National Tutoring Programme Digital User Guide

For Schools

National Tutoring Programme

Contents

## Welcome to the National Tutoring Programme.

This user guide has been created to provide a high level walk through of the Tuition Hub, the technology platform you will be using to access Tuition Partners and Academic Mentors support.

If you have any additional questions, your Engagement Manager will be pleased to support you. To get in contact, please use the contact form available through the homepage, on the Tuition Hub (also available through the NTP homepage).

The NTP Team

How to register your school

Enter the National Tutoring Programme homepage (www.nationaltutoring.org.uk), then click on the 'Register as a school' button. This will take you to the Tuition Hub, where you will be required to enter your school's Unique Reference Number (URN).
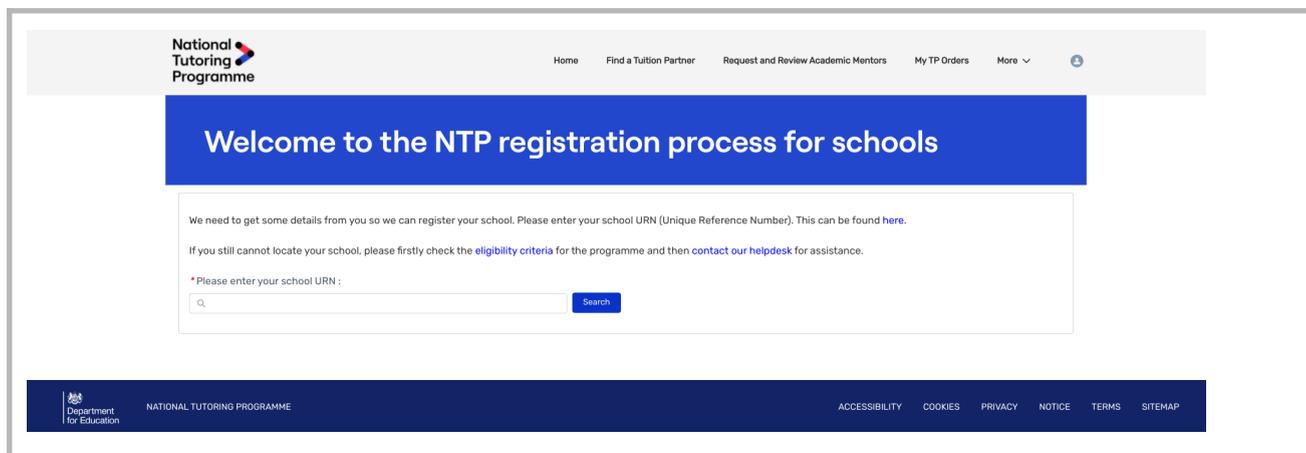
If your school's URN cannot be found, please reach out to the team using the contact form provided. You will be notified if you have already been registered.
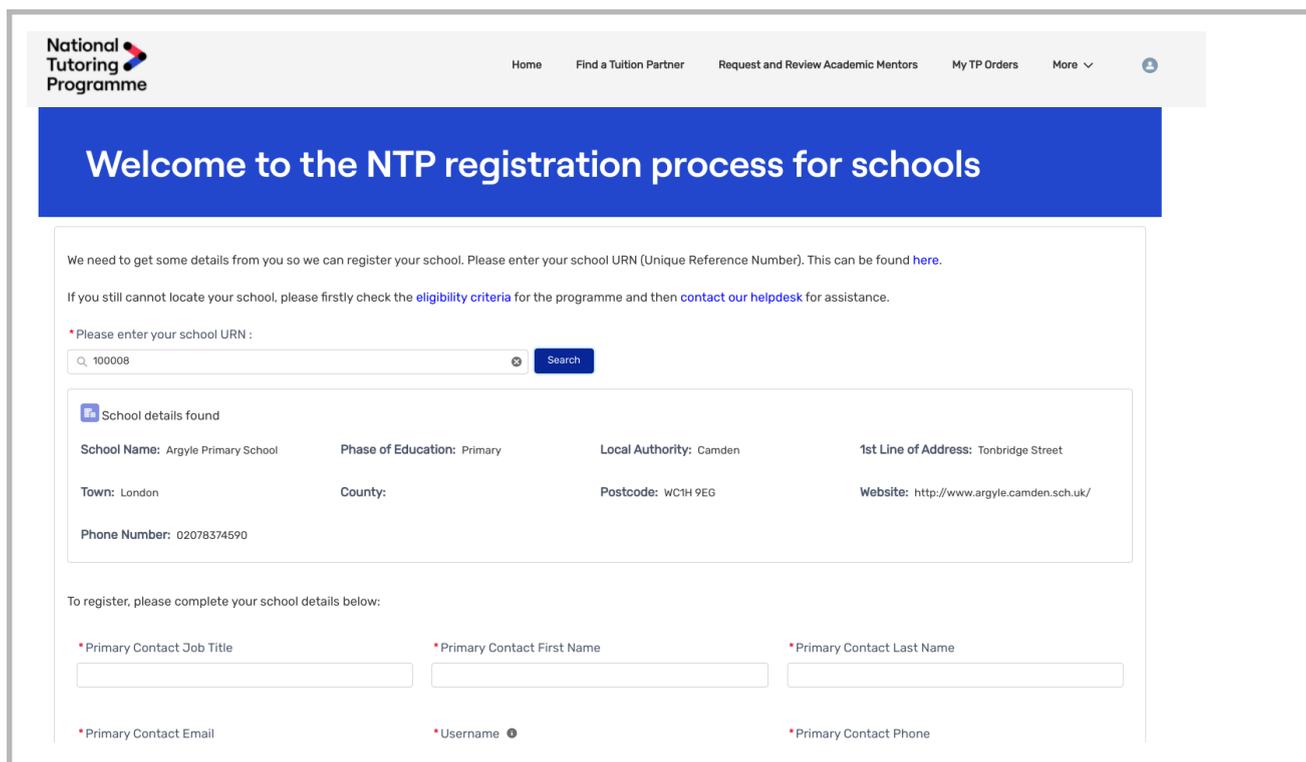
If your school's URN is correct, initial details of your school will be displayed. Please then enter the remaining details into the form provided, including contact name and email address, to complete your registration. Once registered, you will receive two emails:

1. A system email prompting you to set a secure password to manage your account
2. An email with further details regarding the next steps in the process

If you don't receive these emails, please check your spam folder and/or contact the NTP Engagement Team.

Once you have set up an account with a secure password, your account will be live. You will now be able to search and approach Tuition Partners and raise a request for Academic Mentors. You will also receive a welcome call from your designated Engagement Management at this stage.

Adding an image to your profile

Once registered and logged in to the Tuition Hub, you will have the option of adding an image to your profile to help you associate a login with a particular school. To do this, click on the icon on the top right hand side next to 'More' and click 'User Profile'.
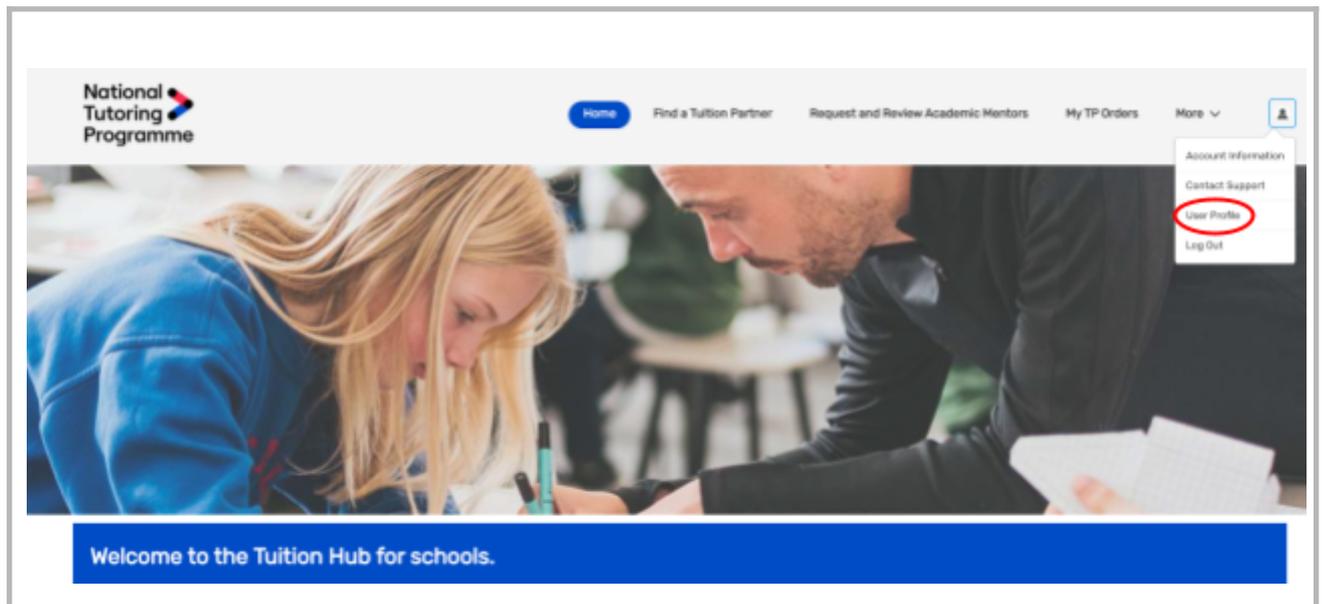
You will then need to click on the icon on the left hand side, which will bring up a similar screen to the below. Once you have uploaded a suitable image, this will become the image associated with your profile. To change this image, please follow the same steps. This feature will be particularly useful if you are raising orders on behalf of multiple schools if you are part of an Academy Trust.

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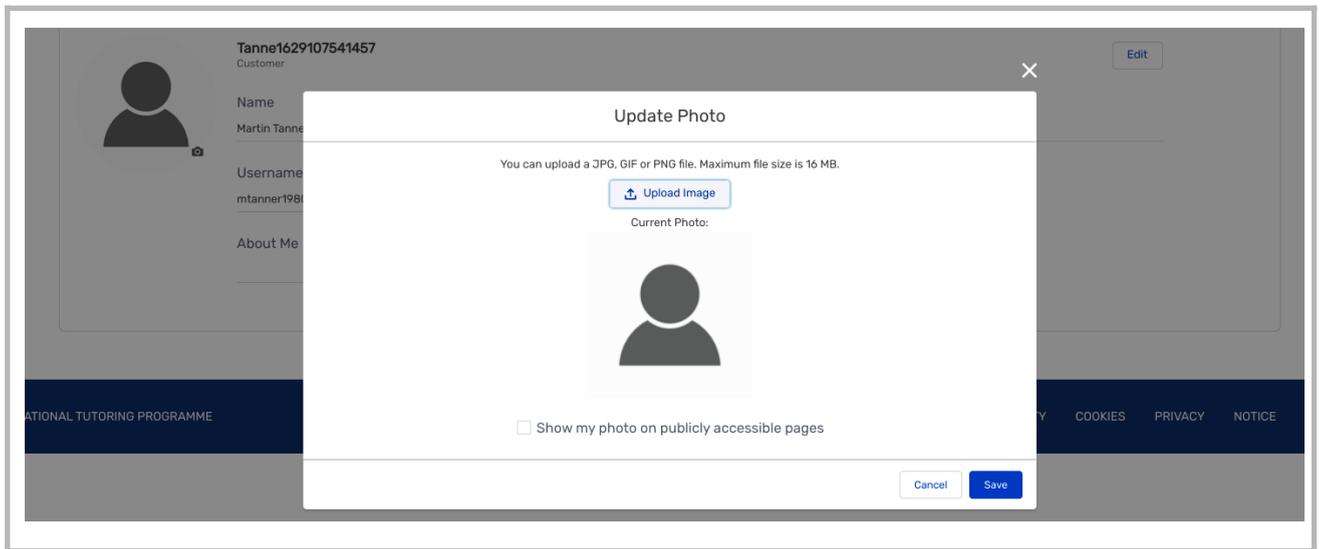
How to find and select a Tuition Partner

Once logged into the Tuition Hub, please click on the 'Find a Tuition Partner' link at the top of the page. You will then be presented with a number of options to select based on your requirements. Note that some filters (based on location and phase of education) will already have been applied.
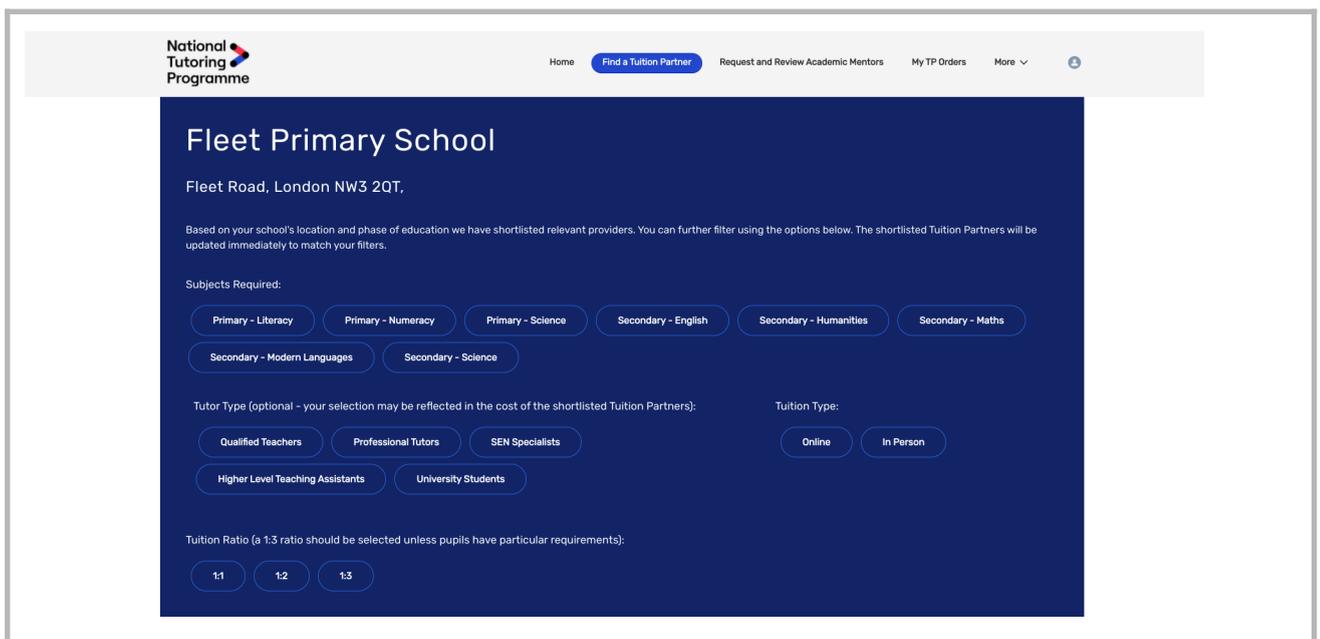
Based on the options that you select, you will be presented with Tuition Partners who match your requirements.

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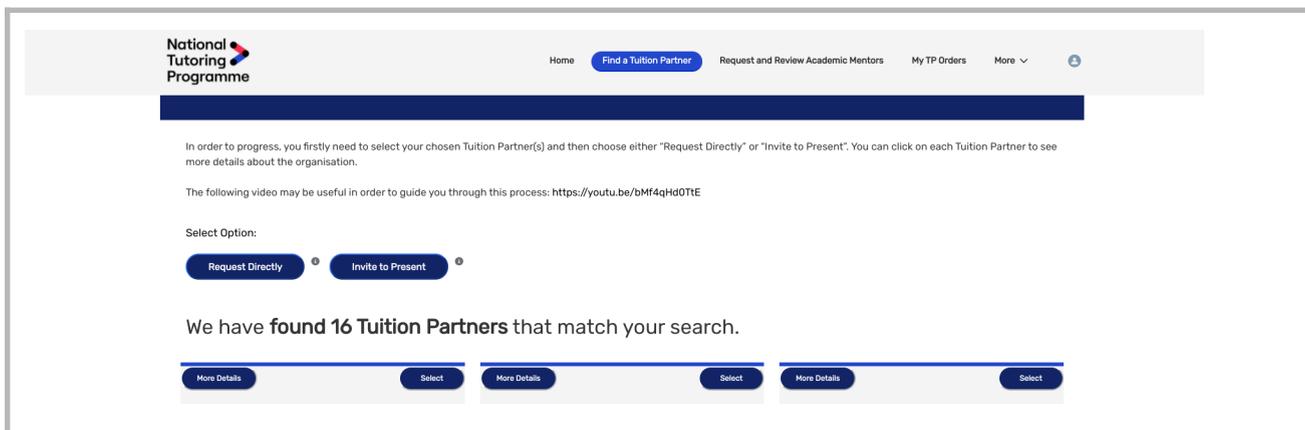
Select 'more details' to view further information on each Tuition Partner that matches your search criteria.
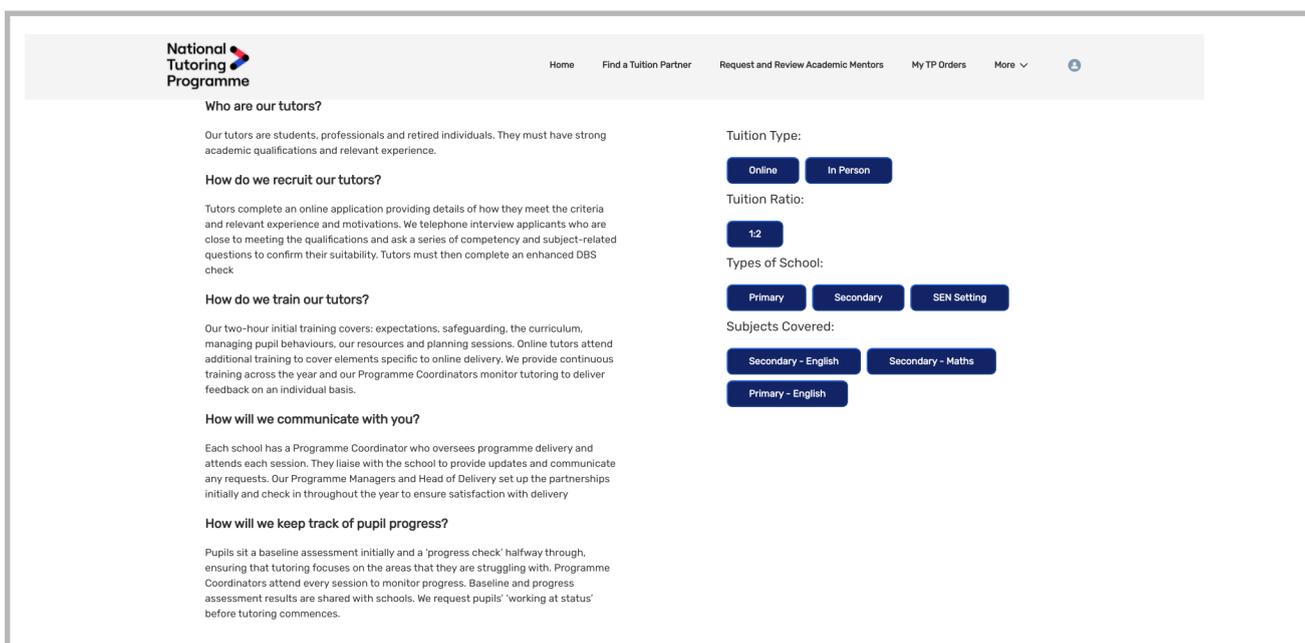
Once you have viewed the Tuition Partners details, you have two options:

1. Opt to award a Tuition Partner directly (Direct Award)
2. Request a selection of partners to present to your school (Presentation Pathway)

Direct Award: Click 'select' (top right corner of the Tuition Partners overview), then click 'Request Directly' (top of the page). To award multiple direct awards to Tuition Partners (for example, to cater for different pupil cohorts), then please repeat the process for each Tuition Partner.'

Presentation Pathway: Please select all Tuition Partners that you would like to meet, then click 'Invite to Presentation' (top of the page).

In order to progress, you firstly need to select your chosen Tuition Partner(s) and then choose either "Request Directly" or "Invite to Present". You can click on each Tuition Partner to see more details about the organisation.

The following video may be useful in order to guide you through this process: https://youtu.be/bMf4qHdDThE

Select Option:

(Request Directly) ⊙ (Invite to Present) ⊙

We have **found 16 Tuition Partners** that match your search.

Some helpful definitions before you make an order

- **An order package** is a 15 hour block of tuition (either on a 1:3, 1:2 or 1:1 basis, i.e. for three pupils, two pupils or one pupil). Note that 80% of requirements should be on a 1:3 basis. The option for 1:2 and 1:1 provision (10% each of the total) should only be used for specific requirements (typically SEND support or similar).
- **An order** relates to a bundle of packages. For example, if you order Maths tuition for 12, Year 6 pupils, you may wish to create four separate packages on a 1:3 basis. You may allocate names to each package (i.e. Year 6 Maths) for ease of reference. You have flexibility on how to structure your order.
- **A programme** is the name used for an order package (i.e. 15 hour block of tuition), once it has been confirmed and is ready to be populated with pupil details.

How to create an Order Package following a Direct Award

Once you have selected 'Request Directly', a screen will appear for you to create your required package of tuition support. You will be asked for information on:

- Subject
- Tuition Type
- Tuition Ratio
- Proposed Start Date
- Key Stage
- SEN Support Required
- Preferred Days and Times for Tuition (not mandatory)
- Additional Details (not mandatory)

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The Tuition Hub enables multiple order packages to be created. Once you have completed the details for the first order, enter the number of additional packages required and then click 'Add'. Information from the first Order Package will be duplicated, but can be edited to suit requirements.

Once you have completed the required information for all 'Order Packages', click on the 'Submit' button at the bottom of the pop up window. Your selected Tuition Partner will be notified and will then either accept or reject your request. You can view the status of your Direct Award by clicking the 'My Orders' tab at the top of your Tuition Hub homepage. If your order package is rejected, you will be notified and an explanation given.

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How to create an Order Package following Presentation Pathway

Once you have selected 'Invite to Present', a screen will appear for you to create your required package of tuition support. You will be asked for information on:

- Subject
- Tuition Type
- Tuition Ratio
- Proposed Start Date
- Key Stage
- SEN Support Required
- Preferred Days and Times for Tuition (not mandatory)
- Additional Details (not mandatory)

The Tuition Hub enables multiple order packages to be created. Once you have completed the details for the first order, enter the number of additional packages required and then click 'Add'. Information from the first Order Package will be duplicated but can be edited to suit requirements. Once you have completed the required information for all 'Order Packages', click on the 'Submit' button at the bottom of the pop up window.

You will then be asked to provide a date and time that you wish each organisation to present on.

Once this has been submitted, the Tuition Partner will receive an email from the NTP Recruitment Team to notify them. The primary email address for the selected Tuition Partners will be shared with you to confirm the Presentation Brief. Please note it is essential all communication with Tuition Partners outside of this must be done via the formal NTP process to ensure information and requests are correctly logged.

Presentation Brief

Schools have control and flexibility to define the Tuition Partner presentation format.

It is recommended you:

- send a calendar invite that includes a link to any video conferencing platform that you wish to use for this presentation.
- include an agenda of items that you would like to be covered in the presentation within the invitation.
- include any further information about your school you feel may be helpful to prospective applicants

The system will automatically calculate when the final presentation is due to have concluded and at this point you will receive an email asking you to log into the NTP website to select your desired Tuition Partner(s).

You can award your chosen partner via the 'My TP Orders' tab within the NTP website by selecting on the Tuition Partner/Order and clicking 'Award'. Note that you can award different partners against different packages (i.e. 15 hour blocks) if you wish.
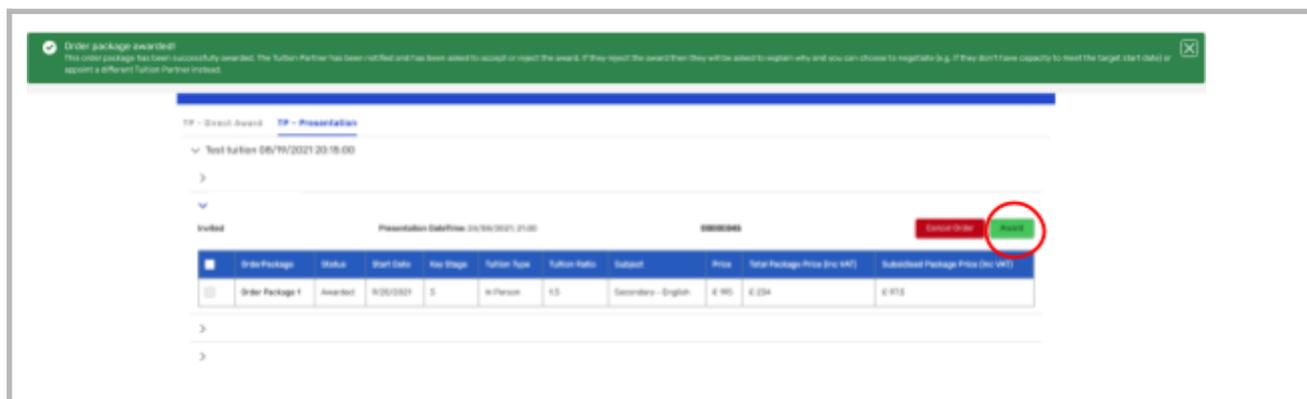
What happens if our tuition package (order package) is accepted/rejected?

You will receive an email from the NTP Recruitment Team to let you know if your 'Order Package' has been accepted or rejected. If your Order Package is accepted, you will be asked to login to the NTP website and add pupils to the selected programme as detailed below. If your 'Order Package' has been rejected, you will be asked to login to the NTP website and select a different Tuition Partner.

How to view and add pupils to programmes?

Once you have selected your preferred Tuition Partner(s), your 'Order Package' becomes a Programme and is therefore now accessible within the system. To find your programmes, select 'More' at the top of the page and select 'My Programmes' in the dropdown.

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It is essential that you provide information about the pupils that will be receiving support. To action, go to 'My Programmes', as shown above, and select the relevant programme by clicking on the name.

In order to create and assign pupils you need to click on the 'Create/Assign Pupils' button at the top of the page. This takes you to a screen where the appropriate number of pupils can be added, based on the ratio of the tuition requested (i.e. 1:3, 1.2, 1:1).

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Assign Pupils

Create Pupils - Use this action to create new pupil records
Assign Pupils - Use this action to assign pupil to the current programme

Create Pupils

Assign Pupils

Pupil Identifier	Pupil Name	Programme
Pupil 1	Search by pupil r	P-000164
Pupil 2	Search by pupil r	P-000164
Pupil 3	Search by pupil r	P-000164

Status

Programme Created

Note: you need to click on the 'Create Pupils' button before they can be added to each of the fields under 'Pupil Name'. Once 'Create Pupils' has been selected, you can then input pupil details, including their name, pupil reference number, Date of Birth and details around Pupil Premium, SEN support needs and whether they are registered as Children in Need or Looked after Children.

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Once you have created a field for your pupils, then please assign them against the relevant programme.

To search for each pupil, search using their name (first name or last name).

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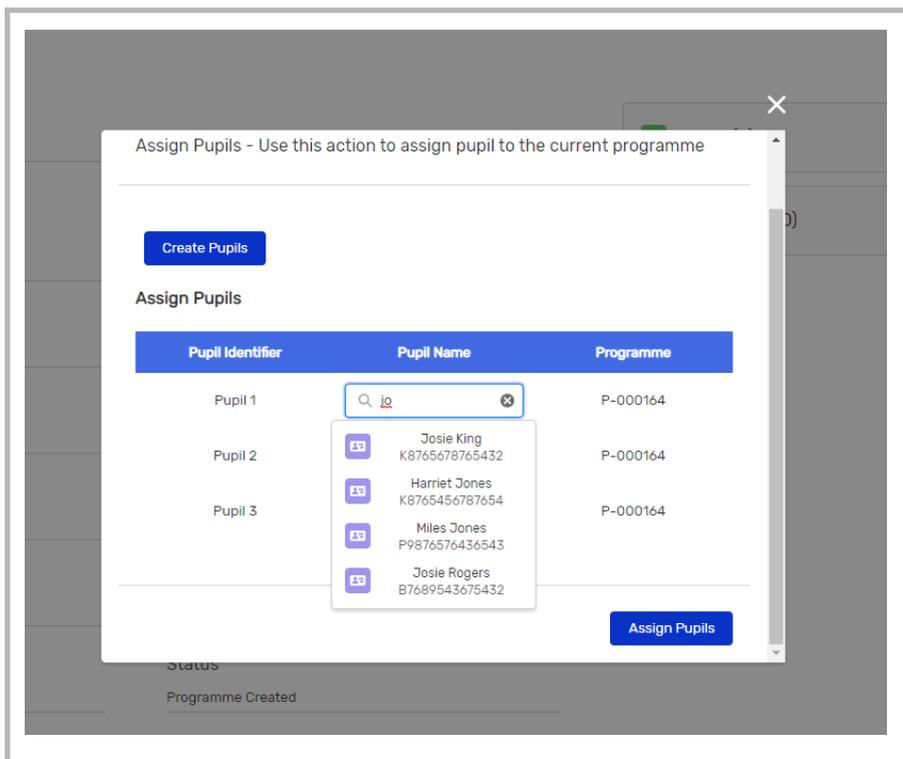
Please note, you will be unable to finalise this page and assign the pupils, until you have added a pupil against each of the required fields. If you do need to click away for any reason (e.g. to find details for the final pupil) then you will not need to add the pupil detail again, you just need to search by first name or last name to assign them.

Once you have added the correct number of pupils (i.e. 3 for a 1:3 package of tuition) you will see that the 'Pupils Assigned' box is checked on the 'My Programmes' page.
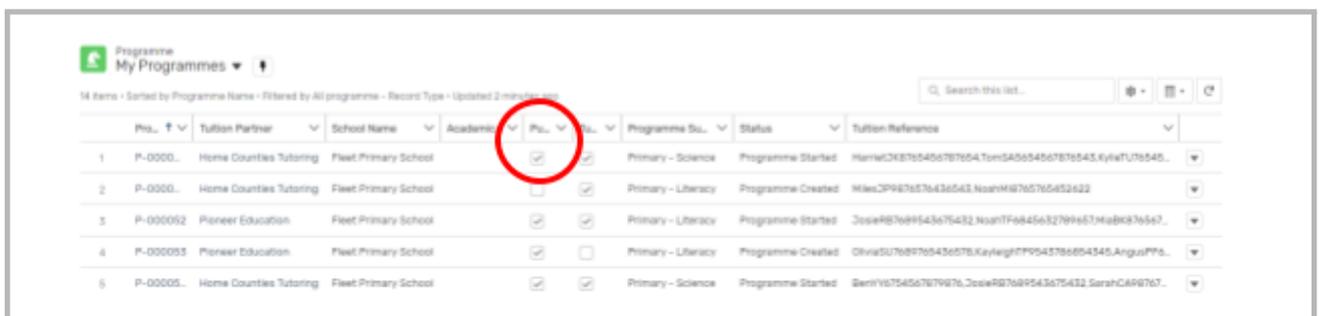
You can also add pupils in bulk, by clicking on your 'Account Information' page, accessible by clicking on the profile icon a the top right-hand side of the Tuition Hub. At the bottom of the page is a section for contacts. Pupils can be added here by adding a 'New' contact and will then be accessible to be assigned to programmes by searching (i.e. typing the first few letters of their name). This offers a rapid process to match pupils with programmes.
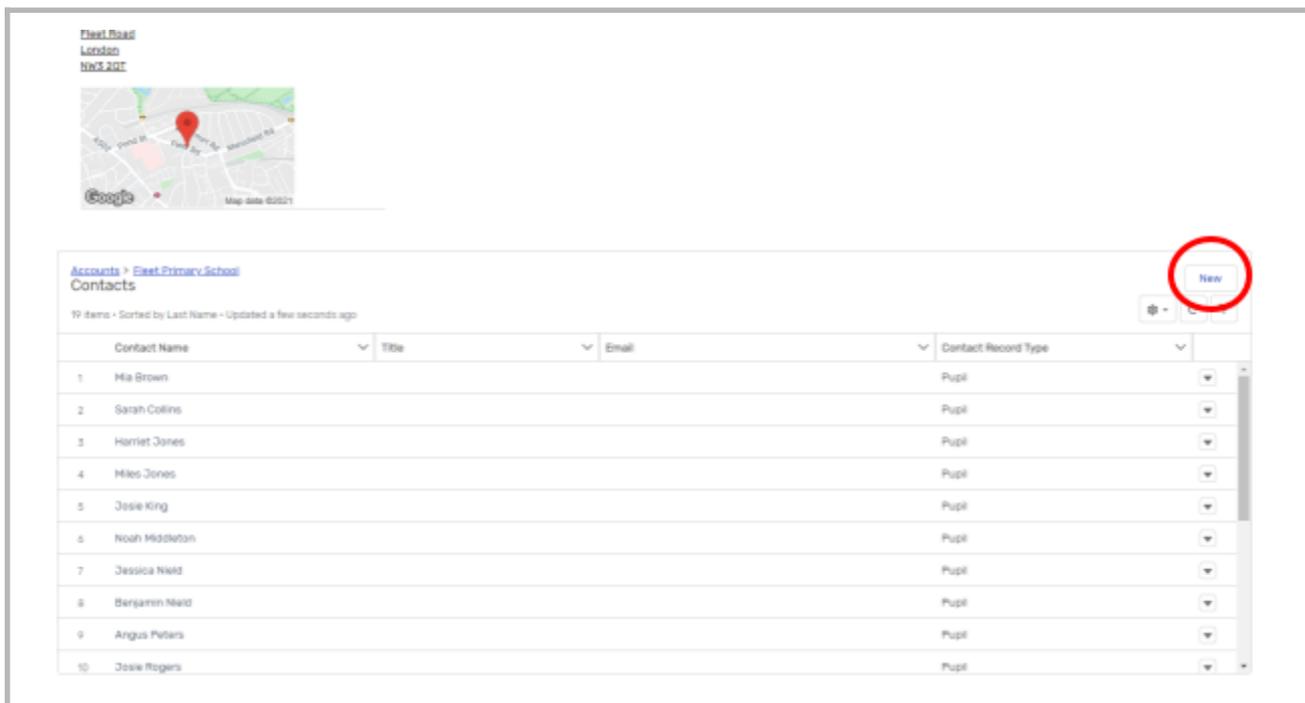
Approving sessions

Schools will need to agree the scheduling of sessions (i.e finalising days and times) with Tuition Partners directly. However, you will have the option of giving indicative information when the order is raised. Once the sessions have been completed, the tutor will raise a timesheet in the system. Before it reaches the school for approval, it is quality assured for discrepancies by the Tuition Partner.

You can access the Tuition Partners timesheet approvals by selecting 'More' on the menu bar. You can then select 'TP – Timesheets' which will take you to the following screen:
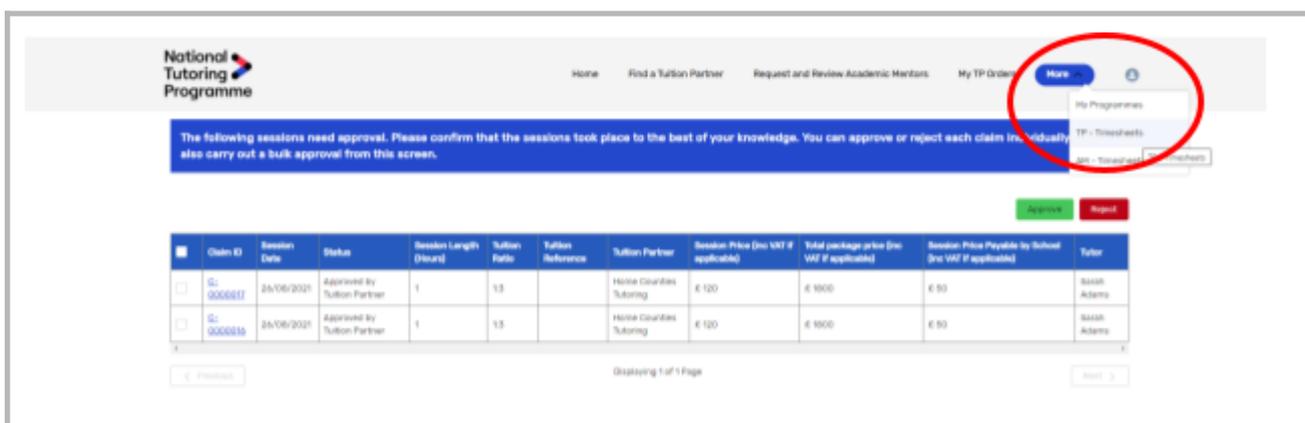
At this stage you are being asked to approve that the sessions took place <u>to the best of your knowledge.</u> You are not reasonably expected to verify that every session was fully completed for the length stated on the timesheet. However, we are asking you to identify any clear discrepancies or anomalies (e.g. if you know that a session didn't take place, or if a pupil was definitely absent for a session etc).

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The table provides a high level overview of the timesheets, however you can see the full details by clicking on the Claim ID number.

If you reject a timesheet (by selecting it using the checkboxes and then clicking the red reject button) then you will be asked to provide a reason. This reason will be shared with the tutor so that they can resubmit it if applicable.
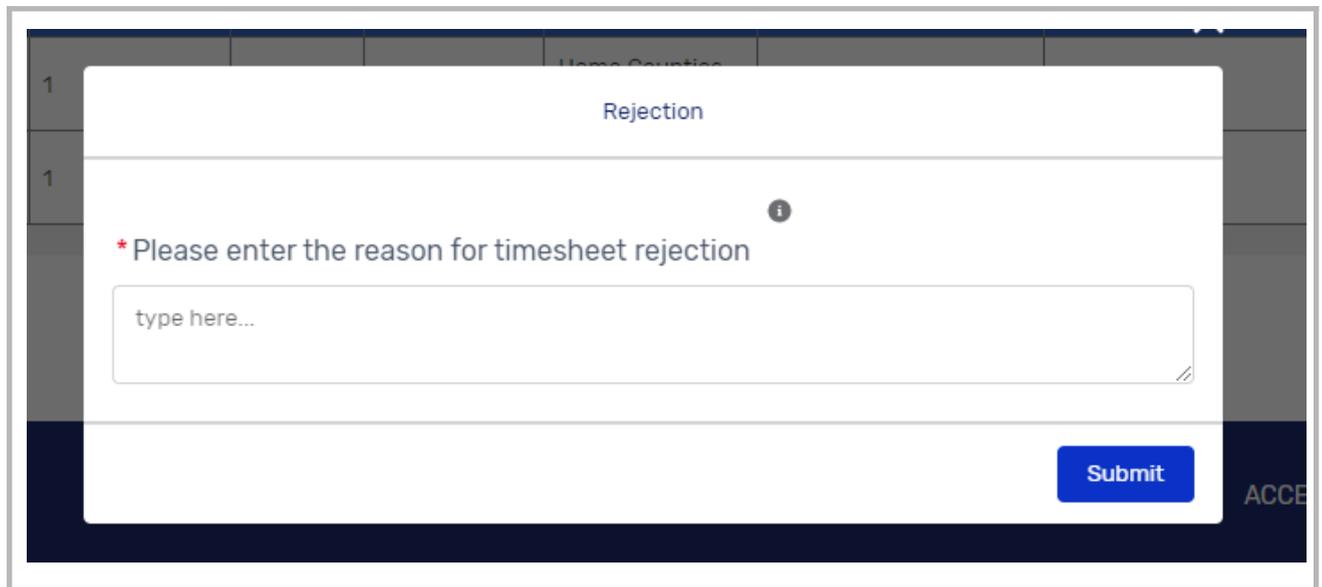

You can either approve individual timesheets (by selecting the timesheet using the checkboxes and then clicking the green approve button) or approve timesheets in bulk. A bulk approval of timesheets is achieved by clicking on the checkbox at the top left of the list, which selects every timesheet. You can then deselect any timesheets that you don't wish to approve, before clicking on the 'Approve' button.

Once timesheets have been approved this will prompt the invoicing and subsidy process. This user guide will be updated with further information shortly.

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How to request an Academic Mentor

Your school can request support of an Academic Mentor by clicking on 'Request and Review Academic Mentors' on the main (top) menu.
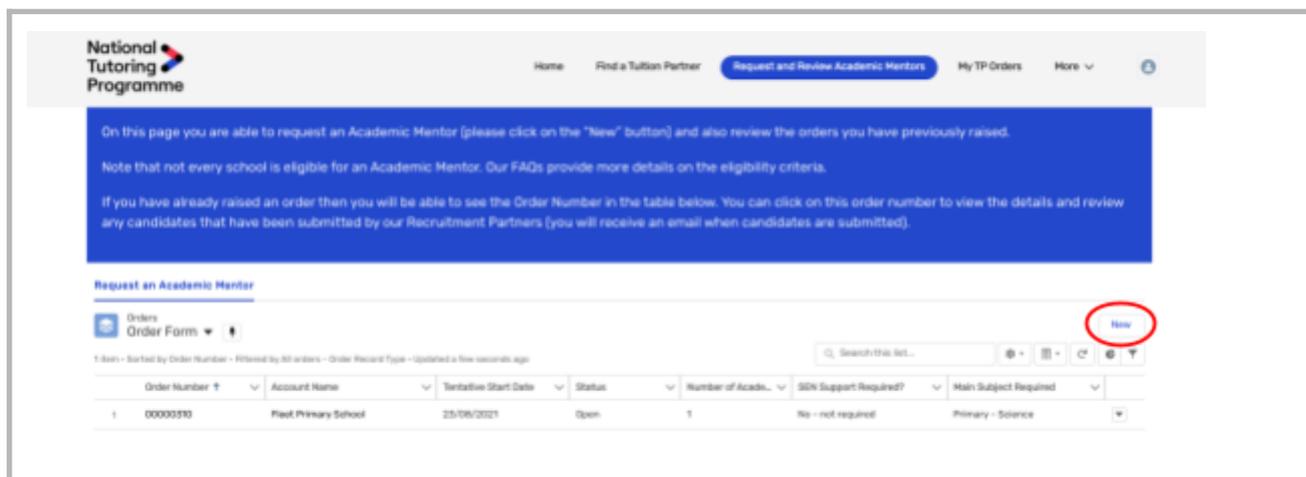
By selecting 'New' you will be presented with a requisition form and asked for details of your requirements including:

- Number of Academic Mentors required (note that you need to have a minimum of 500 pupils to request two academic mentors)
- Main Subject Required
- Proposed Start Date
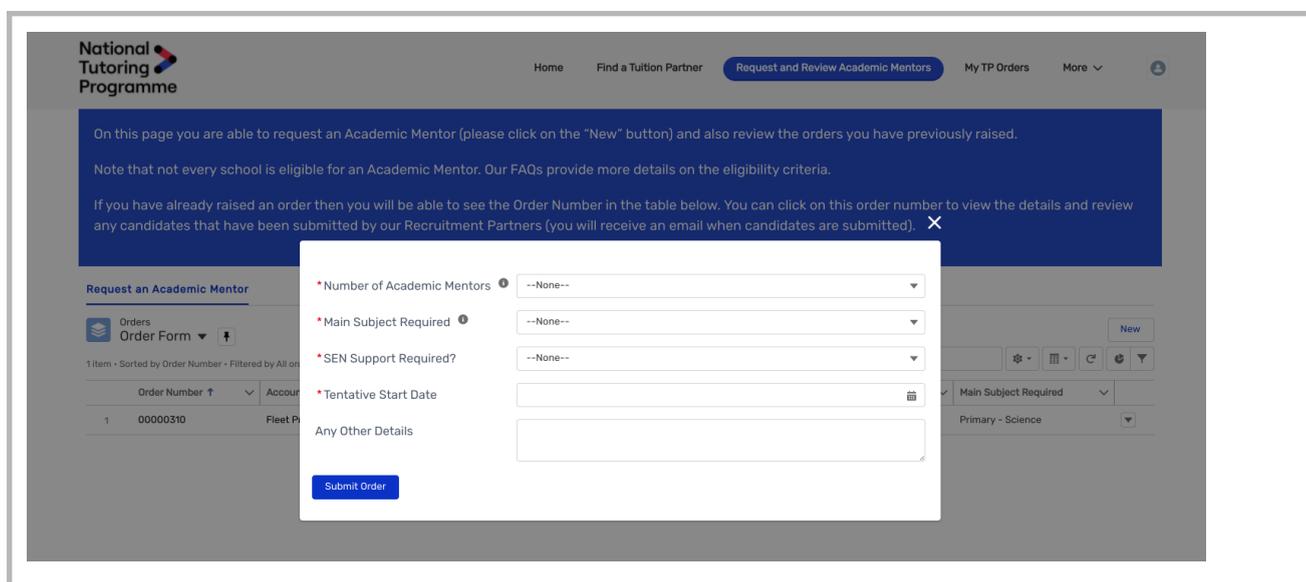
Once these details have been completed and you have clicked 'Submit Order' this requisition is automatically shared with the NTP recruitment team, who will acknowledge your request. It is the responsibility of your nominated NTP Recruitment Partner, to provide a shortlist of suitable and fully qualified candidates, to meet your requirements.

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The details of this order request can be found within the 'Request and Review Academic Mentors' tab where you can check the current status of your request at any time.

You will receive an email informing you of shortlisted candidates once your Recruitment Partner has identified appropriately matched applicants from the talent pool. For some schools, your shortlist may only comprise of one candidate.. At this point, you will be prompted to log into the Tuition Hub and review the shortlisted candidates. The shortlisted candidates can be found on the 'Request and Review Academic Mentors' tab by selecting the specific 'Order Number'. The shortlisted candidates will then be found on the right hand side of the order.
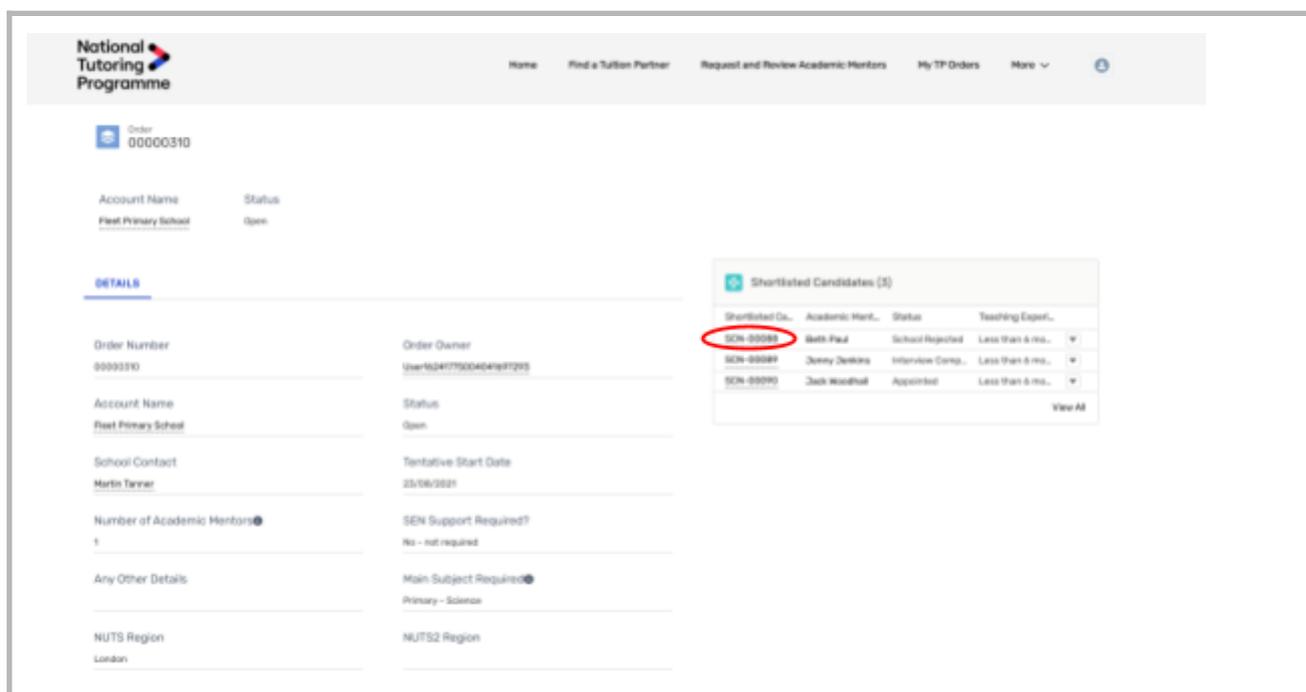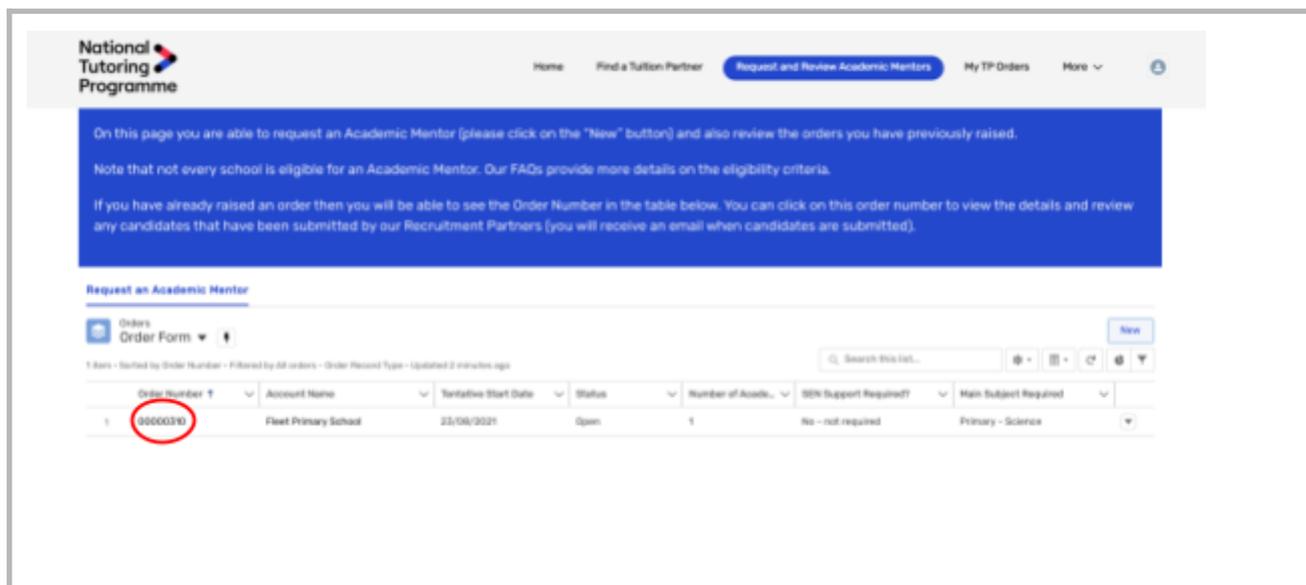
By clicking onto the individual candidates, you are able to view their applicant profile and CV. Once you have reviewed each candidate you will then need to decide which of these you wish to progress and which to reject and change their status accordingly. You do this by clicking the 'Change Status' button within the candidate's profile.
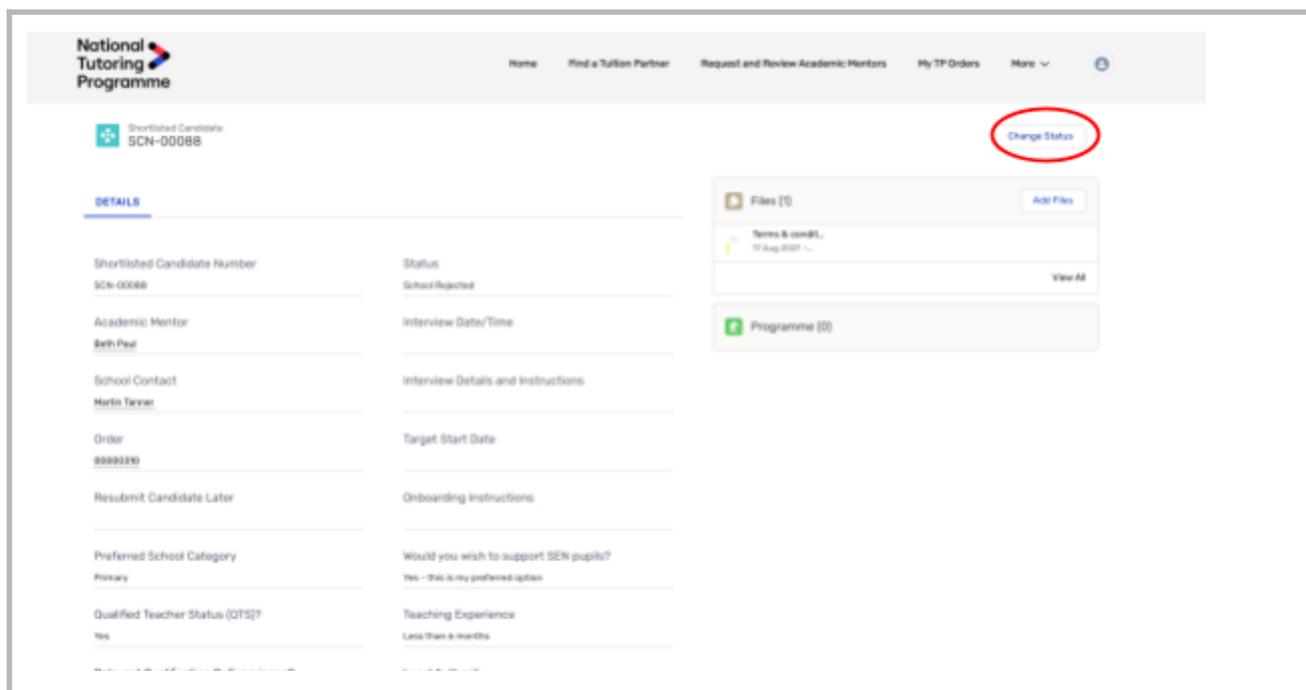
The candidate status has multiple options, although only the options in blue below will be available at this stage:

- Shortlisted for interview
- Successful (i.e. this is your preferred candidate after interviews)
- Appointed (i.e. you have confirmed that the process is finalised)
- Unsuccessful but met criteria (i.e. you would consider this candidate again if your preferred candidate doesn't start for any reason)
- Rejected (i.e. you don't wish to consider this candidate again)

At this stage you will need to either invite candidates to interview or reject them. Note that if you decide to reject a candidate, you will be asked for brief feedback. This detail will be shared with candidates by the NTP Recruitment Team.

When you invite the candidates for an interview you will need to provide the interview data and time, as well as any interview instructions (e.g. the location of the interview or whether it will be via video, as well as any preparation that the candidate needs to complete). This will be shared with the candidate by the NTP recruitment team.

Change Status

* Interview Date and Time

[🗓️] [🕐]

Complete this field.

* Interview Details and Instructions

[   ]

Previous   **Next**

The system will automatically track the last date and time of each interview. Once completed, you will receive an email from the NTP Recruitment Team, inviting you to login to the Tuition Hub to update the status of each candidate.

Please click on the relevant order number within the 'Request and Review Academic Mentors' tab, to change the status of each interviewed candidate. Please select the shortlisted candidate, then select the 'Change Status' button within the candidates details.

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Change Status

Note that there are three stages where you will need to change the candidate status. The new status options are limited at each stage (and you may get an error message if you choose the wrong option). Please use the following options:

After candidate initial review: Either "Shortlisted for Interview" or "Rejected"

After interview completed: Either "Successful", "Unsuccessful but Met Criteria" or "Rejected"

After candidate accepted: Appointed (unless exceptional circumstances apply)

*Choose

○ Shortlisted for Interview

○ Successful

○ Appointed

○ Unsuccessful but Met Criteria

○ Rejected

Next

To select the successful shortlisted candidate you must choose the 'Successful' option and click 'Next'. At this stage you will be asked to provide a target start date as well as providing critical onboarding details.

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Change Status

×

* Target Start Date

Complete this field.

* Onboarding Instruction

Previous   Next

Teaching Experience

Should you decide to not select a candidate, you will be invited to provide feedback using the 'Change Status' button. Should you wish to have a reserve list of candidates, please select 'Unsuccessful but met criteria', then select 'Yes' in the 'Resubmit Candidate later' dropdown option.

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Change Status

Resubmit Candidate Later

--None--

* Candidate Feedback ⓘ

Previous   Next

Teaching Experience

Following your school's selection of an Academic Mentor, the NTP Recruitment Team will inform Academic Mentors whether they were successful or unsuccessful directly.

Please note that candidates will need to complete their training with Liverpool Hope University before they are able to start, as well as passing our compliance/background checks processes. The training takes two weeks (one week for QTS candidates) and there may be a small delay before training commences. Compliance varies depending on the time taken for the DBS to be returned, but we will aim to complete this in parallel to the candidate's training where possible to expedite the process.

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How to onboard Successful Candidates

Once an Academic Mentor has accepted your offer, you will be notified via email. You will then be invited to review the details (i.e. start date, contact details) via the Tuition Hub. You will also have the opportunity to inform the NTP Recruitment Team if any details are incorrect. You will also be able to view appropriate compliance details at this stage under the 'Pre Employment Check' dropdown.

Finally, you will need to change the candidate's status to 'Appointed' and insert the confirmed start date.

Note that it is your responsibility to complete the employment contract with the Academic Mentor as well as any mandatory onboarding requirements that are specific to your school.

Tracking sessions

Your Academic Mentor will be asked to track all sessions in the platform. The sessions are not subject to your approval, so no action is required on a session-by-session basis. However, a report will be available on your Community Homepage that will enable you to view the sessions that have been completed, with an option to export the data to Excel (or similar) if required. We do ask that you provide sufficient encouragement and time for your Academic Mentor to complete this process as it is a requirement of the programme, although please be reassured that the process only takes less than a minute for each session. You will also need to provide

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your Academic Mentor with sufficient pupil detail for them to create the records correctly in the system.

Approving programme timesheets

In order to confirm that an Academic Mentor is still employed by the school (and therefore to enable continued drawdown of the subsidy payment) you will need to approve a monthly timesheet. These can be accessed by clicking on 'More' and then selecting 'AM - Timesheets'.

For Academic Year 2021/22 the monthly claim value will typically be £1583.33 (i.e. £19,000 divided by 12) and can be approved by the school as long as the Academic Mentor is still employed. You should tick the relevant checkbox and click the green 'Approve' button.
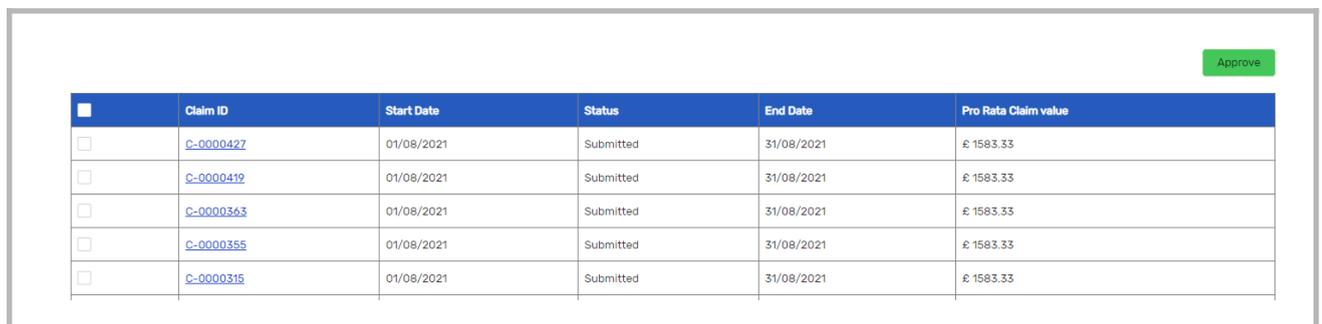
	Claim ID	Start Date	Status	End Date	Pro Rata Claim value
☐	C-0000427	01/08/2021	Submitted	31/08/2021	£ 1583.33
☐	C-0000419	01/08/2021	Submitted	31/08/2021	£ 1583.33
☐	C-0000363	01/08/2021	Submitted	31/08/2021	£ 1583.33
☐	C-0000355	01/08/2021	Submitted	31/08/2021	£ 1583.33
☐	C-0000315	01/08/2021	Submitted	31/08/2021	£ 1583.33

Once the monthly timesheets have been approved this will prompt the invoicing and subsidy process. This user guide will be updated with further information shortly.

It is your responsibility to notify your NTP Engagement Manager if your Academic Mentor has left at any point in the Academic Year. This will enable the record to be updated accordingly and any pro-rata claim value to be adjusted.

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