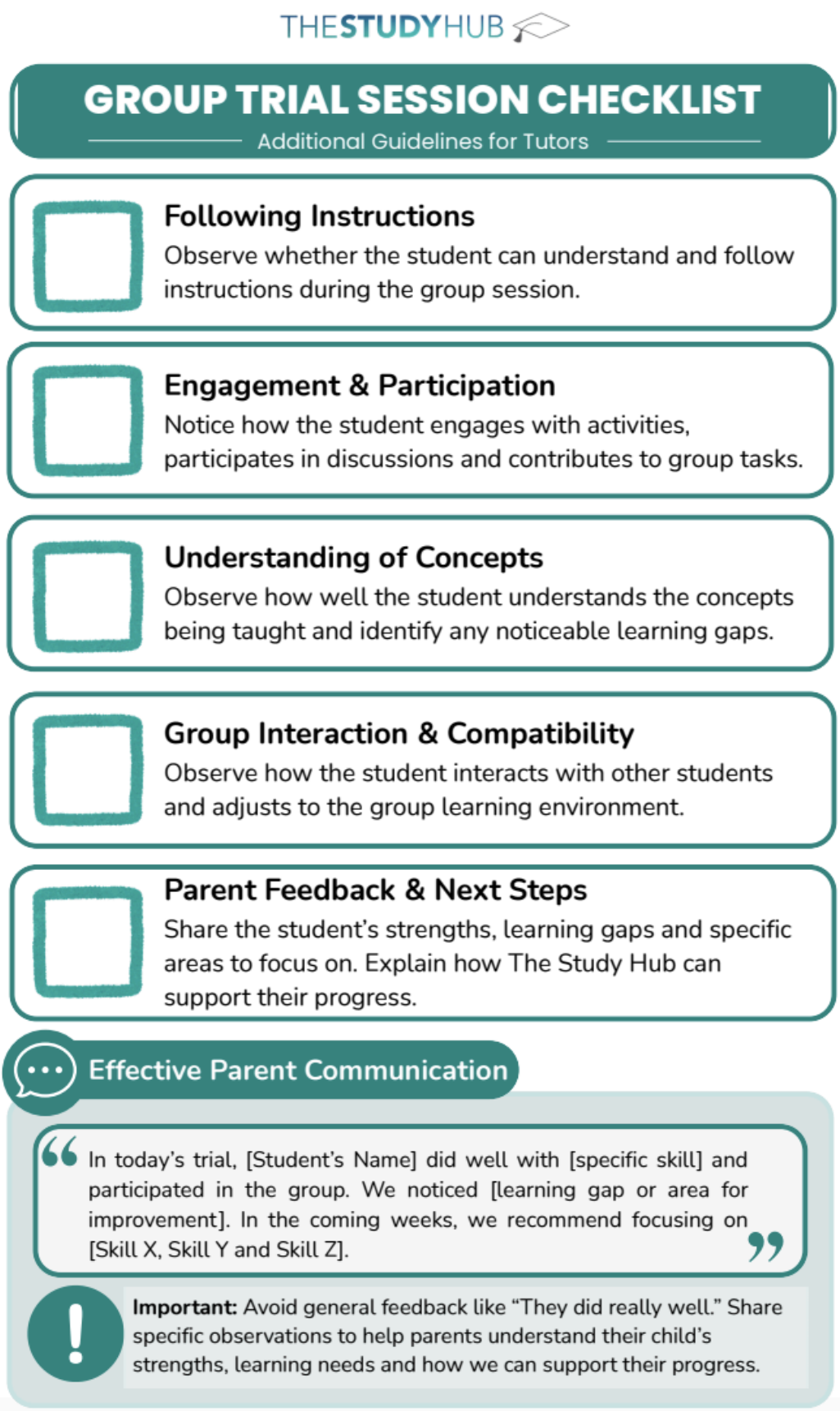
- ☐ Attend our once-per-term meeting.
- ☐ Review the team roster, student list, and term dates (holidays within the term are also included there).
- ☐ Review your student goals and requirements
- ☐ Review your sessions/jobs in TC so parents will receive notifications and reminders for their child's upcoming sessions.

  Lesson Planning & Marking – Video Guide
- ☐ Inform Admin about your availability for the upcoming term. This will help us with new student allocation, as we usually receive late enrolments, so this is important.
- ☐ Utilise our Tutor SOP or FB group before asking questions.

When the manager is not in, please see the supervisor on duty. If you have a question, please refer to the following steps:

1. Consult the tutor SOP to see if the process/answer is in there.
2. If it is not in the SOP and it's a specific question a client has asked about scheduling, payment or X, tell them, "I will let Fibi know, and she will contact you tomorrow." Then write the question down and send it via email.
3. Call Fibi if points 1 and 2 don't work, and it is urgent (ie., a child is in danger, safety breach, emergency)

TRIAL SESSION GUIDELINES FOR TUTORS



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TRIAL SESSION GUIDELINES FOR TUTORS

1

Receive Trial Session Details

Admin will notify you of the trial session details, including the day, date, time, student name, and the parent's concerns discussed during the consultation call or enrolment.



2

Prepare the Lesson

Choose the best approach based on the student's needs: create a customised lesson or use the Beginning-of-Term or End-of-Term Assessment.



3

Warm Welcome

Welcome the student warmly and make them feel comfortable. Take time to get to know the student, and establish a positive connection before starting the lesson.



4

Conduct the Trial Session

Conduct the lesson while observing the student's engagement, strengths and areas for improvement. Keep activities engaging and supportive.



5

Complete the Lesson Report

Complete the lesson report, noting the student's performance, strengths and learning gaps. Document it in both the student's folder and TutorCruncher.



6

Parent Communication Manager or Supervisor

Manager/ Supervisor on duty will communicate with the parents to share the outcome of the trial session, discuss the student's progress and provide recommendations for the next steps.



7

Enrolment Update

Admin will notify you once the student is enrolled for the term.



5. Common Scenarios

This section provides guidance on how to handle frequently encountered situations during your work as a Study Hub tutor. By outlining clear procedures, we aim to ensure consistency, professionalism, and the best possible experience for both our tutors and students. Please refer to the detailed sub-sections for specific instructions on each scenario.

Scenario	Step 1.	Step 2.	Step 3.
You are substituting, but your tutor has not left any information or work for you to complete with your student.	Check your student's folder for any previous work that you can revise with them or organise some resources while they complete one of our “tune in” activities. Refer to the Tutor Cruncher JOB description. This will advise the grade and area of focus.	Print some generic activities you can complete with our student that are grade- and age-appropriate. You may even assess them on previous work.	Check out our resource folder and/or ask your supervisor or manager for assistance.
A student and their parent show up to a session that was not scheduled.	Let them know that there's been a misunderstanding and that they are not scheduled for a session.	Let your supervisor/manager know.	If your supervisor/manager is not available, please follow up with an email to Diana (admin)

5.1 Student Cancellation

Handling Student Cancellations:

- Students must give at least 8 hours' notice to cancel or reschedule a session. If they don't, tag the lesson as "Cancelled but Chargeable," and tutors aren't required to offer a make-up session. This is deemed a no-show, and they are not entitled to a makeup session.

- If 8 hours' notice is given, tag the lesson as “Cancelled” and Admin will arrange a make-up session. The session must happen during the current term (including school holidays).

Please note: we don’t condone multiple cancellations by the client. If this is happening frequently with your student, you may contact us so we can take this up with the client for further clarification. Please note that we will manage make up session and rschedules.

- If the tutor is unavailable to conduct the make-up session, they should inform the Admin so that another tutor can be asked to cover it. **We require at least two weeks' notice for any changes to your weekly schedule.**

- If the make-up session isn't arranged in time, the student will be charged for the missed session.

- This policy applies no matter the reason for the cancellation.

- For any make-up session, the lesson should be named "MAKE-UP LESSON" for tracking purposes.

- No lesson/credit will be carried over to the new term, so it’s your responsibility to reach out to the parent to arrange this with enough notice. This is where your time management skills come in. Be proactive in rescheduling so that we remain professional.

- At the end of each term (including school holidays), there should be 10 completed/chargeable lessons per job. We will remind you mid-term and closer to the end of the term so you are on track with the lessons.

- Important: ensure you write the reason for the cancellation.

Mandatory Communication Protocol for Student Cancellations

To ensure smooth scheduling and accurate record-keeping, please follow this **mandatory communication procedure** whenever a student cancels:

1. **Update TutorCruncher immediately** – Log the cancellation to keep billing and payroll accurate.

2. **Attempt to reschedule (for 1:1 sessions only)** – We will use our internal make up session platform and schedule students based on your availabilities.

3. **Email Admin (Mandatory Reporting)** – Regardless of whether a make-up is arranged, send an email to **learn@thestudyhub.com.au** with:

    - Student's full name
    - Regular session day/time
    - Date and time of the cancelled session
      Reason for cancellation (if provided)
    - Proposed or confirmed make-up session details (if applicable)

🚫 **Do not text the owner's personal phone** about cancellations. All official communication must be via **email** to ensure nothing is missed or forgotten.

5.2 Tutor Time Off

Planned Time Off

Tutors must provide a **minimum of two weeks' notice** for any planned time off, including vacations, exams, or personal commitments. This ensures there's enough time to arrange substitute coverage or reschedule affected sessions.

To request planned time off:

- Fill out this form: https://form.jotform.com/261098321203448
- Include the **specific dates and times** you will be unavailable and the **sessions affected.**

Example:

> "I will be unavailable from **5 July to 12 July inclusive.** My regular **Monday 4 PM** and **Wednesday 5 PM** sessions will need to be cancelled or rescheduled during that week."

Before submitting your request, please check the current roster:
📄 Tutor Roster Spreadsheet

Once approved, tutors are responsible for:

- Notifying affected parents/students at least **one week prior** to their leave.
- Suggesting alternative session times or, if possible, another available tutor.
- Providing any necessary lesson notes or materials to a substitute tutor.

Unplanned Time Off (e.g., Illness or Emergency)

In the event of unplanned time off due to illness or other emergencies, please notify the admin team via **learn@thestudyhub.com.au** as soon as possible, and no later than **8 hours before your scheduled session.**

Do **not text the owner's personal phone.** All communication must go through **email** to ensure proper documentation and coordination.

The admin team will assist in notifying affected parents and arranging a substitute tutor if available. You may also be asked to provide relevant lesson details or notes to help the substitute continue the student's learning smoothly.

If your absence extends beyond **two consecutive days**, a **doctor's certificate** must be submitted to **learn@thestudyhub.com.au.**

Important Notes

- Consistent and timely communication is essential for all time-off requests.

- Failure to provide sufficient notice may result in the loss of scheduled sessions and could impact future teaching assignments.

- While we understand that unforeseen circumstances can arise, tutors are expected to make every effort to minimise disruptions to their students' learning schedules.

- If you have any questions or concerns regarding time-off procedures, please contact **learn@thestudyhub.com.au.**

5.3 Accepting a New Student

When you are offered a new student, we encourage you to carefully consider whether you feel you can effectively support their learning needs and commit to tutoring them consistently for the foreseeable future. This thoughtful approach ensures both your success and our commitment to providing reliable and professional service to our clients.

Key Considerations Before Accepting a New Student:

- **Subject Area and Level:** Are you confident and comfortable tutoring the specific subject and at the student's academic level?
- **Availability and Scheduling:** Does the proposed tutoring schedule align with your current availability and commitments? Can you realistically accommodate the required session frequency and duration?
- **Your Expertise and Experience:** Do you have experience working with students who have similar learning needs or in the specific subject area?
- **Long-Term Commitment:** Are you prepared to commit to tutoring this student for an extended period, fostering a consistent and supportive learning relationship? Consistent tutoring is crucial for student progress and demonstrates our professionalism to clients.

Procedure for Accepting a New Student:

1. **Review Student Information:** Carefully review any information provided about the prospective student, including their subject(s) of need, grade level, any specific learning challenges mentioned, and the proposed schedule.
2. **Self-Assessment:** Honestly assess your ability to meet the student's needs based on the considerations outlined above.
3. **Communicate Any Questions:** If you require further information about the student or the tutoring requirements, please do not hesitate to email us at learn@thestudyhub.com.au before making a decision. We are happy to provide additional context to help you make an informed choice.
4. **Confirmation:** Once you have carefully considered the opportunity and feel confident in your ability to support the student, please confirm your acceptance with via Tutor Cruncher.
5. **Decline (If Necessary):** If, after careful consideration, you feel that you are not the best fit for the student or cannot commit to the required schedule you don’t need to apply for the job. This allows us to find a more suitable tutor for the student in a timely manner.

By thoughtfully considering each new student opportunity, you contribute to the overall quality of our services and ensure a positive and productive learning experience for every student at The Study Hub. Your commitment to providing consistent and effective tutoring is highly valued.

5.4 Last-Minute Student Cancellations and Admin Time

We understand that last-minute cancellations can occasionally occur due to unforeseen circumstances. Clear communication is key to managing these situations effectively and respecting your time.

Policy Regarding Cancellations:

- **8-Hour Notice:** Students are entitled to one make-up session per term, provided they give at least 8 hours' notice of cancellation.
- **Less Than 8 Hours' Notice:** Cancellations with less than 8 hours' notice are generally marked as "cancelled but chargeable" on TutorCruncher.
- **More Than 8 Hours' Notice:** If a student cancels with more than 8 hours' notice, you will need to schedule a make-up session. This make-up session should be completed before the end of the term or within the following two-week school holiday period.

Action Steps:

1. **Communication:** When a student cancels, promptly acknowledge their cancellation and reiterate the cancellation policy.
2. **Scheduling Make-up Sessions:** Admin will arrange all make-up sessions based on your availability.
3. **Record Keeping:** Accurately record all cancellations and make-up sessions in TutorCruncher.

Addressing Frequent Cancellations:

If you notice a student cancelling frequently, and you are unsure how to proceed, please reach out to us for guidance. We are here to support you in managing these situations professionally.

Here are things you can do if your student cancels:

Expanded Tasks for Tutor Downtime

1. Preparation & Curriculum (Maximising Time in the Studio)

- **Prep for the next lessons**
- **Review Student Long-Term Goals:** Look ahead at the next 2-4 weeks of scheduled topics for your regular students and organise any necessary materials (handouts, practice tests, manipulatives).

  STUDENT LEARNING PLAN — THE STUDY HUB

- **Curriculum Gap Analysis:** Review our established curriculum documents to identify any areas that need updating or fresh resources.
- **Resource Digitisation:** Scan or photograph any physical resources you use regularly so they can be easily shared or backed up digitally.
- **Complete your Case Study**

2. Administrative & Reporting (Keeping Operations Smooth)

- **Complete your reporting**
- **If you do school readiness work on 2026 document**: https://docs.google.com/document/d/1YMjgj4p_-7Bk6rGZ4-bpeIhfKwy4h8N_HlnAIBdRz1o/edit?usp=sharing
-
- **Update Student Trackers:** Ensure all individual student progress trackers, term goals, and attendance records are fully up-to-date.

3. Studio & Resource Management (Keeping the Environment Tidy)

- **Clean and organise resources around the studio**
- **Organise stationery**
- **Check Equipment:** Inspect studio equipment (printers, charging docks, computers, whiteboards) and report any maintenance issues or low supplies to Diana.
- **Inventory Check:** Take a quick inventory of high-demand items (e.g., specialty notebooks, specific curriculum workbooks) and flag when stock is getting low.

4. Team & Professional Development

- **Offer Assistance to Other Tutors:** If appropriate, check if any other tutors are struggling with heavy administrative tasks or need help with a complex lesson plan.
- **Review Training Modules:** Spend 15-20 minutes reviewing the latest professional development or onboarding materials provided by The Study Hub. Check chapter 4.1 and 4.2
- **Brainstorm Marketing Content:** Jot down notes on successful sessions or student "wins" that could be turned into anonymous testimonials or social media ideas (to be passed on to Diana/the owner).

5.5 First Session Preparation: Setting the Stage for Success

A thoughtfully prepared first session is fundamental to establishing a positive and productive tutoring relationship and laying the groundwork for a successful term. This initial meeting is your opportunity to build rapport, understand your student's individual needs, and create an engaging learning experience from the outset.

Key Objectives of the First Session:

- **Building Rapport:** Take the time to connect with your student on a personal level. Show genuine interest in them as an individual to foster trust and open communication.
- **Initial Assessment:** Begin to understand your student's current academic standing, strengths, areas for improvement, and learning preferences. This assessment can be informal through conversation and initial activities.
- **Creating Engagement:** Design the session to be interactive and enjoyable. A positive first impression will make your student feel more comfortable and motivated for future sessions.
- **Gathering Key Information:** Start to gather insights into your student's:
    - **Interests:** Incorporating their hobbies and interests can make learning more relevant and enjoyable.
    - **Unique Learning Personality:** Observe how they learn best – are they visual, auditory, or kinesthetic learners? Do they prefer working independently or collaboratively?
    - **Struggles:** Identify the specific areas where they are facing challenges.
    - **Fears or Anxieties:** Be sensitive to any anxieties they may have about learning or the subject matter.
    - **Passions:** Understanding their passions can help you connect learning to what they care about.

Strategies for an Effective First Session:

- **Plan Engaging Activities:** Prepare activities that allow you to interact with the student while also subtly assessing their understanding. Avoid making the first session feel like a formal test.
- **Focus on Connection:** Prioritize getting to know your student. Ask open-ended questions and actively listen to their responses.
- **Keep it Fun and Positive:** A positive and encouraging atmosphere will help your student feel more comfortable and open to learning.
- **Communicate Your Approach:** Briefly explain your tutoring style and how you plan to support their learning goals.
- **Set Expectations:** Clearly outline what the student can expect from future sessions.

By investing time and thought into preparing for the first session, you will not only make a positive and lasting impression on your student but also gather valuable information that will streamline your planning for subsequent sessions. Remember to utilize the wealth of resources available in our **RESOURCE folder**, including tutor guides and training videos, to help you craft engaging and effective introductory sessions. First Session Resources

How to Prepare for Your First 1:1 Lesson

A successful first lesson establishes rapport, builds confidence, and sets professional expectations. Follow this preparation checklist prior to entering your first session:

1. **Review Student File & Diagnostic Notes:** Read background notes provided by parents or management. Note year level, subject focus, and any reported challenges.
2. **Prepare Assessment Materials:**
    - For Primary: Print or prepare *The Study Hub Pre-K to Year 6 Assessment Pack*. Ensure physical manipulatives (counters, whiteboards, phonics flashcards) are ready.
    - For High School: Prepare subject-specific diagnostic tasks, syllabus breakdown sheets, or past exam papers.
3. **Set Up the Learning Space:** Ensure a clean, organized workspace equipped with whiteboards, pens, paper, and relevant references.
4. **Plan an Engaging Warm-Up:** Have a low-stakes icebreaker or simple success-oriented activity ready to ease initial student anxiety.
5. **Define First-Session Objectives:** Your goal in lesson one is 50% relationship building / confidence boost and 50% accurate diagnostic assessment.

5.6 Lesson Structuring: Creating Effective Learning Sessions

While detailed, lengthy lesson plans aren't necessary (aim for a quick 10-15 minute outline), having a clear structure for each session is crucial for maximizing learning and keeping your student engaged. A well-structured lesson ensures you cover key objectives, utilize your time effectively, and provide a balanced learning experience.

Here's a suggested approach to quickly planning your lesson outline:

1. **Review Previous Session Notes (2 minutes):** Briefly look over your notes from the us or the parents (this can include reports as well) to recall what was discussed, the student's progress, and any areas that need further attention.
2. **Identify 1-3 Key Learning Objectives (3 minutes):** Determine the main goals for the current session. What specific skills or concepts do you want the student to understand or practice by the end of the session? Keep these focused and achievable within the allotted time.
3. **Outline Activities (5-7 minutes):** Brainstorm 2-3 activities that will help the student achieve the learning objectives. Consider a variety of methods to cater to different learning styles and maintain engagement. Examples include:
    - Reviewing concepts or homework.
    - Working through practice problems.
    - Engaging in discussions or Q&A.
    - Playing educational games or using online resources.
    - Collaborative problem-solving.
4. **Allocate Time (1 minute):** Roughly estimate how much time you will dedicate to each activity. Be flexible, but having a general timeframe helps ensure you cover everything.
5. **Plan for a Brief Summary/Wrap-up (1-2 minutes):** Decide how you will summarise the key takeaways of the session and assign any practice work or next steps.

Example Lesson Outline Structure:

- **(5 minutes)** Quick review of [previous topic/homework] and address any questions.
- **(15-20 minutes)** Introduce [new concept/skill] with [brief explanation/example/activities].
- **(20-25 minutes)** Guided practice: Work through [specific problems/activity] together.
- **(10-15 minutes)** Independent practice: Student works on [related exercises/tasks].
- **(5 minutes)** Summary of key points and assign [practice work/next steps].

Remember:

- **Flexibility is Key:** While having a structure is important, be prepared to adapt your plan based on the student's understanding and engagement during the session.
- **Student Input:** Where appropriate, involve the student in the planning process by asking about areas they want to focus on or activities they find helpful.
- **Utilise Resources:** Refer to our tutor guides and resource folder for ideas on activities, teaching strategies, and materials.

By following this efficient approach to lesson outlining, you can ensure each session is focused, engaging, and contributes effectively to your student's academic progress without spending excessive time on planning.

You may refer to our tutor guides: TUTOR GUIDES for some help on how to structure your lessons.

5.7 End-of-Session Summary: Providing Valuable Feedback

At the conclusion of each tutoring session, you are required to complete a brief lesson report. This summary serves as a valuable communication tool, providing parents/clients with insight into the session's content and their child's progress. While the report doesn't need to be lengthy, it should contain adequate information to offer a clear understanding of the learning that took place.

Key Elements to Include in Your Summary:

- **Areas of Improvement:** Highlight specific skills or concepts where you observed the student making progress during the session. Be specific and provide examples if possible.
- **Areas for Further Development:** Identify areas where the student could benefit from further practice or review in future sessions. Frame these constructively.
- **Specific Topics Covered:** Clearly list the main topics, concepts, or skills that were addressed during the session.
- **Encouraging Note (Optional):** Consider adding a brief, positive message to acknowledge the student's effort and engagement during the session. This can be a powerful motivator.

What to Avoid in Your Summary:

- **Behavioral Issues:** Please refrain from including comments about student behavior in the written report. If you have any concerns regarding a student's behavior, please discuss these verbally with [Designated Contact Person/Team Leader/Management].
- **Negative Comments:** The summary should focus on academic progress and future learning. Avoid any negative or discouraging remarks about the student's abilities or performance.
- **Admitting Lack of Knowledge:** Do not include statements indicating that you were unsure about a topic or did not know the answer. If you encounter a situation where you need to research something further, address it professionally during the session and follow up as needed, but don't include this in the parent summary.

Examples of End-of-Session Summaries:

Good Example:

> Today's session focused on understanding fractions and decimals. [Student's Name] showed a good grasp of converting simple fractions to decimals and successfully completed several practice problems. We will continue to work on converting more complex fractions in our next session. [Student's Name] demonstrated great effort in tackling the new concepts.

Another Good Example:

> We worked on essay structure today, focusing on creating strong topic sentences and supporting arguments. [Student's Name] is showing

> improvement in organising their ideas logically. For our next session, we will focus on refining their concluding paragraphs. It was great to see [Student's Name]'s active participation in our discussions.

Bad Example:

> We did some maths today, I think. [Student's Name] was a bit distracted but eventually got some of the questions right. We need to work on everything still. I wasn't really sure how to explain one of the questions.

Another Bad Example:

> [Student's Name] was a bit fidgety today. We covered some grammar, but they still made a lot of mistakes. They really struggle with this topic.

By providing concise yet informative end-of-session summaries, you keep parents informed about their child's learning journey and demonstrate our commitment to clear communication and student progress. Remember to focus on what was learned, areas of improvement, and future steps positively and constructively.

A great way to make this super simple is to add this prompt to AI:

I am a tutor and you are a teaching assistant who helps me write end-of-lesson summaries. This will be sent to the parents. Here are the [add lesson outcomes] that we covered in today's lesson. We worked on [add work covered] and we will continue to work on [add areas they need further development] to develop their skills in these areas. My student(s) did x really well.

Summarise this into a lesson summary in a short paragraph.

You may need to edit this and ensure it makes sense before you copy and past this.

Arming and Disarming the studio

How to arm the studio:

- Press “Arm” and enter the **code 7951**
- You’ll hear a beep — and that’s it.

If you’re ever unsure it’s armed properly, please double-check or give Fibi a quick call.

- Fibi’s number (for urgent matters): **0478 065 318**

Locking the gate:

- Make sure no one else is inside.
- No cars in the parking area (though some cars are permanently parked)
- Alarm is already armed

If it’s around 6:00 pm or later, just go ahead and lock the gate. Anyone needing access after hours will have keys.

Visitor Code for After-Hours Access

If you need to enter the building from 5:30 PM onwards, please use the following PIN: **7700#**