



Tutor Handbook

Welcome to CN Coaching!

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How We Work Together



This Handbook is made for you to learn more about CN Coaching, how our process works and how you can begin lessons with your new students.

If you haven't done so already, please complete your Application Form:

[Complete Your Application Form >>](#)

What is our arrangement and your hourly rate ?

After registering with us as an independent tutor business, you'll have an account where we can send you new students that register with us and are looking for a suitable tutor to help them.

You're not an employee or a contractor for CN Coaching, meaning you have complete freedom to set your own hourly rate for each student, which days and times and how often you have lessons.

The hourly rate that you set is 100% yours, and we don't take any commission from this. We do charge a Service Fee to the student, which is added to your hourly rate (apx. \$10 - \$30). This service fee covers expenses including marketing, admin, sales, billing, platform & IT costs and customer support, and also helps us reach more students, which we can potentially match you with.

When will lessons begin?

When the student selects you for a first lesson, we'll then finalise admin and pricing details with them and provide you with their email & phone number.

You'll then contact them and introduce yourself as a CN Coaching tutor, answer any questions that they have and schedule a time and location for the first tutoring lesson and inform us via email the lesson day, time and duration.

Our first lesson money-back guarantee

We offer a first lesson money back guarantee - If the student is not happy with the first hour lesson, we offer a full refund. However, if they'd like to proceed, the normal agreed price for the lesson will apply. It's a policy of CN Coaching that our tutors adhere to this guarantee.

Your ABN



How will payments work?

Students pay for lessons by credit card via their CN Coaching Account. We do not accept cash payments from students. We'll pay you directly into your bank account on a fortnightly basis (the 1st & 3rd friday of every month).

Your ABN (Australian Business Number)

[Click here to Apply for an ABN](#)

All tutors registered with us require an ABN in order for us to make payment to you.

This is because you are an independent tutoring business and you're completely free to offer tutoring services to our students, other agencies and/or independently. Also, your payment is not based on a salary or wage as with an employee, but via invoices calculated by the hourly rate you quote to us.

We know that we're only as good as our tutors



Whether you're a new or established tutor, CN Coaching is a trusted national platform for providing you with new students

- Make a difference and give knowledge back to students
- Utilise our marketing & partnerships to get new potential students
- Gain more income
- Add us to your resume/LinkedIn & get a new positive reference
- We handle all admin work, payments and invoicing
- Set your own availability while juggling other commitments



Your Working with Children Check



All tutors in Australia require a valid Working With Children Check/Blue Card to conduct lessons with children.

- If you don't already have the Check, you'll need to apply for it using the below links.
- For the sake of the check, we are not your employer. You will need to register as a sole trader/your own business.
- You must register for the Paid/Employee WWCC **NOT** the Volunteer
- You need to have the WWCC or an Application Receipt in order to be able to commence lessons and receive payment

Click one of the below links (for your state) to Apply for a WWCC

[NSW - Click here to Apply](#)

[VIC - Click here to Apply](#)

[QLD - Click here to Apply](#)

[WA - Click here to Apply](#)

[SA - Click here to Apply](#)

[TAS - Click here to Apply](#)

[ACT - Click here to Apply](#)

[NT - Click here to Apply](#)



IMPORTANT CONDITIONS!



As part of our terms & agreement, please be aware of the following:

- All our **communication must remain confidential**. You are not to mention or discuss any details, including your rate with the student/parent. If they ask for the hourly rate, please mention the total rate we've notified you of (Your rate plus the service fee). Please ask them to discuss payment and rate questions with the CN Coaching office.
- You are **not to engage the student/parent directly** or accept any forms of payment and decline any offers to be hired directly
- **New student referrals** that you receive from a student we've provided you, need to be asked to contact us and we'll arrange lessons as per usual
- You must **notify us of any changes** to details about you or the lessons

By registering with us, you agree to the following terms:

- Service-Provider Business Terms
- Business-Customer Terms
- Privacy Policy

Any breaches of these terms may result in action and/or incur penalties. Please always contact us for any questions, we're always happy to help and provide any support needed.



Your CN Coaching Account



Before your first lesson

Once your first lesson has been confirmed, we'll create your CN Account & send you an email that contains a link where you can set your Account password. You can then login and manage your lessons & payments.

[Click Here to Login to Your CN Account](#)

Before each lesson

You need to ensure that each week, you've logged in & set the correct lesson days & times so that email reminders are correctly timed & to avoid confusion. You can add, cancel or modify the length of any lesson via your account.

- To add a lesson: From the menu, click Calendar > Add Lesson > enter details & time > click submit
- To cancel a single lesson: see below

Immediately after each lesson

Immediately after each lesson, you need to login & confirm the lesson as either Attended or Cancelled.

- From the menu, click Calendar > click "Calendar" again > find & click on the coloured lesson > click "Complete" > Edit the start/finish time if needed > Underneath "Student Details" - Change Status to "Attended" or "Cancelled (non-billable)" > click submit

Welcome to the team!
Feel free to ask us anything

