

YORKSHIRE EDUCATION LTD t/a TUTOR DOCTOR YORK

POLICIES AND ACCREDITATIONS

QUALITY

1. Policy Statement

Tutor Doctor York is committed to delivering high-quality, safe, and effective tutoring services that meet the individual needs of students and the expectations of parents, carers, schools, and commissioning bodies.

This Quality Assurance Policy sets out the systems and processes in place to ensure that tutoring provision is consistently monitored, evaluated, and improved.

2. Scope

This policy applies to:

- All tutoring services provided by Tutor Doctor York
- All tutors engaged by Tutor Doctor York
- All staff involved in consultation, matching, monitoring, and quality review
- All delivery methods, including in-person and online tutoring

3. Quality Assurance Principles

Tutor Doctor York's approach to quality assurance is based on the following principles:

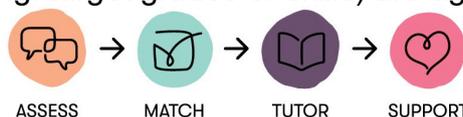
- Agreeing clear, measurable goals for tutoring with the client
- Accurately matching students with appropriately qualified tutors
- Monitoring progress against agreed goals
- Taking timely corrective action where required
- Evaluating outcomes on completion of tutoring plans
- Independently assessing client satisfaction to inform continuous improvement

4. Setting Objectives

All new students undertake an initial consultation with a Tutor Doctor Education Consultant.

During this consultation:

- The student's individual learning needs and goals are assessed
- Subjects, topics, and skills to be covered are identified
- The student's current attainment or "working at" level is established
- Target outcomes (e.g. target grades or skills) are agreed with the client



- A tutoring plan is developed, including frequency and duration of sessions
- Additional information is gathered, including learning style, personality, and interests

This information forms the basis of the tutoring plan and quality monitoring process.

5. Tutor Matching

Tutor matching is carried out in accordance with Tutor Doctor York's Tutor Qualification Standards.

Information gathered during the consultation process is reviewed against tutors':

- Qualifications and subject expertise
- Teaching or tutoring experience
- Availability
- Personality and approach to learning support

The selected tutor is provided with a written briefing outlining the student's needs, goals, and tutoring plan prior to the commencement of tutoring.

6. Monitoring and Ongoing Review

Quality is monitored throughout the tutoring programme using multiple methods:

- Tutors complete a session report after every tutoring session via Tutor Doctor's IT system
- Completion of session reports is mandatory and linked to tutor payment
- All session reports are reviewed and approved by the Tutor Doctor office
- Approved reports are shared with clients for transparency and feedback
- Online tutoring sessions are recorded and made available to clients, where applicable

In addition:

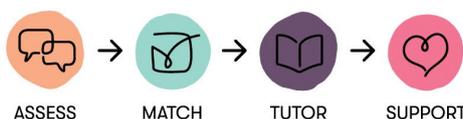
- Clients are contacted after the first two weeks of tutoring to confirm satisfaction
 - Clients are contacted at least every two months thereafter to review progress
 - Clients have a named Tutor Doctor contact who can be approached at any time to raise feedback or concerns
-

7. Acting on Feedback and Continuous Improvement

Feedback from session reports and client communications is reviewed by the Office Manager and acted upon where required.

Corrective or improvement actions may include:

- Adjusting the frequency or duration of sessions
- Sharing school or teacher feedback with the tutor
- Addressing attendance or engagement issues
- Adding or changing subjects
- Providing additional tutor guidance or training
- Re-matching or replacing the tutor where appropriate



All actions are proportionate and focused on achieving the agreed outcomes for the student.

8. Evaluation of Outcomes

When a tutoring plan is completed, outcomes are evaluated against the goals agreed at the outset.

Evaluation may include:

- Comparison of target outcomes versus outcomes achieved
- Review of session attendance (planned vs attended)
- Review of delivery method (online / in-person, location, group size)
- Assessment of overall effectiveness of the tutoring plan

Findings are used to inform future tutoring plans and service improvements.

9. Independent Assessment of Quality

To support impartial quality assessment, Tutor Doctor York uses an independent client feedback provider, **Your Feedback Survey Inc.**, to measure client satisfaction using the Net Promoter Score (NPS) methodology.

- Client satisfaction data is collected independently
 - NPS results are monitored on an ongoing basis
 - Results are benchmarked against wider service-sector standards to support continuous improvement
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10. Data Protection and Confidentiality

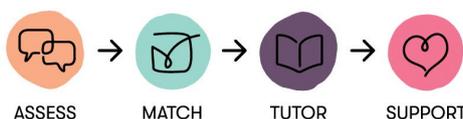
All quality assurance activities, including session monitoring, feedback collection, and recording of online sessions, are carried out in accordance with Tutor Doctor York's Data Protection and Information Security policies and relevant data protection legislation.

11. Responsibility and Governance

Overall responsibility for quality assurance rests with the **Directors of Tutor Doctor York**.

The Directors are responsible for:

- Ensuring this policy is implemented effectively
 - Monitoring the effectiveness of quality assurance processes
 - Ensuring corrective actions are taken where necessary
-



12. Monitoring and Review

This policy will be reviewed annually, or sooner if required due to changes in legislation, commissioning requirements, or service delivery.

Approved on behalf of Yorkshire Education Ltd (t/a Tutor Doctor York) by:

Name: Mia O'Malley

Position: Director

Date: 13 March 2025

Next review date: 13 March 2026

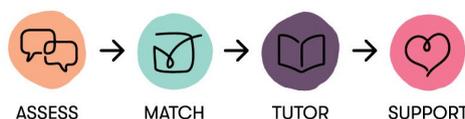
Testimonials from schools Tutor Doctor York has worked with

“Our students have responded really well to additional support from Tutor Doctor. Their tutors are approachable, flexible and quickly develop a great rapport with the students they are working with and this has resulted in improved grades. Our students have responded really well to support from Tutor Doctor who can tailor the sessions to a wide variety of abilities and needs and improve outcomes.”

Graham Reagan, Assistant Principal (SENCO), Manor CE Academy, York

“Tutor Doctor were professional and supportive of our students. We were pleased with the detailed feedback provided to teachers and the students felt that the sessions aided their confidence.”

Penny McDermott, Deputy Headteacher, Archbishop Holgate's School, York



Example of a Session Report - School pupil's first session

Hello XXX,

Report Status

Submitted on: **Oct 13 2025** Submitted by: **Ric XXX** Approved on: **Oct 15 2025** Approved by:
Mia O'Malley

Student Information

Name: Connor XXX

Address: YO10 5ZA UK

Phone: 01904XXXXXX

Email: xxxxxxx@archbishopsholgate.org

Session Summary

Session Date : Oct 13 2025

Session Start Time : 10:00

Session End Time : 11:00

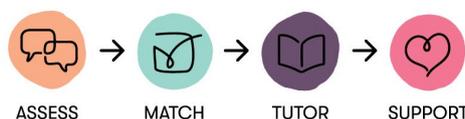
Tutor : Ric XXX

Notes

It was a pleasure to meet and work with Connor for the first time today. He engaged very positively throughout the tutorial and demonstrated his ability to think and compute quickly both on the written page and mentally.

Standard form was one of the nominated topics from his teacher and Connor seemed very unfamiliar with it. However, he soon picked it up and we were able to progress quickly through converting between ordinary and standard form for both positive and negative powers of 10.

We also looked at problems set in context.



Account Summary as of Oct 15 2025 :

Enrolment Hours: 20:00

Completed Tutoring Hours: 13:00

Available Tutoring Hours: 7:00

Sincerely,

Tutor Doctor



Thank you,

Tutor Doctor York

01904 230437

www.tutordocor.co.uk/york

Example of a session report - school pupil suffers from anxiety

Hello XXX,

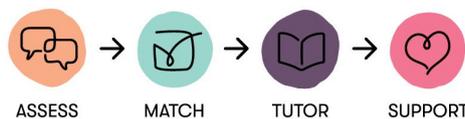
Report Status

Submitted on: **Mar 22 2025** Submitted by: **Heather XXX** Approved on: **Mar 25 2025**
Approved by: **Mia O'Malley**

Student Information

Name: Sophie XXX

Address: YO26 XXX UK



Phone: 01904 XXXXX

Email: xxx@manorceacademy.org

Session Summary

Session Date : Mar 19 2025

Session Start Time : 02:15pm

Session End Time : 03:15pm

Tutor : Heather XXX

Notes

Sophie struggled at first, as she was distracted by social issues, but managed to calm herself down enough to discuss the poem Sonnet 130 by Shakespeare. She was engaged in the ideas behind the poem and was able to explain how the negative language used to describe the woman in the poem was a positive thing.

Account Summary as of Mar 25 2025 :

Enrolment Hours: 16:00

Completed Tutoring Hours: 5:33

Available Tutoring Hours: 10:67

Sincerely,

Tutor Doctor



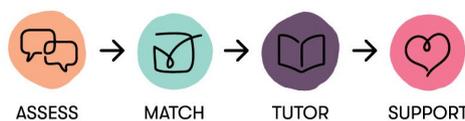
Thank you,

Tutor Doctor York

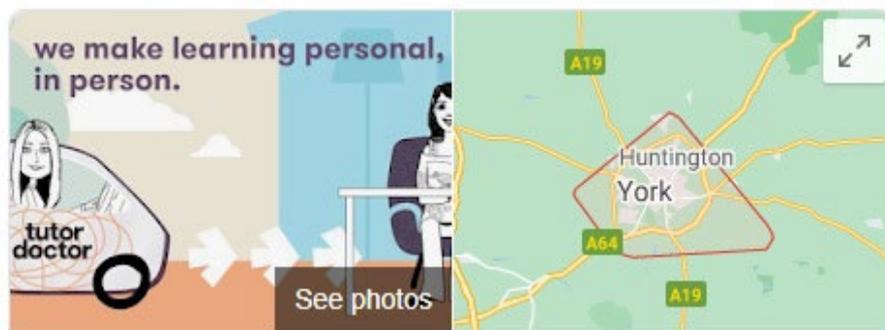
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www.tutordocor.co.uk/york



Our Google Reviews



Tutor Doctor York

5.0 ★★★★★ 60 Google reviews ⓘ
Tutor in Huntington, City of York, England

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Phone: 01904 230437
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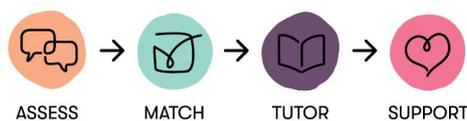
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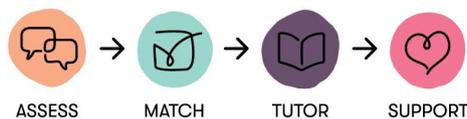
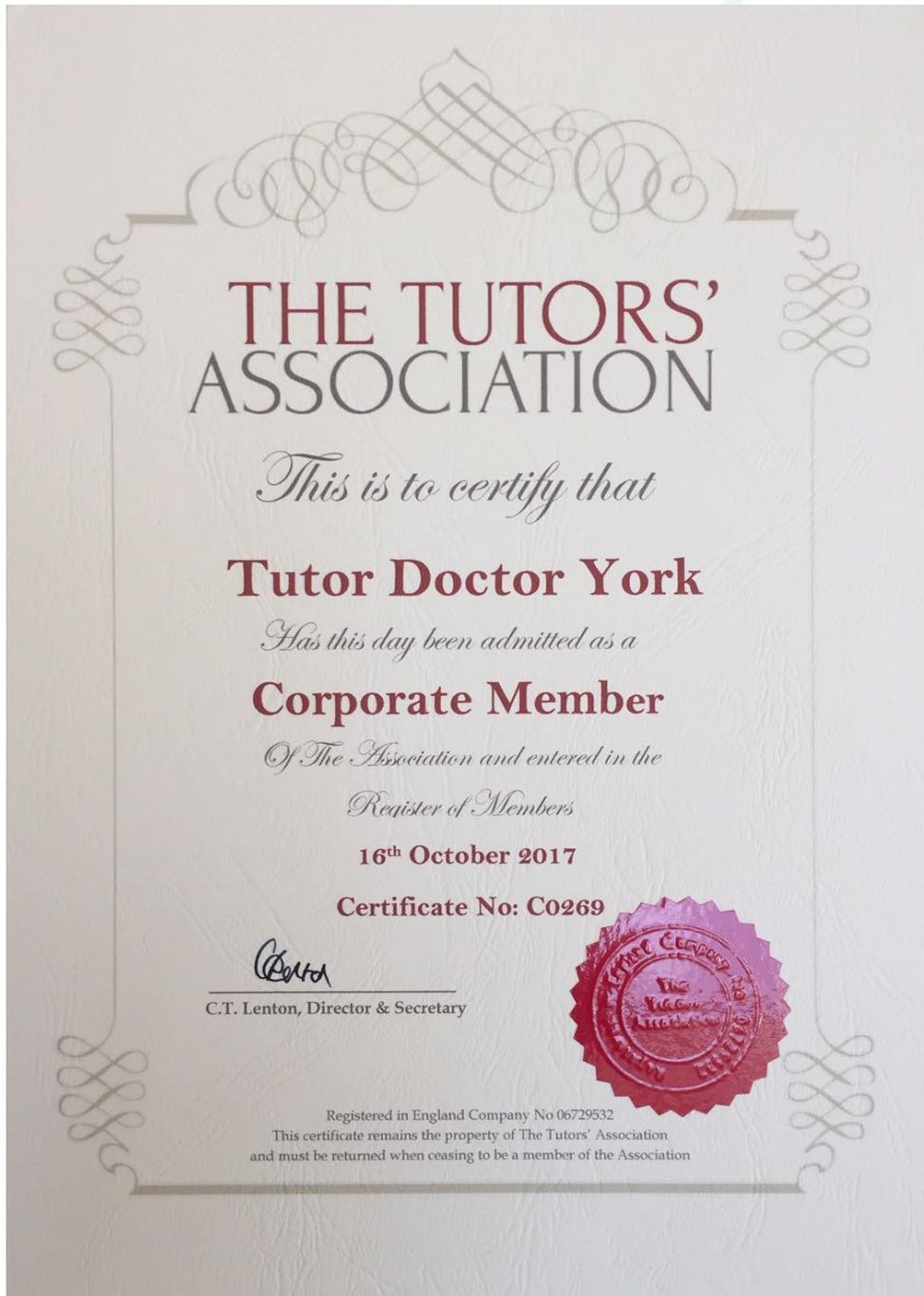

 In-School Tutoring
Tutoring


 Easter GCSE Bo...
Tutoring


 Online Tutoring
Tutoring



Member of The Tutors' Association



Member of the Federation of Small Business

THE C.A.R.E. ROAD MAP

Student Name: _____ Year: _____ Date: _____

M F Age: _____ Assessed by: _____

Dream Career: _____ Dream University: _____

CONCERNS	<input type="checkbox"/> Maths: <input type="checkbox"/> English:	STRENGTHS (Fav. Subjects)	<input type="checkbox"/> Maths <input type="checkbox"/> Reading <input type="checkbox"/> P.E.
	<input type="checkbox"/> History: <input type="checkbox"/> Science:		<input type="checkbox"/> Social Studies <input type="checkbox"/> Writing <input type="checkbox"/> Music
	<input type="checkbox"/> Writing: <input type="checkbox"/> X-Skills™:		<input type="checkbox"/> Art <input type="checkbox"/> Science <input type="checkbox"/>
X-SKILLS™	<input type="checkbox"/> Backpack organised <input type="checkbox"/> Neat bedroom <input type="checkbox"/> Does homework without being asked		
	<input type="checkbox"/> Binder organised <input type="checkbox"/> Manages time well <input type="checkbox"/> Plans ahead for projects and tests		
	<input type="checkbox"/> Neat desk <input type="checkbox"/> Keeps a planner <input type="checkbox"/> Variety of study methods for test		
	<input type="checkbox"/> Methods of studying for test are effective		
3 QUESTIONS	2. How long have you been looking for academic support?		3. Have you used academic support in the past?
	1. What you are hoping to achieve from our services?		
QUESTIONING	PAST: When did you first start to notice this?		
	PRESENT: How has this been progressing?		
	Have you had other conversations with the teachers?		
	Class: Is your understanding good in class? Where do you sit in class? Can you ask for extra help in school?		
	Homework: How many times per week do you get homework? How long does it take you to do your homework? Does it get marked and what marks do you generally get?		
	Understanding:		
	Marks: What marks are getting at present? What marks would you like to get in your exams?		
SUMMARY OF BENEFITS	FUTURE: How do you see a tutor being able to help you? (ask parent as well)		
	<input type="checkbox"/> Fill Missing Building Blocks <input type="checkbox"/> AGP <input type="checkbox"/> Summer		

