

## **How to use this manual:**

- Use CTRL + F or COMMAND + F on your keyboard to find what you're looking for easily.
- The Learntalk Definition of Terms can be found at the end of this manual.

## **I. Payments and Payroll**

### ○ Basics

#### 1. Cut-off and Paydays

Cut-off	Payday
6th to 20th	end of the month
21st to 5th	15th of the month

2. All teachers are paid via PayPal. If the teacher failed to provide his/her PayPal details during the online application, he/she should email it to [accounts@learntalk.org](mailto:accounts@learntalk.org) using this format:

**Email subject:** PayPal Details

**Content:**

<teacher's full name>

<paypal email>

#### 3. Pay Disputes

- a) Deadline for pay disputes is 3 working days before the cutoff date. Teacher must report pay disputes to [accounts@learntalk.org](mailto:accounts@learntalk.org) cc'ing [operations@learntalk.org](mailto:operations@learntalk.org) using this format:

**Email subject:** Pay Dispute for <cut-off period>

**Content:**

<teacher's full name>

- <TXN ID/s> <pay dispute description>
- <TXN ID/s> <pay dispute description>

- b) Any requests sent to Accounting beyond the current cutoff date shall be included in the next cutoff period.

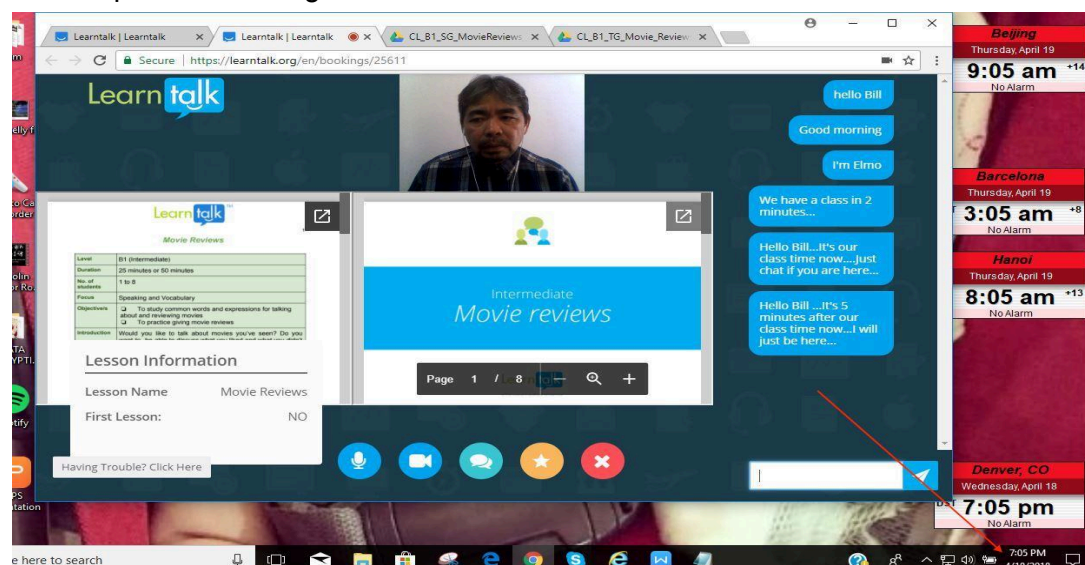
○ **Teacher Pay**

- If you get booked for a Regular Individual or Group class, you will get your tier rate (\$4.00/hr or \$2.00/class).
- If you get booked for a Free Trial class, you will get your tier rate (\$4.00/hr or \$2.00/class). If you get booked for a Free Trial class but your student does not show up, no show Free Trial classes are not paid.
- If you accept an Open Booking class, you will get the fixed rate of \$2.00/class. If you don't accept an Open Booking class and it disappears from your dashboard, this only means that another teacher took it.

**II. Student No-Show Protocol**

- What to do when your student is running late or is a no-show:
  1. Before your class, always message the student on LT messenger and remind him/her about your class, especially if your student is a first-time student.
    - a) If your student is a first-time student, remind and encourage them via LT messenger to join your class because if they don't show up in class, you will not be compensated for it.
    - b) If your student is a regular student and if he/she is a no-show for that class, you will be compensated.

In the 5th minute, an automatic email is sent to your student reminding them that they have a class. Operations also gets this auto email notification.



In the 15th minute, Teacher must send a message to [operations@learntalk.org](mailto:operations@learntalk.org) using this format:

**Free Trial - 15th min - Leaving the room**

**Name:**Thang

**Date/Time:** April 24/6:00 AM to 6:30 AM

**Teacher:** John Smith

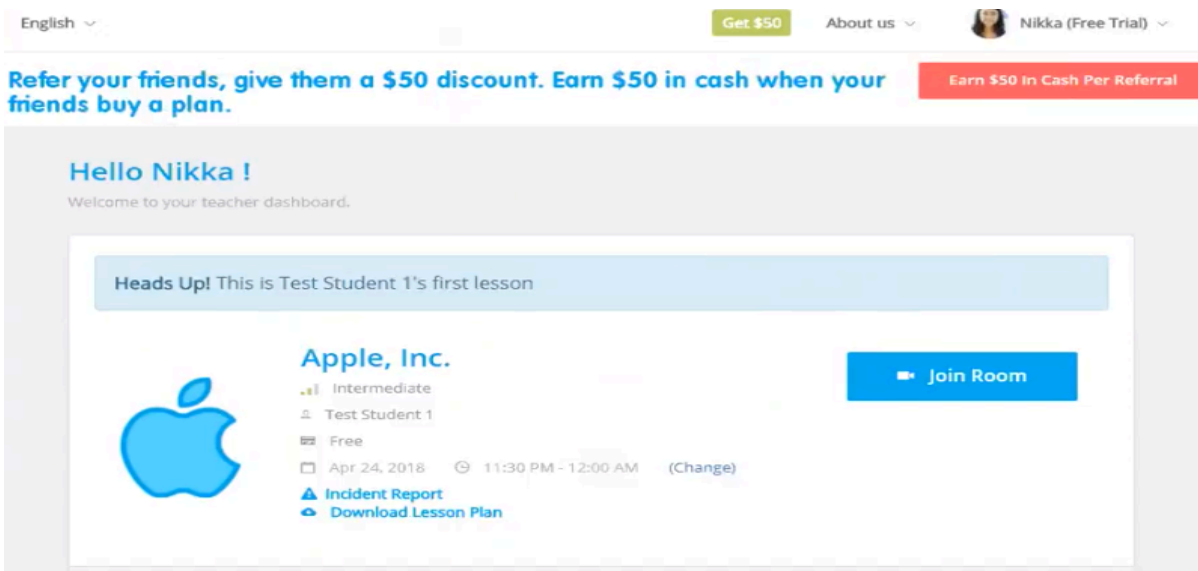
**Screenshot:**

<attach screenshot of you in the room with the time and date on your desktop screen>

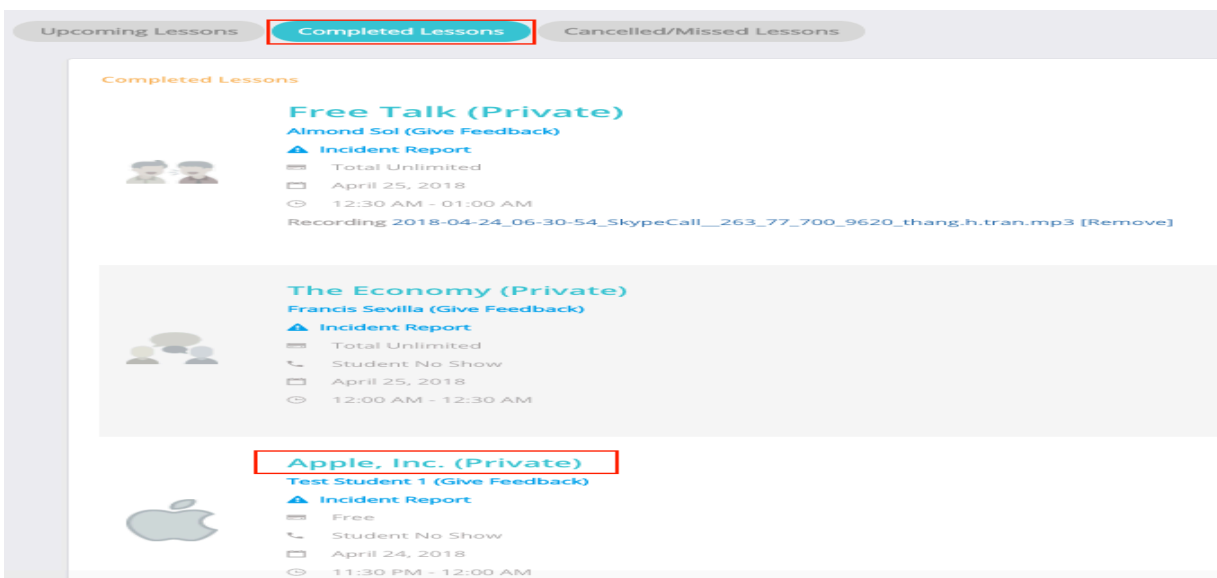
4. Past the 15th minute, the student will be considered a no-show. The teacher can leave the LT virtual classroom.

5. On the 30th minute, the current class entry on the student's dashboard will disappear. It will reappear on the student's My Progress page under Canceled/Missed Classes. It will be replaced by the next most recent upcoming class.

Example: Class is ongoing



Class is done:



- What will you write in the feedback report if a student is a no-show?
  1. Rate all the skills 1 star only (i.e. Fluency, Linguistic Range, Phonetical Control, Grammatical Accuracy, Overall Comprehension of the materials). This is just so the system can read and count this feedback as lesson serviced.
  2. Message to the student:
    - a) "Hi (*student's name*)! I'm sorry we were not able to have our class today. See you next time!"
  3. Message for the next teacher:
    - b) (*Student's name*) was a no-show. (*Reason for not showing up, if there's any*)

### III. Types of Classes on the LT platform

#### 1. Private Class

Private classes are one-on-one classes. You can open your Private Lesson availability by going to your My Calendar page and clicking the time slots that you would like to open. Pay of a 25-minute Private class is equivalent to your tier rate.

#### 2. Group Class

Group classes have a maximum of four students in a 25-minute class. As long as you have a Private Lesson availability on the platform, there's a chance you

can get a group session as only the student can choose whether he/she would like to have a Private Class or a Group Class. Pay of a 25-minute Group class is equivalent to your tier rate.

### 3. Open Booking Class

Open Booking classes are classes booked by students without a teacher and have a fixed rate of \$2.00 per 25-minute class. A student can choose a time slot and the lesson material and wait for a teacher to accept the booking. Available Open Booking classes will appear on the Open Booking panel at the bottom of your dashboard. If you wish to teach it, you can click the Accept button on the right-hand side of the Open Booking panel. If it disappears on your Open Booking panel, this means that another teacher took the class.

### 4. Free Trial Class

This is a 25-minute class also. Every student that signs up on the Learntalk website gets one Free Trial credit. Like a regular Private or Group class, the pay of a Free Trial class is equivalent to your tier rate. However, if the student is a No-Show, the Free Trial class is not paid.

Free Trial students get an auto-SMS and auto-call 5 and 2 minutes before the start of their class time.

If the student is still not in the room on the 15th minute of the class, send a message to [operations@learntalk.org](mailto:operations@learntalk.org) using the format below and leave the room.

**Free Trial - 15th min - Leaving the room**

**Name:**Thang

**Date/Time:** April 24/6:00 AM to 6:30 AM

**Teacher:** John Smith

**Screenshot:**

<attach screenshot of you in the room with the time and date on your desktop screen>

#### IV. Class Cancellation by Teacher

- If you need to cancel a class, you can click **(Change)>Cancel** on the class entry next to the class time indicated:



**Free Talk**

- Beginner
- Almond Sol
- Total Unlimited
- May 02, 2018 12:30 AM - 01:00 AM (Change)
- [Incident Report](#)
- [Download Lesson Plan](#)

Join Room

- Is there a substitution system?
  1. None.
- What will happen if I cancel a class?
  1. **Cancelling a Booked Private/Group class Penalty:**
    - *Rate per lesson deduction and 1 strike\** will be incurred regardless of the number of days or hours the teacher removed the availability before the class.
  2. **Cancelling an Unbooked Private/Group availability Penalty:**
    - *No deduction, no strike\** will be incurred regardless of the number of days or hours the teacher removed the availability before the class.
  3. **Missed Booked Private/Group class Penalty:**
    - *Rate per lesson deduction and 1 strike\** will be incurred. The teacher will be given his/her rate per lesson before their training.

\*Upon reaching **three strikes**, your account will automatically be suspended.

- What will happen if my account is suspended?
  1. 24 hours after your suspension, all your upcoming booked slots will automatically become open bookings and other teachers can take them.
  2. Immediately after your suspension, all your unbooked slots will automatically be removed.
  3. 24 hours after your suspension, students will not be able to book you or see you on their dashboards.
- What should I do if my account is suspended but I would like to teach on the LT platform again?
  1. Email [operations@learntalk.org](mailto:operations@learntalk.org) immediately after your account has been suspended following this format:

**Email subject:** Request for Unsuspension

**Content:**

<teacher's full name> / <suspension time and date>

- <student's name/lesson date and time> -  
<cancellation explanation>
- <student's name/lesson date and time> -  
<cancellation explanation>

**Screenshots that the class was not cancelled/missed:**

<attach chat logs/call recordings/power outage official announcements/medical certificates that will prove that you did not cancel or miss the class>

2. Someone from the Operations and Training team will contact you and schedule you for coaching. Your account will not be unblocked until you respond to invite and complete the coaching.
3. Policy on Account Suspension due to cancellation without notification:
  - a) Offences:
    - (1) First Offense - Coaching
    - (2) Second Offense - Two weeks suspension
    - (3) Third Offense - One month suspension
    - (4) Fourth Offense - Service Agreement termination
  - b) After you complete each offence stated above, your account will be unsuspended but your deduction/s will not be reversed.
4. Policy on Account Suspension due to cancellation with notification:
  - a) If you gave notification and valid proof of your reason for cancellation, the Offence Protocol will still be followed. After you complete each offence stated above, your account will be unsuspended and your deduction/s will be reversed.
5. If you exceed one cancellation in one cutoff, you will receive a warning from the [operations@learntalk.org](mailto:operations@learntalk.org). If you do not respond to the email, the policy on Account Suspension due to cancellation without notification will be followed.

**V. Class Cancellation by Student**

- If a student cancels the class less than 24 hours before the start of the class, he/she will incur a penalty and the teacher will be compensated for that class.
- If a student cancels the class 24 hours or more before the start of the class, he/she will not incur a penalty and the teacher will not be compensated for that class.

## VI. Complaints from Students

- If the Operations Team or the Customer Support Team receives a complaint from a student about a teacher, the teacher will receive an email from [operations@learntalk.org](mailto:operations@learntalk.org) asking for him/her to explain what happened. If the teacher does not reply 24 hours after the email was sent, the teacher's account will be suspended even without a strike until the teacher responds.
- Resolution and deliberation will depend on the gravity and frequency of complaints received by the teacher aligned with the Learntalk Tutoring Agreement.

## VII. Understanding the Learntalk Platform

- Off-Platform Classes
  1. These classes are booked on the LT platform for accounting and quality assurance purposes only but done on a different platform (i.e. Skype, Zoom, WebEx, Google Meet, client's mobile phones or landlines, or other clients' platforms). Recording these classes is the teacher's responsibility. After the class, the teacher has to upload the recording to the platform. If recording is not found, even if the feedback report is complete, the teacher will not be compensated for this class. Click here for the: [How to Upload a Class Recording to the Platform Manual](#). If there is no way you can record it, immediately inform [operations@learntalk.org](mailto:operations@learntalk.org) and attach proof why you can't record it. Use this email format:

**Email subject:** Cannot Record Off-platform Class

**Content:**

<teacher's full name>

- <student's name/lesson date and time> /  
<explanation why you can't record>

**Screenshot/Proof:**

<attach screenshot/s>

2. 30 minutes before your class, this class will appear on your My Dashboard page, it will look like [this](#). If the class is scheduled more than 30 minutes before your current time, it will appear on your My Calendar page and will look like the second entry in [this image](#).
3. All off-platform classes should be recorded. All off-platform class recordings should be uploaded to the platform. Here's the [guide](#) on how to upload your class recording on the platform. If there's no way you can record it, please email [operations@learntalk.org](mailto:operations@learntalk.org) at least a day before your class schedule.



4. If in case you don't see the Upload Recording button, please email [operations@learntalk.org](mailto:operations@learntalk.org) about this and attach your recording.
- How to report a class incident
  1. Send IR to [operations@learntalk.org](mailto:operations@learntalk.org) with the details, screenshots and a short narrative summary of the incident.
  2. Learntalk Admin will automatically be notified once you send an incident report (IR). Always include the TXN ID in your IRs, if applicable.
  3. You will receive an email from Operations within a week in response to the IR you submitted.
  4. Teacher's Account Status on the LT Platform
    - a) A Learntalk teacher will be considered INACTIVE if he/she has not visited the Learntalk platform for a month.
    - b) A Learntalk teacher's account will be SUSPENDED if he/she:
      - (1) Gets 3 strikes due to cancellations and missed classes or
      - (2) Has not been active on the LT platform for over **2 months**.
    - c) A Learntalk teacher's account will be DEACTIVATED if he/she:
      - (1) Has not been active on the LT platform for over **3 months**
      - or
      - (2) Resigns or
      - (3) Is terminated

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## Learntalk Definition of Terms:

How to use this section:

- WHERE → This shows you where the entry appears on the platform
- WHAT → This describes what the entry is.
- HOW → This describes how the entry is used or how it works.

## Self-intro Video

- WHERE: Teacher Account > My Account > Teacher's Profile
- WHAT: A teacher's 1-2 minute self-introduction video
- HOW:

- To upload or change it - Teacher can use Zoom to record his/her self-intro video. Upload the video on your account on Youtube and choose Unlisted so no one else except the ones with the link can see it. Copy the link and paste it in the box for upload on teacher's account > Edit Profile.
- To edit it, go to the teacher's My Account page, click Edit Profile, and copy the link from Youtube.

#### Free Trial class

- WHAT: Every student that signs up on the Learntalk platform get 1 Free Trial class. Sometimes, a student gets more than 1 Free Trial class. This depends on the student's importance, request, demand, or first free trial class experience.
- HOW: