**Frequently Asked Questions**

**What qualifications do TLC LIVE tutors have?**

All our UK based tutors are fully qualified to teach and have classroom teaching experience. We ensure all tutors have Qualified Teaching Status (QTS) and are PGCE qualified with an accompanying Bachelor Degree. They are also all DBS checked on joining the company and every 3 years.

**How do you ensure quality and high standards amongst your tutors?**

We carefully monitor each teacher to ensure that students are receiving the highest quality instruction. New teachers are observed and evaluated. In addition, students are asked to feedback at the end of each session.

**How well do the tutors know the national curriculum?**

All TLC LIVE tutors must have previous experience in teaching the national curriculum and are further supported by our academic team who keep them up to date with the latest guidance.

**Are all your tutors located in the UK?**

Yes, we only use UK based tutors as they’re familiar with the national curriculum and meet the national standard qualification requirements for teaching.

**Will the student be speaking to a real person?**

Yes, they will! All our online lessons are held in real time with a live tutor that the student can hear and speak to.

**How long does each session last?**

60 minutes.

**At what time are the sessions?**

Lessons can run whenever suits you, 7 days a week.

**What subjects and levels does TLC LIVE cover?**

TLC LIVE provide lessons up to GCSE level across core **subjects** (link to subjects page) and humanities. Lessons can also run for EAL students.

**How will the tutors know the student’s academic level?**

Before we set up the first lesson, we will require the school to brief us on the student’s academic progress. We will then get the student to complete a free assessment which helps the tutors identify the student’s skill gaps.

**Is the tutoring based on the student’s needs?**

Yes! This is the whole point of TLC LIVE. The tutor will identify the student’s learning needs and skill gaps and build an individual learning plan around these requirements.

**How often will students have tutoring sessions?**

As often as you like! But we need to teach a student on at least a weekly basis in order to make a difference.

**Do you give homework?**

No. Pupils receive plenty of homework from schools. We prefer learning to take place during the session.

**Do students have tailored lesson plans?**

Yes, every student is given their own individual learning plan. After the initial assessment, we put a plan together that deals with the skill gaps identified. The plan will be adjusted as other areas of required academic focus come to light.

**What learning content will the student be using?**

We have our own bespoke educational content that we update on a daily basis. For example, we ensure that our English activities always related to topical issues and events, which helps inspire our reluctant writers!

**Is TLC LIVE ‘one-to-one’?**

During each session, a student works one-on-one with a qualified tutor who presents and tests new skills. There may be up to two other students, in separate break out rooms, who are taught by the same tutor during the same session. However, each student works on his/her own lessons, and students can’t interact with each other.

**What happens in an online tutoring session?**

The teacher and the student will be able to talk to each other in real time in the TLC LIVE virtual classroom where they can communicate with each other whilst using the TLC educational content.

**What are the advantages of online tuition over face to face tuition?**

A wider pool of teachers to choose from across the UK

The convenience of being tutored from home or at school

Building a student’s confidence using technology as a new way to learn

**What if the student lacks confidence? Can you help?**

Yes, we can definitely help! We believe that confidence and learning are closely linked. Everything we say and do is very positive and builds self-esteem.

**How does TLC LIVE monitor student progress?**

Tutors work with students in real time, guiding students through new skills or reviewing skills the students may have forgotten. As students work on lessons to demonstrate understanding, and eventually mastery, of these skills, tutors will monitor their progress. Tutors leave feedback after each lesson providing information on the students’ performance and progress. Parents can log on to our website and check the feedback left by the tutor.

**What happens if a tutor cancels a session?**

The lesson will still run with a cover tutor. As our teachers complete lesson plans and progress reports for each lesson, we’re able to ensure your student doesn’t miss out and retains lesson continuity.

**Can I cancel a session?**

You can cancel a session at any time, but unfortunately we can’t refund or reschedule lessons.

**Do I need to be concerned with online safety?**

This is something that TLC LIVE takes very seriously. All our tutors are thoroughly reviewed with enhanced external criminal record checks, verification of ID status, references, qualifications and experience.