

# All about MyTutor



## What is MyTutor?

MyTutor matches pupils with kind and friendly tutors studying at top universities somewhere in the UK. Our tutors are talented, bright, and have recently sat their GCSEs and A Levels, so they understand how stressful exams can be.

With regular attendance, MyTutor lessons can help pupils gain confidence in their subject and improve by 1 whole grade, after just 10 weeks.

“ My favourite thing about MyTutor is how well I have improved in both Maths and English due to the tutors being very patient and determined to help me succeed!”

MyTutor GCSE Pupil

## What you need to get started

To have online lessons at home, all you'll need is a laptop or PC, and a microphone headset. We'll take care of the rest!

## Your first lesson

Our one-to-one and small group lessons happen live, in our interactive online lesson space. Your child will be able to see, speak, draw and type with their tutor. You can see a preview of what it looks like [here](#). In the first lesson, the tutor will:

- 🌸 Say a friendly hello and do a quick introduction
- Talk to your child to understand a bit about how they like to learn, their personality, and any specific topics they find tough in their tutored subject
- ▲ Use guidance from your child's teacher to tailor the lesson, focusing on areas where your child could use some extra help






After each lesson, the tutor will write up a report so that teachers can keep an eye on what's been covered and get updates on your child's work.

# Getting set up



## How to log in

Logging in to MyTutor is really simple. Here's how you do it:

-  Double check your child's username and password with the teacher running the MyTutor lessons
-  Log in from this page: [mytutor.co.uk/schools/login](https://mytutor.co.uk/schools/login)
-  Make sure to use Google Chrome on PCs, or Safari on Apple devices
-  Refresh the page 5 minutes before the start of the lesson
-  To enter the lesson space just click 'Launch'



## Rescheduling lessons

We understand that sometimes things come up. If you need to reschedule a lesson, we just ask that you let the school know with as much notice as possible - ideally at least 3 days in advance.

This will give us enough time to adjust the timetable and make sure there's a tutor available, without having to charge the school.

If your child misses more than 2 lessons in a row without a good reason, they may be replaced by another pupil, so please encourage them to attend every week and let their teacher know if they can't make it.

## Need a hand?

If you have any general questions about the MyTutor programme, your child's school will be able to help. For any technical problems, or advice on how to use the platform, you can reach us on:

Email: [schools@mytutor.co.uk](mailto:schools@mytutor.co.uk) Phone: 0203 773 6025

## Cover tutors

Your child will be matched with 2 to 3 tutors along their MyTutor learning journey. Naturally, our tutors can have last-minute emergencies come up. If this happens, and there is no tutor in the lesson space at the start of your child's lesson - don't worry - we're on it!

We'll be working in the background to find the perfect cover tutor to match with them ASAP and they will be able to pick up right where their last tutor left off.

If your child has to wait for a tutor, just keep the lesson space open and encourage your child to wait whilst we find the best cover tutor to take over the lesson.

## Safety first

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Our tuition programmes are trusted by 1000+ schools, and we've put lots of measures in place to keep children safe during lessons. Here are a few key points to put your mind at ease:

- 🌸 We personally interview every tutor and make sure they have a clean, enhanced DBS certificate, with the barred list checked
- All communication takes place on our platform and no personal details are shared
- ✚ All lessons are recorded and you can watch them back for up to three months



## Safety concerns

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If you have a safety concern at any time, please let us know straight away by emailing [schools@mytutor.co.uk](mailto:schools@mytutor.co.uk) as well as reaching out to your school's Designated Safeguarding Officer.

For more information on how we keep pupils safe, please read our full [safeguarding policy](#).

## Our home learning tips

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Our lessons are a great way to support all the learning that goes on in the classroom. If your child's doing their MyTutor lessons at home, we have a few tips to help them get the most out of their sessions:

- 🌸 If you have room, set up a quiet, de-cluttered space for your child to work
- Try to remove any digital distractions during lessons - making sure their phone is tucked away and out of sight, for example
- ✚ Check in with your child to ask how they're finding the lessons and how they're getting on with their tutor

## Technical Issues, sorted

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In case you run into any tech issues during your child's lessons, we've put together a [parent support site](#). This tells you how to solve some of our most common tech problems and includes popular frequently asked questions (FAQs). If you still can't find an answer, you can contact or call, and a member of our team will help.