National Tutoring Programme Handbook

For Schools

National Tutoring Programme

Contents

Welcome to the National Tutoring Programme. We are delighted that you wish to use this programme to support the improved attainment of your pupils through Pillar One, accessing approved tuition; or Pillar Two, employing Academic Mentors.

This user guide has been created to provide a high level walk through of Tuition Hub, our technology platform created especially for this programme to enable you to access the support you require and ensure that the most common questions are addressed.
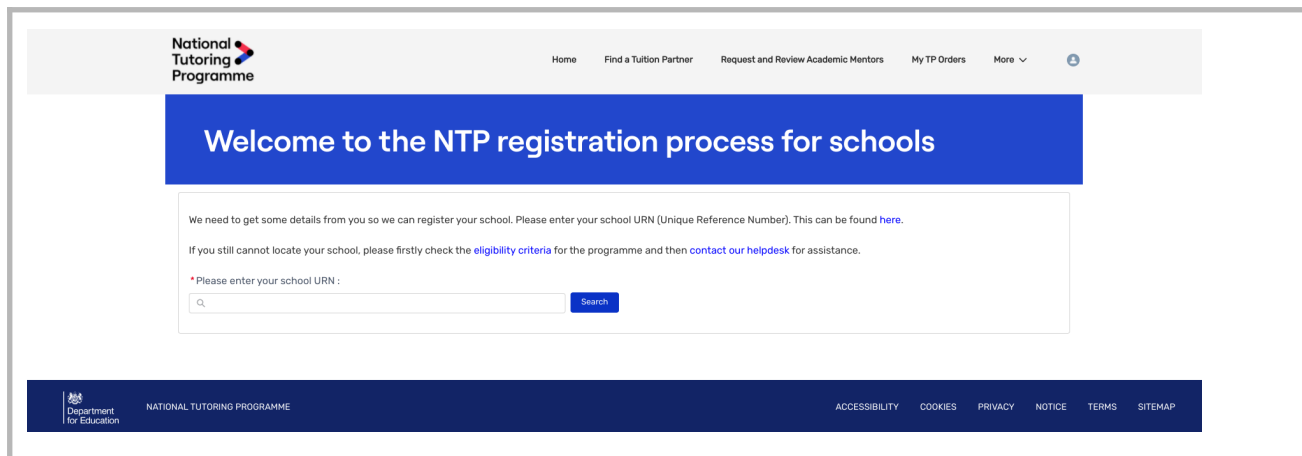
Please do not worry if you have any additional questions that are not answered by this guide. Your Engagement Manager will be pleased to support you and provide additional answers. Simply use the contact form (available from your homepage on the Tuition Hub, as well as from the front page of the NTP website) to get in touch with your Engagement Manager.
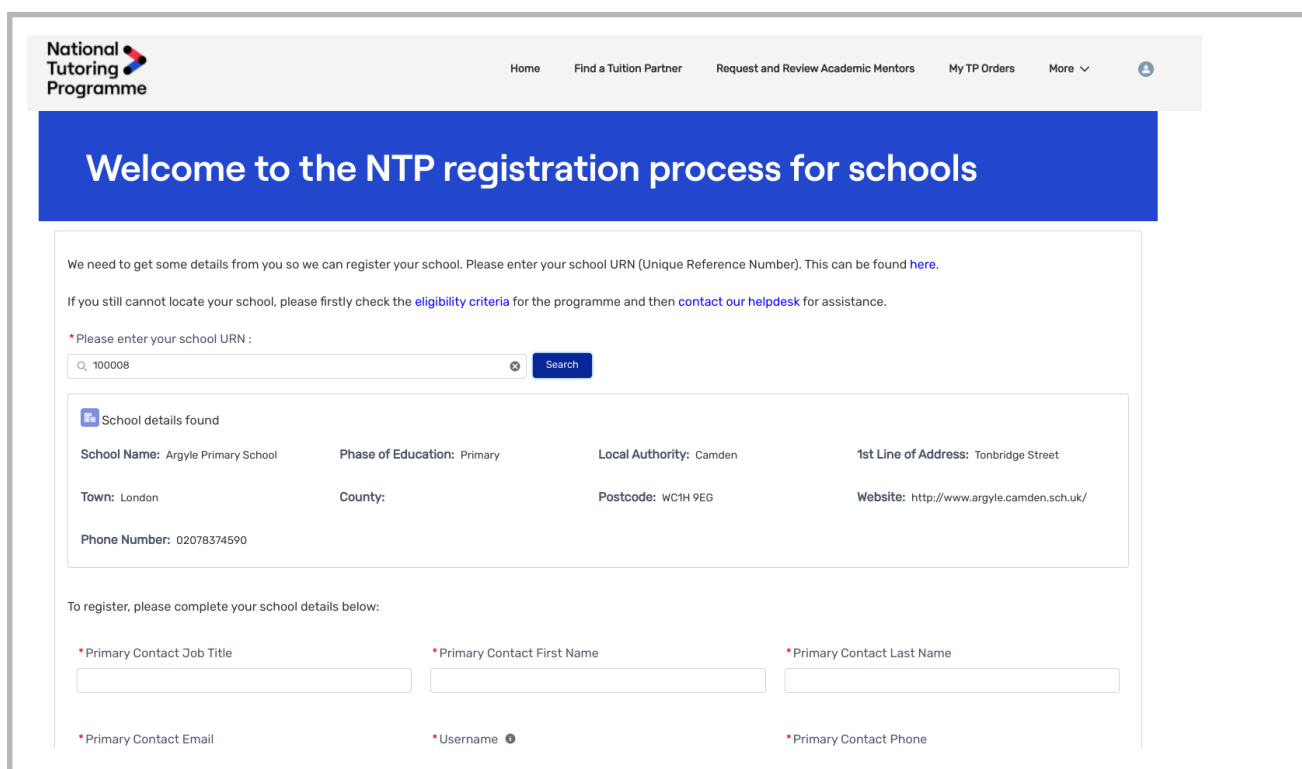
With every best wish,

The NTP Team

National Tutoring Programme

How to register your school

Upon entering the National Tutoring Programme website as a school the first thing you will be presented with is the option 'Register as a school'. By following this link you will be taken into the Tuition Hub and asked to register by providing your school's URN.

If your school's URN can't be found, please reach out to our team using the contact form link presented to you at this stage. Alternatively, if you are already registered, you will be notified.

If your school's URN is correct, the system will automatically return basic details for your school. The next step requires you to supplement this with additional information including your contact name and email address in order to complete your registration. Once registered, you will receive two emails:
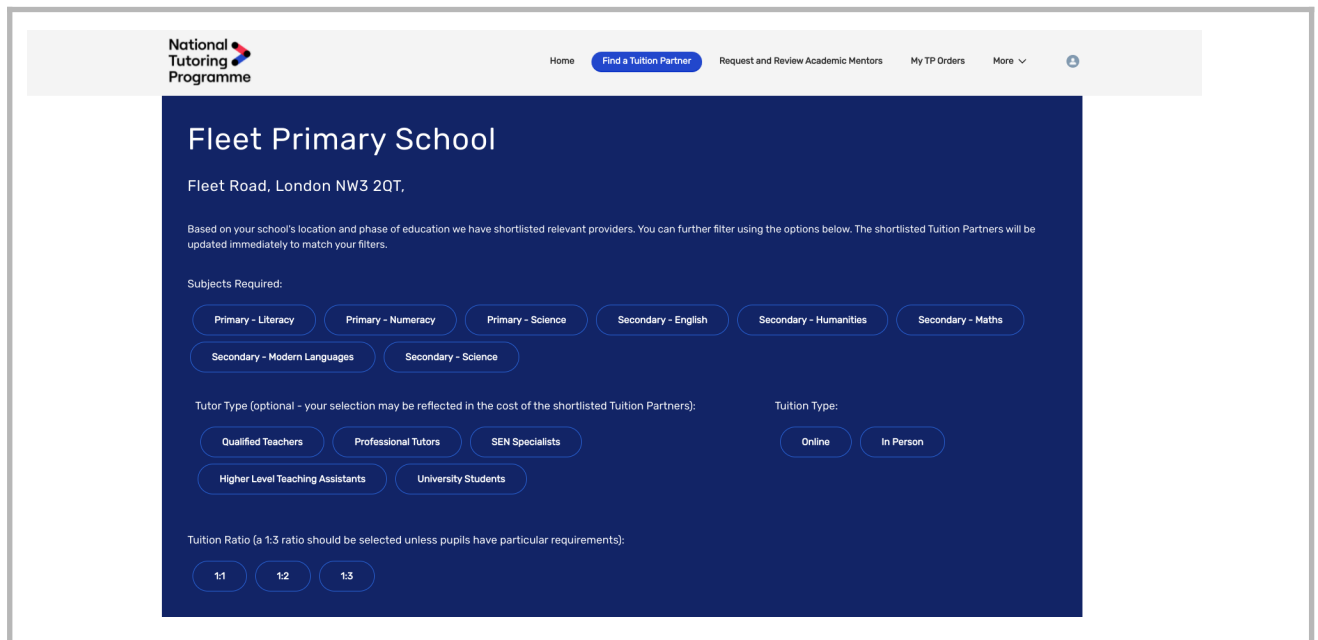
1. A system email prompting you to set a secure password to manage your account
2. An email with further details regarding the next steps in the process

If you don't receive these emails, please check your spam folder and/or contact the NTP team.
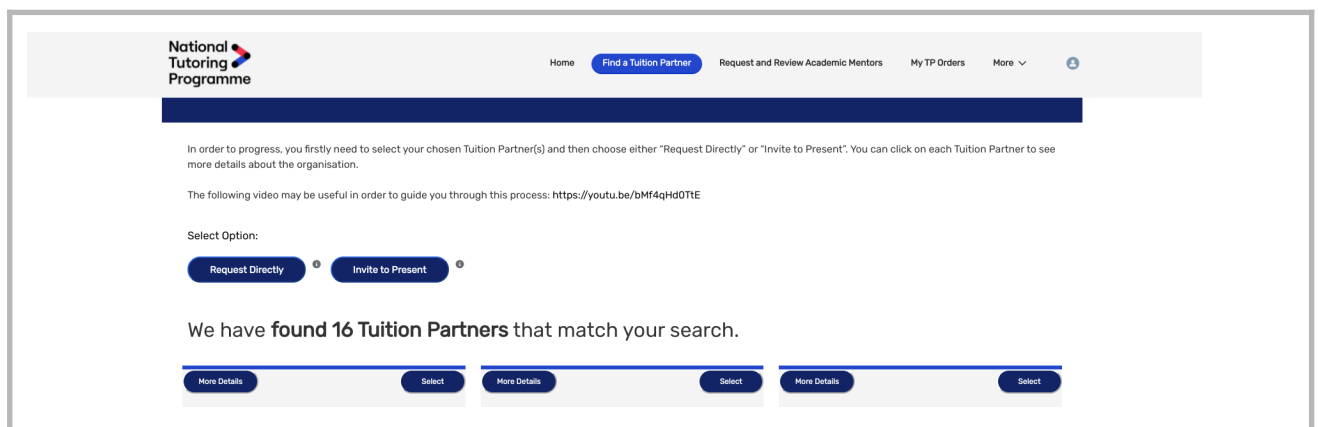
Once you have set up an account with a secure password, your account will be live. You will now be able to search and approach Tuition Partners and raise a request for Academic Mentors.

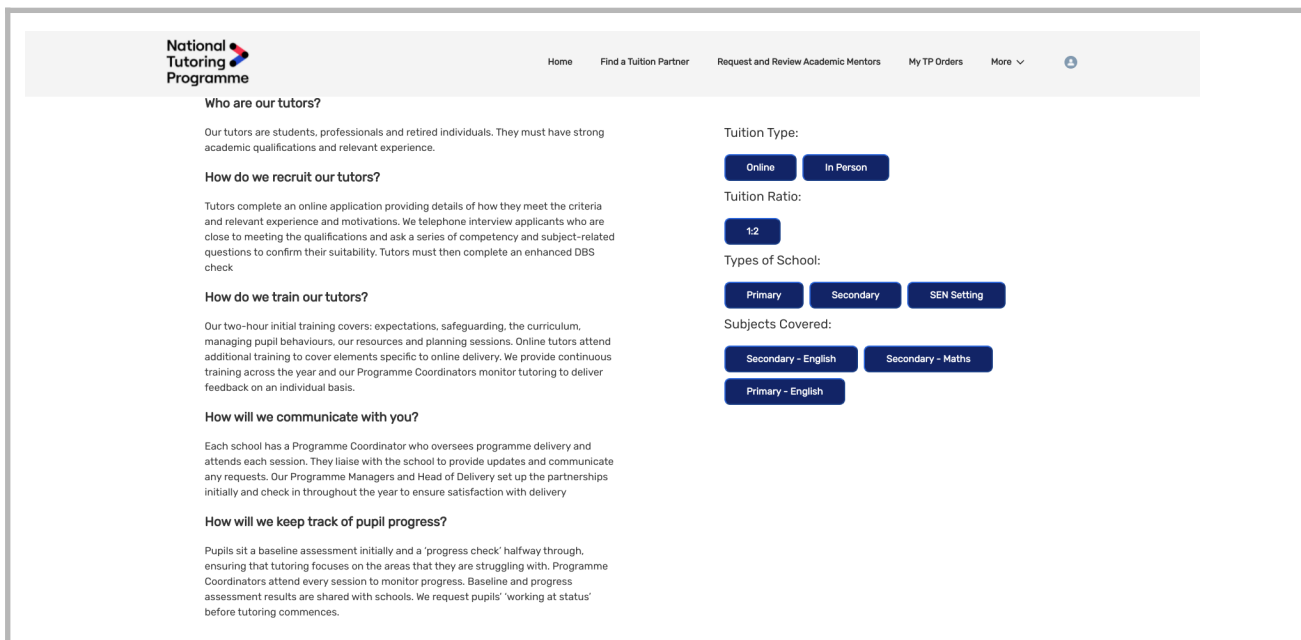# How to find and select a Tuition Partner

Once you are logged into the NTP Tuition hub, you will find the 'Find a Tuition Partner' link at the top of the page. Upon clicking this you will 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.

You can view further information on each partner that matches your search criteria and view their profile by selecting 'More details'.

Who are our tutors?

Our tutors are students, professionals and retired individuals. They must have strong academic qualifications and relevant experience.

How do we recruit our tutors?

Tutors complete an online application providing details of how they meet the criteria and relevant experience and motivations. We telephone interview applicants who are close to meeting the qualifications and ask a series of competency and subject-related questions to confirm their suitability. Tutors must then complete an enhanced DBS check

How do we train our tutors?

Our two-hour initial training covers: expectations, safeguarding, the curriculum, managing pupil behaviours, our resources and planning sessions. Online tutors attend additional training to cover elements specific to online delivery. We provide continuous training across the year and our Programme Coordinators monitor tutoring to deliver feedback on an individual basis.

How will we communicate with you?

Each school has a Programme Coordinator who oversees programme delivery and attends each session. They liaise with the school to provide updates and communicate any requests. Our Programme Managers and Head of Delivery set up the partnerships initially and check in throughout the year to ensure satisfaction with delivery

How will we keep track of pupil progress?

Pupils sit a baseline assessment initially and a 'progress check' halfway through, ensuring that tutoring focuses on the areas that they are struggling with. Programme Coordinators attend every session to monitor progress. Baseline and progress assessment results are shared with schools. We request pupils' 'working at status' before tutoring commences.

Tuition Type:
Online   In Person

Tuition Ratio:
1:2

Types of School:
Primary   Secondary   SEN Setting

Subjects Covered:
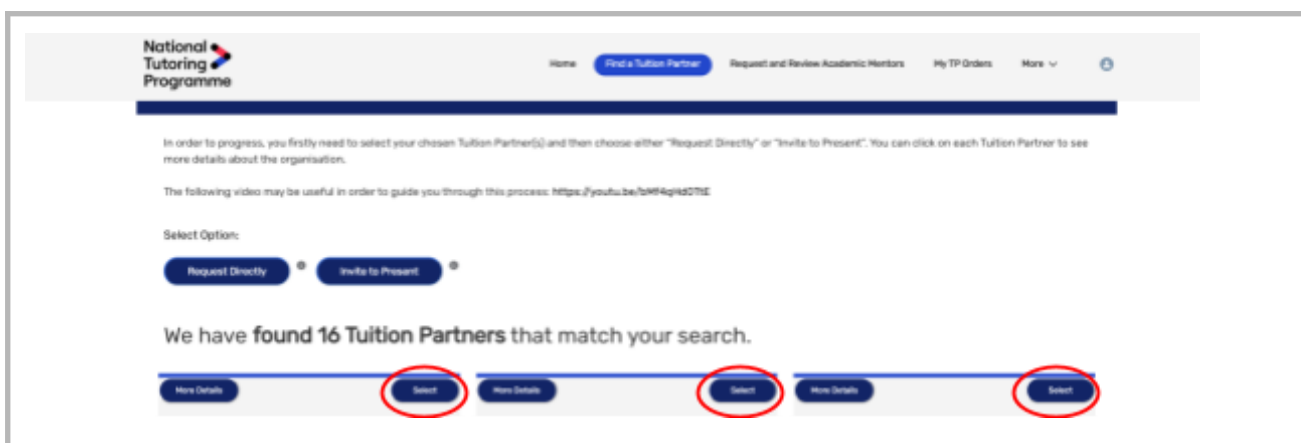Secondary - English   Secondary - Maths   Primary - English

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)

For Direct Award, click on the 'Select' button in the top right hand corner of the desired partner's overview, then click 'Request Directly' towards the top of the page. If you would like to directly award various Tuition Partners (for example for different cohorts of pupils), you simply need to repeat the process for each provider you wish to request directly.

For Presentation Pathway, you will need to select all of the Tuition Partners you would like to meet and then click 'Invite to Presentation' towards the 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/bMf4qHdO7hE

Select Option:
Request Directly   Invite to Present

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

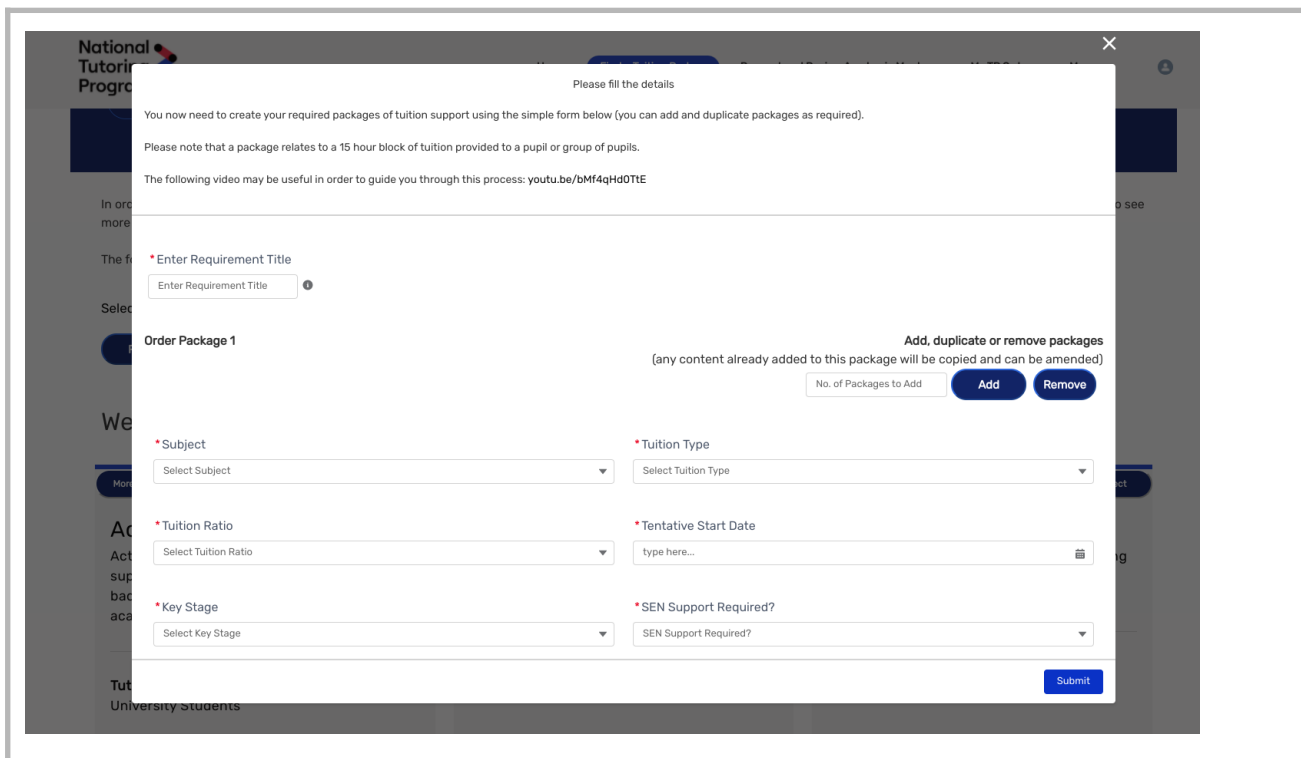More Details   Select   More Details   Select   More Details   Select

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). 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. So, for example, if you want to order Maths Tuition for 12 Year 6 pupils you may wish to create an order with four separate packages on a 1:3 basis. You can then give your order a name (perhaps "Year 6 Maths") for easy reference by you and your Tuition Partner. The way you structure your order is entirely up to you and will typically depend on which partner(s) you want to engage for which subjects/requirements.
- **A programme** is the name used for an order package (i.e a 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
- Tentative 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 has been built to enable rapid creation of these 'Order Packages'. If you would like to add multiple 'Order Packages' at the same time, once you have completed the required details for the first order, simply enter the number of additional packages you wish to create and click 'Add'. The information from the first 'Order Package' will be duplicated but can be edited to fine tune each of your individual 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. The Tuition Partner that your school has selected will receive an email from the NTP team asking them to 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 NTP Tuition Hub homepage. If your order package is rejected then you will get an email explaining the reason.

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
- Tentative Start Date
- Key Stage
- SEN Support Required
- Preferred Days and TImes for Tuition (not mandatory)
- Additional Details (not mandatory)

The Tuition Hub has been built to enable rapid creation of these 'Order Packages'. If you would like to add multiple 'Order Packages' at the same time, once you have completed the required details for the first order, simply enter the number of additional packages you wish to create and click 'Add'. The information from the first 'Order Package' will be duplicated but can be edited to fine tune each of your individual 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 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

Your school has the control and responsibility in defining the format in which you would like the nominated partners to present to you.

To do this it is recommended that:
- you send a calendar invite that includes a link to any video conferencing platform that you wish to use for this presentation.
- you include an agenda of items that you would like to be covered in the presentation within the invitation.
- you 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 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.
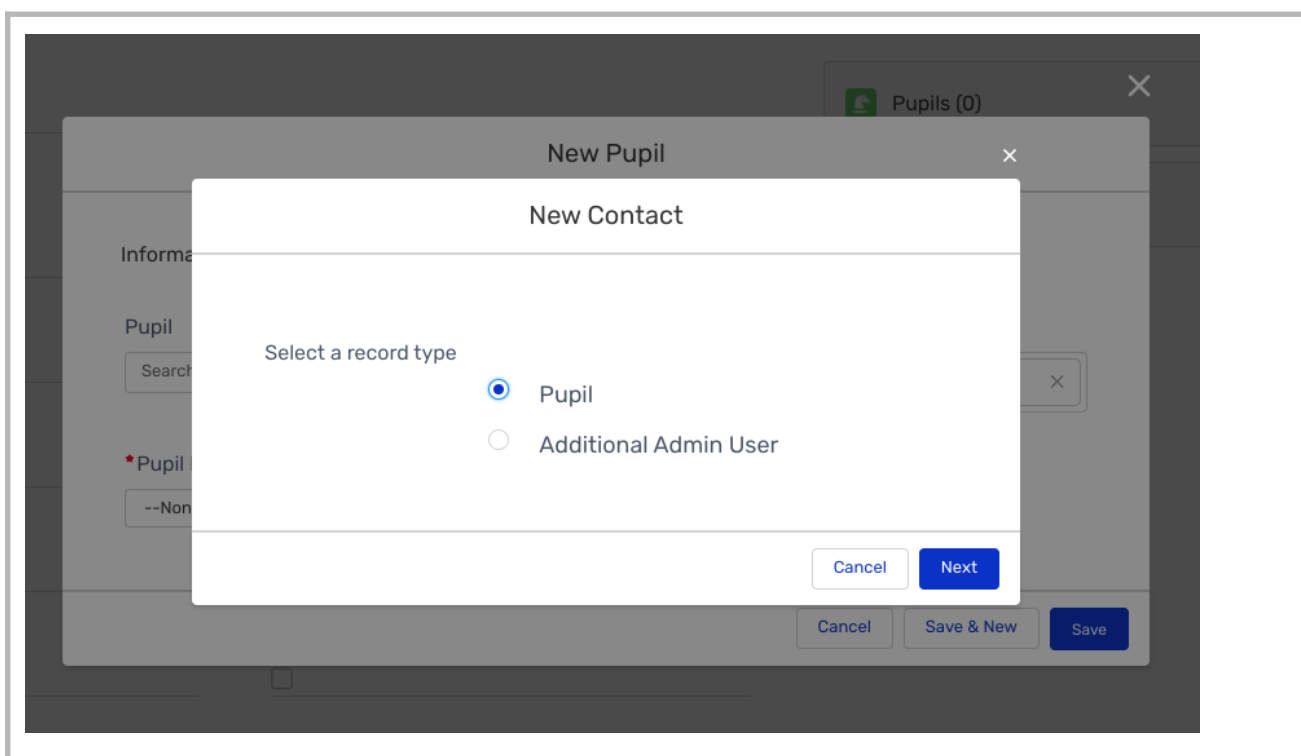
How to view and add pupils to programmes?

Once you have selected your preferred tuition providers, 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.

It is essential that you provide information about the pupils that will be receiving support. To do this, go to 'My Programmes' as shown above and select the relevant programme by clicking on the programme name. You will then see on the right hand side, a 'Pupil's' box where you can add new pupils and the required information to select programmes.

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Each pupil is created by adding a 'New Contact' (note that contacts are also used to add additional admin users so you will need to select 'Pupil' from the options given in the contact list).

You will then be asked to provide basic details including their name, pupil reference number 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 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.

Note that you can also add pupils in bulk by clicking on your "Account Information" page, accessible by clicking on the profile icon at 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.

At this stage the process is complete. Note that further information will be made available, for example how to track the support that your pupils receive. This user guide will be updated accordingly.

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
- Tentative 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 will then be the responsibility of your nominated recruitment partner to provide a shortlist of candidates who are suitable and fully qualified to meet your requirements within a reasonable timeframe.

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 one candidate. At this point, you will be prompted to log back on to the NTP 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)

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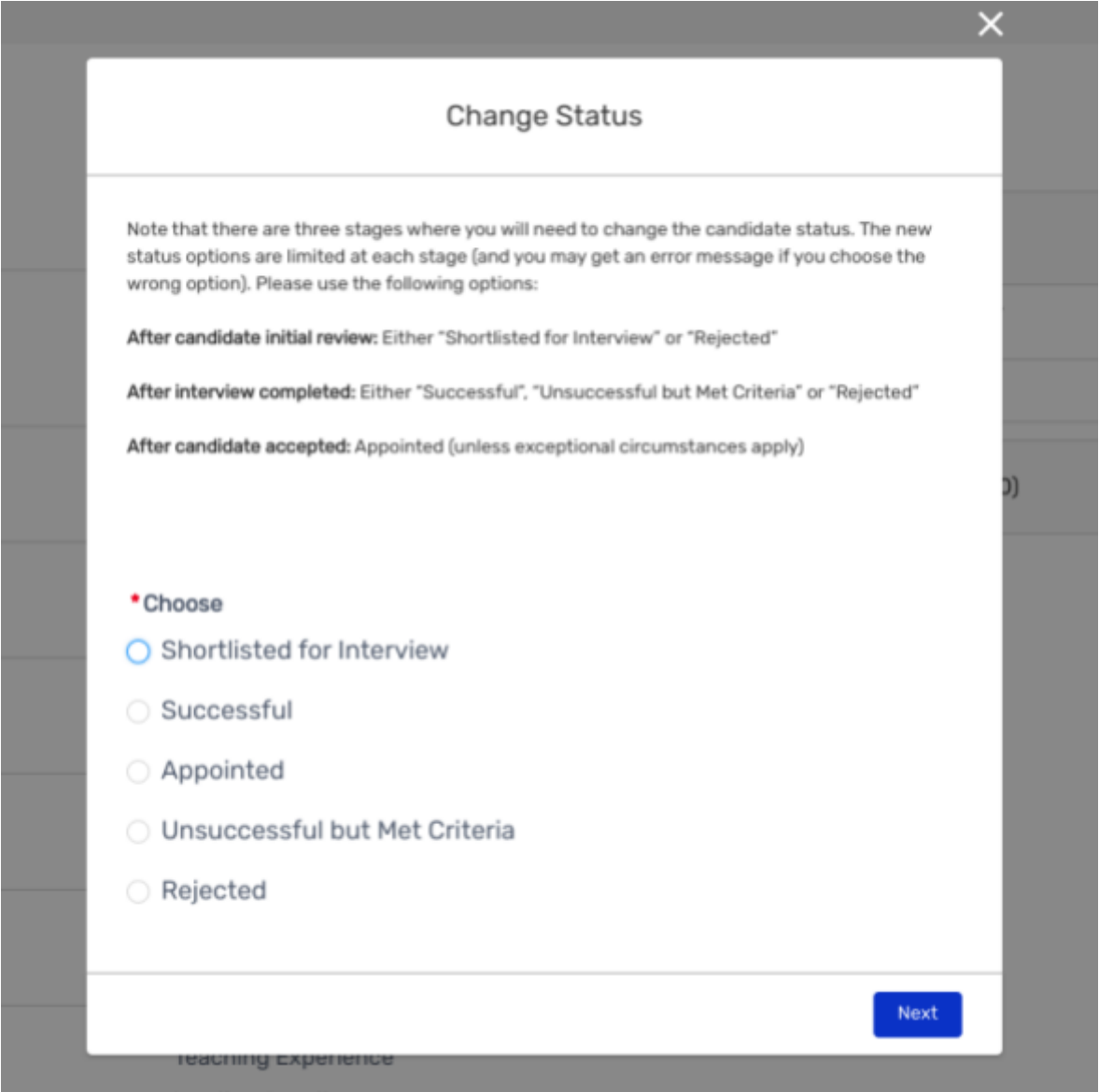
When you invite the candidates for an interview you will need to provide the interview data and time, as well as any interview instructions (e.g. the location of the interview or whether it will be via video, as well as any preparation that the candidate needs to complete). This will be shared with the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

The system will automatically track the last date and time of each of your interviews, once they are completed you will receive an email from the NTP team asking you to login to the NTP website and update the status of each candidate.

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By clicking on the relevant order number within the 'Request and Review Academic Mentors' tab you can change the status of all candidates interviewed. To do this, as above, you should select the shortlisted candidate and use the 'Change Status' button within the candidates details.

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

If following the interview, your school decides to not select a candidate you will be able to provide feedback as to why they were unsuccessful by also using the 'Change Status' button. The option to select "Unsuccessful but met criteria" may be useful here if you want to keep a reserve list of candidates in case your preferred candidate is unable to start for any reason. To do this select 'Yes' in the 'Resubmit Candidate Later' dropdown.

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Change Status

Resubmit Candidate Later

--None--

*Candidate Feedback ⓘ

Previous   Next

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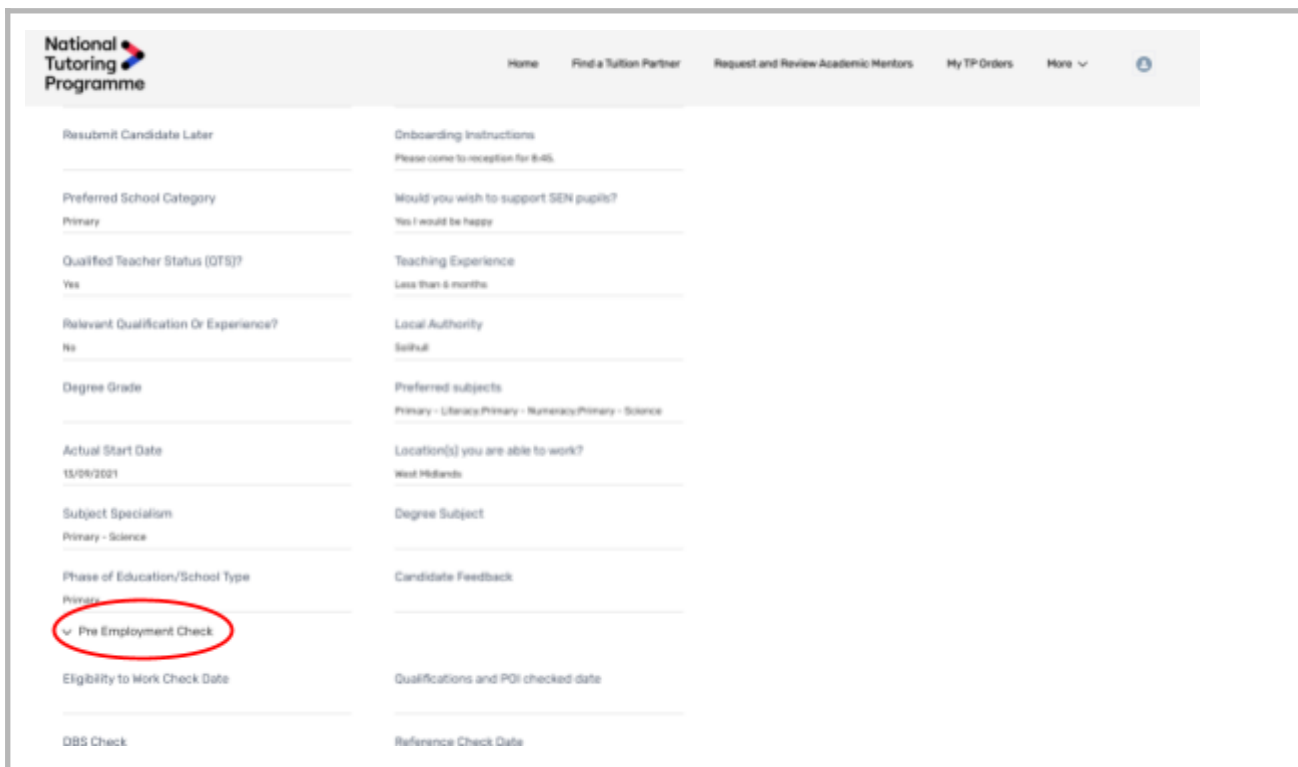
Following your school's selection of an Academic Mentor, the NTP team will inform Academic Mentors whether they were successful or unsuccessful directly.

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

You will be emailed following an Academic Mentor's acceptance of your offer and you will be asked to review the details (e.g. start date and school contact details) via the NTP website and inform the NTP 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.

At this stage the process is complete, further information will be made available for example how to track the support that your pupils receive. This user guide will be updated accordingly.