



5311 Edith Street
Houston, Texas 77096
info@houstonhometutoring.com
713.572.3533

Tutor Guidelines and Policies

Read & Understood

- _____ 1. We bill on a 1/4 hour basis. All sessions are scheduled to last at least one hour in length, and **YOU MUST ALWAYS STAY THE AMOUNT OF TIME SCHEDULED** (unless the student was late). Please note in Tutor Panel the amount of time you worked with your student: 1 hr = 1; 1 hr 15min = 1.25; 1 hr 30 min = 1.5; 1 hr 45 min = 1.75, and so on...
- _____ 2. We have a 24-hour cancellation policy. If a student cancels within 24 hours of a scheduled session, the family is charged for that session. To note this, you reconcile your session as “Missed” in Tutor Panel. If a student cancels a session outside of 24 hours (meaning more than 1 day in advance) then we try to reschedule, but if it is not possible, we do not charge for that particular tutoring session. You will note this in Tutor Panel as “Canceled.”
- _____ 3. **You must reconcile your tutoring sessions in Tutor Panel at the end of each day and enter updates in the “Private Notes” section. The updates are reports regarding each of your students' progress and any concerns you or your students may have. Please also make note of any schedule changes/cancellations in your updates. All sessions must be reconciled timely, so that the monthly billing and payroll will go out on time.**
- _____ 4. If a parent/student requests that you stay later and you are available, please stay longer to help the student, after the parent has authorized the extended session. Please note who authorized the extended session in the Private Notes section during your reconciliation. Then, edit your time for the session in Tutor Panel to reflect the correct amount of time you spent with the student. Please remember you cannot change one student's originally scheduled time for another student. You can go back to the student's house after you are finished with your set schedule for that evening, if you would like.
- _____ 5. If you arrive at the student's home at the scheduled time and no one is there, please wait at least 20 minutes before you leave. Please attempt to call the student and/or parent if this happens. Please refer to Tutor Panel or the original biographical email sent to you to locate the parents' phone numbers. *Remember: if a student arrives late, you will work with them until your session is normally scheduled to end. Make sure you note the total time you were there in the private notes section of Tutor Panel.
- _____ 6. If you arrive late at a student's home, you need to try to stay how ever many minutes later you were late (unless you have a student scheduled right after). If you start late because the student was late, you can leave at the initial scheduled time that the session was to end. If you start the session late because you were tardy, you will be compensated only for the time you spent tutoring and not for the duration of your session that was originally scheduled.
- _____ 7. If a parent has any concerns over the billing process/invoice, please tell them to call me at the office. You shall not discuss (verbally, written, etc.) your compensation with any client at any time. Any questions of that nature shall be directed to Sara in the office.
- _____ 8. If a parent and/or student requests a change of their set schedule on a consistent basis please let me know.



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- _____ 9. I have two numbers where I can be reached: One is the office 713.572.3533 and the other is my cell phone at 713.927.5670. Whenever you call or text, no matter the time, I respond via text if I can. You can also always reach me via email at sara@houstonhometutoring.com. If you have a question that you need answered right away, are lost, have a problem with the student, etc, please contact the parent. As a last resort, call me. I will always be accessible via cell. I am frequently not in the office during evenings and weekends so please feel free to text me on the cell number. Alternatively, you can reach Chivonne on her work phone at 713.927.1851 or Johnny on his at 713.545.1272.
- _____ 10. If you are running late (because of traffic, etc.) please call the next student if you will be more than 10 minutes late. Please pull over to the side of the road to make the texts or phone calls.
- _____ 11. If you cannot tutor for any reason (you are sick, going out of town), please call me to tell me you are canceling **AS SOON AS** you know you cannot tutor. Excessive absenteeism and/or tardiness to sessions are grounds for a reduction in hours or no further students being assigned to you. **Please see Attendance Addendum.**
- _____ 12. Please note that tutors are **NOT** permitted to drive the students anywhere for any reason.
- _____ 13. Please note that the dress code for tutoring is nice casual. Please do not wear shorts.
- _____ 14. We have a strict confidentiality policy about our families. Please do not speak to one family or student about another. Please do not contact the students' teachers without the express permission of the parents. All correspondence, including all text and email communication between you and the parents and/or students, teachers/school, administration officials, **MUST** include the office as a carbon copy recipient. At-Home Tutoring Services holds a proprietary interest in our customer lists and must be kept informed of circumstances related to our students.
- _____ 15. It is expressly prohibited that you use your cell phone (i.e. calling/texting, etc.) during a tutoring session, unless the office is trying to reach you.

DATED: _____

AGREED AND UNDERSTOOD:

Tutor

APPROVED AS TO FORM AND CONTENT:

Sara J. Downey
Managing Member
CSD Holdings, LLC d/b/a
At-Home Tutoring Services