



RS REMOTE TUTORING · GCSE ONLINE TUTORING

# Tutor Welcome Pack

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Onboarding Guide for New Tutors  
Freelance / Self-Employed Role

*We do not simply place tutors -- we build partnerships between exceptional educators and the students who need them most.*

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# TABLE OF CONTENTS

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<b>01</b>	A Warm Welcome
<b>02</b>	Working With Us
<b>03</b>	Your Freelance Status -- Explained
<b>04</b>	Professional Standards
<b>05</b>	Delivering Outstanding First Lessons
<b>06</b>	Online Teaching Excellence
<b>07</b>	Safeguarding & Child Protection
<b>08</b>	Communication Expectations
<b>09</b>	Cancellations & Attendance
<b>10</b>	Payments & Invoicing
<b>11</b>	Student Protection & Non-Circumvention
<b>12</b>	Tutor Support & Resources
<b>13</b>	Tutor Declaration & Sign-Off

## SECTION 01

# A Warm Welcome

Congratulations, and welcome to the RS Remote Tutoring and GCSE Online Tutoring family. We are delighted to have you with us. Both companies are built on a shared foundation of academic excellence, professionalism, and genuine care for every student we serve. You have joined a curated network of educators who are committed to transforming learning experiences -- wherever in the world a student may be.

*We do not simply place tutors -- we build partnerships between exceptional educators and the students who need them most.*

Our Mission -- RS Remote Tutoring	Our Mission -- GCSE Online Tutoring
<p>Making outstanding, personalised education accessible to every student, regardless of geography. Connecting motivated learners with highly qualified tutors through a seamless, technology-enabled platform.</p>	<p>Delivering specialist GCSE preparation through expert tutors who understand the exact demands of each exam board -- empowering students to achieve their full academic potential.</p>

## What We Expect From You

<p><b>Punctuality &amp; Reliability</b></p> <p>Be on time, every time.</p>	<p><b>Professional Communication</b></p> <p>All interactions reflect both agencies.</p>	<p><b>Thorough Lesson Preparation</b></p> <p>Review materials before every session.</p>	<p><b>Proactive Student Support</b></p> <p>Go beyond the minimum.</p>
<p><b>Safeguarding Compliance</b></p> <p>Non-negotiable -- see Section 07.</p>	<p><b>Timely Reporting</b></p> <p>Session logs submitted within 24 hours.</p>	<p><b>Confidentiality</b></p> <p>Student data never shared with third parties.</p>	<p><b>Continuous Growth</b></p> <p>Embrace feedback and professional development.</p>

**SECTION 02**

# Working With Us

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Working with RS Remote Tutoring and GCSE Online Tutoring gives you access to a wide range of students across the UK and internationally. Both brands operate under the same professional standards and support infrastructure, meaning you will be fully supported whichever platform your students come through.

## **Flexibility & Availability**

One of the key advantages of working with us is genuine flexibility. You set your own availability -- we match students to you accordingly. We ask that you keep your availability profile current at all times and provide reasonable notice of any changes that may affect scheduled lessons.

## **Lesson Delivery**

Provide high-quality, structured lessons in line with the student's goals, curriculum, and learning style. For GCSE Online Tutoring students, ensure you are familiar with the relevant exam board specifications.

## **Progress Reporting**

Maintain brief session notes and provide feedback to the agency when requested. Regular, concise updates allow us to support students and parents effectively.

## **Communication**

Respond to agency communications within 24 hours. Student and parent communications must be professional and timely at all times.

## **Equipment**

Maintain a reliable technical setup: stable broadband, quality webcam and microphone, and a professional, distraction-free environment. See Section 06 for detailed standards.

## SECTION 03

# Your Freelance Status -- Explained

## ■ IMPORTANT -- Please Read Carefully

This is a freelancing / self-employed role. Neither RS Remote Tutoring nor GCSE Online Tutoring employs you. There is no employer-employee relationship. You are engaged as an independent freelance contractor. This has important legal, financial, and practical implications -- please read this section carefully.

### 01 No Employment Contract

You are not issued an employment contract. You are engaged under a freelancer/contractor agreement and do not receive employee benefits such as holiday pay, sick pay, pension contributions, or redundancy rights.

### 02 You Are Your Own Business

By accepting work from either agency, you are operating as a self-employed individual (or through your own limited company or partnership, where applicable). You are responsible for the management of your professional practice.

### 03 Tax & National Insurance

Neither agency deducts income tax or National Insurance from your earnings. You are solely responsible for declaring your income to HMRC and paying any tax and NI contributions due.

### 04 Self Assessment

As a self-employed tutor, you must register with HMRC and submit a Self Assessment tax return each year. Deadlines and guidance are available at [hmrc.gov.uk](https://www.hmrc.gov.uk). If unsure of your obligations, consult a qualified accountant.

### 05 Freedom to Work Elsewhere

As a freelancer, you are free to offer your services to other clients and platforms -- subject to the Non-Circumvention Policy in Section 11, which restricts direct contact with agency students outside of agency-arranged sessions.

### 06 No Guaranteed Hours

Neither agency guarantees a minimum number of hours or lessons. Work is offered subject to student demand and tutor availability. Your engagement can be paused or concluded by either party in accordance with your freelancer agreement.

### 07 Invoicing

Where required, you submit invoices for completed sessions. Invoice templates are available from both agencies on request. All payments are made directly to your registered bank account.

## ■ Need Advice?

If you are unsure about your self-employed tax status, NI obligations, or whether you need to register as a sole trader, please visit [hmrc.gov.uk](https://www.hmrc.gov.uk) or speak with an accountant before you begin. Neither RS Remote Tutoring nor GCSE Online Tutoring can provide tax or legal advice.

## SECTION 04

# Professional Standards

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Tutors representing RS Remote Tutoring and GCSE Online Tutoring are expected to uphold the highest standards of professional conduct at all times. The following principles underpin everything we do.

<b>Punctuality</b>	Log in to sessions at least two minutes before the scheduled start time. Lateness reflects poorly on the agency and on you.
<b>Appearance</b>	Dress professionally for all online sessions. Smart casual is the minimum -- no casual loungewear, distracting backgrounds, or poor lighting.
<b>Preparation</b>	Review the student's goals, previous session notes, and any materials before each lesson. Never improvise when preparation is possible.
<b>Communication Tone</b>	All written and verbal communication with students, parents, and both agencies should be measured, respectful, and professional.
<b>Lesson Conduct</b>	Maintain clear boundaries during sessions. Keep all interaction strictly professional and educational in nature.
<b>Device Etiquette</b>	Disable all unnecessary notifications during lessons. Your full attention belongs with the student for the duration of the session.

## SECTION 05

# Delivering Outstanding First Lessons

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*First impressions shape the entire tutoring relationship. Invest in them.*

The first lesson with any new student is the most important of the engagement. It sets tone, establishes trust, and signals to both student and parent that they have made an excellent choice.

## 01 Before the Lesson

Review all information provided by the agency: the student's age, year group, target exam or course, known challenges, and any parent notes. For GCSE Online Tutoring students, confirm the exam board and current specification.

## 02 Opening the Session

Introduce yourself warmly and professionally. Explain how you work and what the student can expect from lessons with you. Invite them to share their own goals and concerns.

## 03 Initial Assessment

Spend 10-15 minutes gauging the student's current level through conversation and a short informal task. Avoid making the student feel tested -- keep it natural.

## 04 Curriculum Review

Briefly review the syllabus or curriculum together. Identify priority areas and map a rough plan for the coming weeks.

## 05 Building Rapport

Ask about the student's interests, motivations, and learning preferences. Personalising your approach from session one dramatically improves retention and results.

## 06 Closing Strongly

Summarise what was covered, set a small achievable task for next time, and end with genuine enthusiasm. Students and parents remember how they felt at the end.

## SECTION 06

## Online Teaching Excellence

The quality of your online setup is a direct reflection of your professionalism. Students and parents judge competence in part by the quality of the experience you deliver. The following standards are non-negotiable across both RS Remote Tutoring and GCSE Online Tutoring sessions.

Requirement	Standard
Camera	HD webcam (1080p minimum). Positioned at eye level. Good front-facing lighting -- natural or ring light.
Sound	Clear microphone, free of distortion or echo. A headset is strongly recommended over a built-in laptop microphone.
Internet	Minimum 20 Mbps stable broadband. Wired connection preferred. Always have a mobile data contingency.
Environment	Clean, professional, distraction-free background or neutral virtual background. No other people visible or audible.
Whiteboard Tools	Proficiency in at least one shared whiteboard tool (e.g. Bitpaper, Miro, Whiteboard.fi, or built-in platform tools).
Backup Plan	Have a contingency for technical failure: secondary device, alternative platform link, or instant communication method.

### Recommended Digital Tools

<b>Video Calls</b>	Google Meet or Zoom
<b>Shared Whiteboards</b>	Bitpaper, Miro, or Whiteboard.fi
<b>Resource Sharing</b>	Google Classroom or Notion
<b>Recap Videos</b>	Loom
<b>Scheduling</b>	Calendly

## SECTION 07

# Safeguarding & Child Protection

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**■ IMPORTANT -- Please Read Carefully**

Safeguarding is not optional. Every tutor working with RS Remote Tutoring and GCSE Online Tutoring has a duty of care to the students they teach. Failure to comply with safeguarding standards will result in immediate suspension from both platforms.

**01 Student Welfare First**

The wellbeing of the student must always take priority. If you have any concern about a student's safety, mental health, or home circumstances, you must report it to the relevant agency immediately. Do not investigate independently.

**02 Professional Boundaries**

All communication with students must take place through agency-approved channels. Do not connect with students or their families on personal social media, exchange personal phone numbers, or arrange unofficial meetings.

**03 Confidentiality**

Information shared by students -- including personal circumstances, family situations, and academic struggles -- must be treated with strict confidentiality. Do not share student information with any third party.

**04 Online Safeguarding**

Be mindful of digital risks in the online tutoring environment. Never record sessions without explicit consent. Ensure sessions take place via approved platforms only. Report any inappropriate behaviour or disclosures immediately.

**05 Reporting Concerns**

If a student discloses something that raises a safeguarding concern -- do not delay. Contact the relevant agency safeguarding lead immediately. It is not your role to judge whether a concern is serious enough -- report it.

**06 DBS Requirement**

All tutors working with under-18 students must hold a valid Enhanced DBS (Disclosure and Barring Service) check. If your DBS is due for renewal, notify the agency immediately. Tutoring under-18s without a valid DBS is strictly prohibited.

## SECTION 08

# Communication Expectations

Professional, timely communication is one of the most visible markers of tutor quality. Parents and students judge both agencies -- and you -- largely by how you communicate. The same standards apply regardless of which brand the student has come through.

Situation	Response Time
Agency communications	Within 24 hours
Student or parent enquiries	Within 12 hours on working days
Urgent matters	Immediately

## WhatsApp & Messaging

Keep all WhatsApp communication with both agencies professional and concise. Avoid informal language, slang, or excessive emojis. Confirm lesson receipt and any changes promptly.

## Parent Communication

Maintain a tone that is warm, confident, and professional. Provide brief post-lesson summaries where requested. Always copy the relevant agency into significant communications.

## Lesson Confirmations

Confirm each upcoming lesson no later than the evening before. If there is any risk of disruption, notify the agency and student immediately -- not minutes before the session.

## Written Communication

All written communication -- including emails and messages -- should be free of spelling errors, professional in tone, and clearly structured. You represent both RS Remote Tutoring and GCSE Online Tutoring in every message you send.

## SECTION 09

## Cancellations & Attendance

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Reliability is foundational. Students -- particularly those preparing for GCSE examinations or other high-stakes assessments -- rely on consistent, uninterrupted access to their tutors. Cancellations and no-shows cause real harm and damage trust in both brands.

Situation	Required Notice	Consequence
Non-urgent cancellation	Minimum 48 hours	Note on tutor record
Short-notice (personal)	Minimum 24 hours	First instance: warning
Emergency cancellation	Immediate contact	Case reviewed individually
No-show (no contact)	N/A	Formal review -- may lead to removal
Late arrival (5+ mins)	Notify before session	Student receives full session time

In all cases, communication is key. A tutor who communicates promptly and professionally -- even when cancelling -- is forgiven far more readily than one who simply disappears. If in doubt, contact the relevant agency.

## SECTION 10

# Payments & Invoicing

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## How You Are Paid

All tutor payments are processed by the respective agency directly to your registered bank account. Payments are made according to the agreed payment cycle -- typically weekly or fortnightly, depending on your engagement arrangement. You will receive a payment confirmation for each transfer.

## Reporting Your Hours

You are required to report your sessions accurately and promptly. Submit your session log to the relevant agency within 24 hours of completing each lesson. Logs submitted late may result in delayed payment. Falsification of session records will result in immediate removal from both platforms.

## No Direct Client Payments

Under no circumstances should you accept payment directly from students or parents. All payments must be processed through the respective agency. Direct payment arrangements -- whether requested by a student, parent, or yourself -- constitute a breach of your freelancer agreement and will result in formal action.

## Invoicing (Where Applicable)

If required, invoices must include: your full name, the dates and durations of sessions delivered, the student reference (provided by the agency), your bank details, and the invoice date. Invoice templates are available from both agencies on request.

## SECTION 11

# Student Protection & Non-Circumvention

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*Every student introduced to you by RS Remote Tutoring or GCSE Online Tutoring remains a client of the respective agency -- during and after your engagement.*

## The Non-Circumvention Policy

You must not, at any time during or after your engagement with either agency, directly solicit, accept, or provide tutoring services to any student or family introduced to you through RS Remote Tutoring or GCSE Online Tutoring -- outside of an arrangement managed by the relevant agency.

## What This Means in Practice

- Do not offer private lessons to any RS Remote Tutoring or GCSE Online Tutoring student, regardless of how the conversation begins.
- Do not exchange personal contact details with students or parents for the purpose of arranging unofficial tutoring.
- Do not accept approaches from parents who wish to 'cut out the agency' -- refer them back to the relevant agency immediately.
- This policy applies for a period of 24 months following the conclusion of any agency-arranged tutoring relationship.

### ■ Why This Matters

This is not simply a contractual requirement -- it is a matter of professional integrity. Circumventing either agency harms the business that supports you, undermines trust with students and families, and sets a damaging precedent. We take this seriously, and we trust you to do the same.

SECTION 12

# Tutor Support & Resources

Both RS Remote Tutoring and GCSE Online Tutoring are committed to supporting you throughout your time with us. You are not operating alone -- we are here to help you succeed, and your success directly reflects our own.

## What We Offer

<p><b>Dedicated Onboarding Support</b></p> <p>Available from day one</p>	<p><b>Professional Development Advice</b></p> <p>Ongoing coaching &amp; resources</p>
<p><b>Guidance on First Lessons</b></p> <p>Tailored to your student profile</p>	<p><b>Technical Platform Guidance</b></p> <p>Setup &amp; troubleshooting help</p>
<p><b>Student Briefing Documents</b></p> <p>Provided before first session</p>	<p><b>Feedback on Your Tutor Profile</b></p> <p>Optimise your listing</p>
<p><b>Safeguarding Resources</b></p> <p>Mandatory compliance support</p>	<p><b>Direct Agency Communication</b></p> <p>Response within 24 hours</p>
<p><b>Payment Assistance &amp; Invoice Templates</b></p> <p>Clear and prompt processing</p>	<p><b>Access to the Tutor Community</b></p> <p>Shared resources &amp; peer support</p>

## Contact the Agencies

RS Remote Tutoring	GCSE Online Tutoring
<p>rsremotetutoring@gmail.com www.rsremotetutoring.co.uk</p>	<p>www.gcseonlinetutoring.uk</p>



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# Thank You

You are now part of a team that believes exceptional education changes lives.  
We look forward to building something outstanding together.

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[www.rsremotetutoring.co.uk](http://www.rsremotetutoring.co.uk) · [www.gcseonlinetutoring.uk](http://www.gcseonlinetutoring.uk)

SECTION 13

# Tutor Declaration & Sign-Off

By completing and returning this form, you confirm that you have read and understood the RS Remote Tutoring and GCSE Online Tutoring Tutor Welcome Pack in full, including your responsibilities, professional standards, safeguarding obligations, and your status as a self-employed freelancer.

### ■ Declaration

I confirm that I have read, understood, and agree to comply with all policies, standards, and obligations set out in this Welcome Pack. I acknowledge that I am engaged by RS Remote Tutoring and/or GCSE Online Tutoring as a self-employed freelancer and not as an employee, and that I am solely responsible for my own tax affairs and National Insurance contributions. I agree to uphold the professional, safeguarding, and confidentiality standards outlined herein.

#### FULL LEGAL NAME

*Please print clearly*

#### EMAIL ADDRESS

*The email address you will use for all agency communications*

#### TELEPHONE NUMBER

*Include country code if outside the UK*

#### DIGITAL / HANDWRITTEN SIGNATURE

*Sign below to confirm your agreement with this Welcome Pack*

DATE

*DD / MM / YYYY*

### **How to Complete & Return This Form**

1. Download this Welcome Pack PDF to your device.
2. Print this page, or complete it digitally using a PDF editor or stylus.
3. Fill in your full name, email address, and telephone number clearly.
4. Sign in the signature box above.
5. Email the completed form to: [rsremotetutoring@gmail.com](mailto:rsremotetutoring@gmail.com)
6. Your onboarding will not be considered complete until your signed declaration has been received.

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