

Stepping Stone Tutors – Employee Handbook

Most tutors work 5-10 hours per week. Each session averages 1-2 hours and customers typically want 1-2 days per week of tutoring. The number of hours you work depends on a few factors: customer demand, the number of subjects you can tutor, scheduling flexibility, and your distance from the student's house (20 minutes or less). Our busiest times typically follow the school calendar.

We will contact you by email with the customer's information including location, contact numbers, and the subjects required. **It is your responsibility to contact the customer and schedule the first tutoring session within 24 hours.** If no contact preference was indicated, call all of the numbers listed and leave your contact information and availability. If you have not heard back within 24 hours, leave another message then follow-up with Stepping Stone Tutors.

If you are not available or the customer has questions you're not able to answer please let us know ASAP so we can try to find another tutor or get back to the customer.

After you start working with students, **you will need to complete an online time sheet reporting your hours every two weeks** (on the 14th and last day of each month by midnight). If your hours are late, you may have to wait until the next pay period to get paid. You should receive a reminder email 2-3 days before the next time sheet is due. Based on your hours, you get paid on the first day of each month.

We do not provide tutoring materials. You will normally be working on current assignments, (homework and tests) otherwise, we recommend that customers (especially for home school students or students preparing for standardized tests) purchase a textbook they are comfortable with and provide an extra copy or a Xerox version for you to use.

If a customer cancels within 24 hours of your next session without a genuine excuse include it as a 1-hour cancellation on your time sheet with a note about the circumstances. You will still get paid for 1 hour of tutoring unless the customer disputes the charge (and has good reason to).

You may encounter situations where you are not able to help the student you meet with or it is not a good fit between personalities. Please let us know right away if this is the case so we can try to match them with another tutor in the area.

We offer a guarantee to every customer that they are completely satisfied or the first hour of tutoring is free. Customers rarely request a refund, but when they do usually, the tutor agrees that they were not able to help. **Make sure that you are up to date on the subject matter before meeting with a new student;** otherwise, it can make for an awkward situation for you and for the company. We expect our tutors to be experts in their subject area(s) and so do our customers.

You will usually spend the first 15-20 minutes of your first session getting familiar with the material and creating a plan with the student and his or her parents about what you will work

on each time, what their goals are, and what their time frame is for having you come to their home. After you have discussed this, you will want to get started helping the student with the material at hand.

We encourage you to keep the parents involved and up to date with their student's progress. It is helpful for both you and the student to set new goals at the end of each session to make sure the student does their homework and come prepared for your next meeting.

For any billing questions or situations, that you feel uncomfortable please have the parent call or email Stepping Stone Tutors and/or alert the company as to the situation so that we can follow-up on it.

As a tutor for Stepping Stone Tutors you are allowed flexible vacation time (without limitations) but you need to let us know if you will be unavailable for more than a few days especially if you are currently working with any students. We also understand that tutors start new jobs and/or move from time to time. Please give us at least 2 weeks' notice so that we can make the necessary accommodations especially if you are currently working with students.

Please act professionally when dealing with customers in your correspondence and when working in their homes. **You are not to provide transportation, offer gifts of any kind, or suggest meeting a student for anything other than tutoring** because these situations present a liability issue for both you and the company. We only pay for time spent tutoring and not for preparation or driving.

You will receive a 1099-MISC tax form at the end of each year if you earn more than \$600 during each calendar year. The IRS does not require us to report for amounts smaller than this.

We conduct a 50 state criminal background check including an FBI sex offender search for every tutor prior to your first tutoring session. The total cost is \$40 which we will deduct from your first 2 paychecks in \$20 increments (we pay monthly). After you have tutored 20 hours, we will credit the \$40 back to you and include it on the next paycheck.

Stepping Stone Tutors: Company Information

Stepping Stone Tutors currently employs more than 200 tutors nationwide. We have helped thousands of students to improve their grades, pass tests, and gain valuable study skills. We believe that any student can improve academically with one-on-one help using our tutoring service. We are an equal opportunity employer and seek tutors who are professional, on-time, and go above and beyond to help students meet their goals by keeping parents informed and involved and corresponding with teachers when necessary. We offer competitive pay and are always open to discussing increased compensation if you believe you have proved yourself.

Corporate Headquarters:

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