



GUIDANCE TO COMPLETING FEEDBACK FORMS—SESSION STATUS

Our feedback system is an essential part of our process for:

- Informing schools and key teachers of pupil progress, attainment, attendance and attitude for learning.
- Payroll (tutors' pay) and schools' invoicing—the feedback form is effectively a digital timesheet so we know how much to pay you (the tutor) and invoice the school(s) at which you tutor.

We have updated our feedback forms to allow for a greater number of tutor attendance (status) options – which better reflect why sessions are cancelled. Each status has a different impact on you and the school. If sessions do not take place, please refer to our cancellation for guidance—please attempt to rearrange sessions if fair and practical.

Please [contact us](#) if you need advice.



Cancelled - you could not attend

- Use this option if you could not attend the session at short notice.
- ◇ You will not be paid for this session and your 15-hour bonus will be affected if you do not rearrange.
- ◇ The school will not be invoiced for this session
- ◇ The session will be cancelled in the block and the school can rearrange this session in liaison with you.



Cancelled by the school at short notice

- Use this option if the school cancelled the session with less than 24 hours notice and you aren't able to rearrange.
- ◇ You will be paid for this session, your 15-hour bonus will not be affected.



Cancelled - rearrange

- Use this option if the school cancelled the session with more than 24 hours notice but it hasn't been rearranged get on T-Reach before the session was scheduled to take place and you have received the feedback form.
- ◇ The session will be cancelled in the block and the you should liaise with the school to rearrange this session urgently.
- ◇ You will not be paid for this session, your 15-hour bonus will not be affected because the session should be rearranged with the school.
- ◇ The school will not be invoiced for this session.
- ◇ The session will be cancelled in the block and the school can't rearrange this session with you.



What if all pupils did not attend?

- If you attended the session (at school or at home) and all pupils did not attend, **DO NOT CANCEL** this session. Mark your tutor attendance as 'tutor at home' or 'tutor at school' and mark each pupil attendance as 'Did Not Attend'.
- ◇ You will be paid for this session, your 15-hour bonus will not be affected.
- ◇ The school will be invoiced for this session.
- ◇ The school cannot rearrange this session.
- ◇ Their non-attendance will be reported in our attendance rate data to the NTP.