

Frequently Asked Questions for Tutors

Q- How would you define my role at PPT?

- A PPT tutors are independent contractors.

Q- Do I set up my own schedule with my clients or does the schedule have to go through PPT ?

- When initially connecting you with a new client, one of the PPT administrators (Raquel or Lizzie) will work as a liaison between you and the client to put a schedule in place. If you need to make any changes to that schedule, please contact your client directly to ensure they are okay with the proposed schedule change. For any proposed change to your regular schedule, we ask that you give your client advanced notice of 1 week (at the least).

Q- What is the protocol for communication with a new client?

- We ask that you call your new client to introduce yourself and learn more about your new student's learning needs. Calls typically range from 5-10 minutes.

Q- What is the protocol for session confirmation?

- At least 24 hours prior to a scheduled session, send your client a text confirming the date, time and location of the session. Ask your client to respond with a "C" for confirmation.
- not being paid due to internal and external issues. We kindly ask that you upload your hours to Bizstim weekly and post your completed hours every Friday.

Q- How do I see my paystubs?

- Access the Bizstim portal to view your pay history.

Q- Am I expected to provide my own resources for the session?

- Yes, you are expected to provide your own resources/materials unless we specify that your client will be providing the resources/materials.

Q- Will PPT reimburse me for resources I may need to purchase?

- No, PPT will not reimburse you for resources purchased. If there is a specific resource you believe your client would benefit from, we can request that your client purchase it for their child.

Q- Will PPT reimburse me for gas or parking?

- No, PPT will not reimburse you for gas or parking. As an independent contractor, you are responsible for these costs.

Q- What should I wear to all types of tutoring sessions?

- We encourage our tutors to always maintain a professional appearance and stay away from work-out clothes, jean shorts, and t-shirts.

Q- Who do I contact if I need to cancel a session?

- In addition to reaching out to your client, please also reach out to Raquel and Lizzie so we can offer your client a temporary replacement.

Q- What is your cancellation policy?

- We have a 24-hour cancellation policy in place to protect our tutors from last minute cancellations.

Q- Can I work for another tutoring company in addition to PPT?

- Yes, you may work for another company. You can also independently source your own clients outside of our company.

Q- What is the protocol when a client requests more time?

- In order to extend the scheduled time, you need parental approval to ensure everyone has the same expectations.

Q- May I hug my students?

- Although you care about your students, hugs are not welcome in a tutoring environment. Please find other ways to show a student you care about them.

Q- Can I give my students food?

- Some of our students have food allergies, dietary restrictions, or their parents do not approve of outside food. Please do not give your students any outside food.

Q- How do I respond if my student asks me a personal question?

- We encourage all of our professional tutors to delineate healthy boundaries with their students and refrain from personal disclosures.

Q- What is the protocol if a student is late to the session?

- If your student is late to the session, you can not go over the scheduled time. This results in the student getting less tutoring time so that our tutors can stay on schedule. For example, if you have a scheduled session from 6:00-7:00 and your student shows up at 6:15, your work tutoring session ends at 7:00. You are not required to stay until 7:15.

Q-What do I do if I have a business idea to share with PPT?

- We welcome all ideas that can lead to growth and collaboration.