



**Lanterna
Education**

Online Private Tuition Tutor Policy (OPT)

Your guide to tutoring with Lanterna Education

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Welcome

Welcome to the Lanterna Education team! We're so excited to have you on board and to share your outstanding knowledge of the IB and related programmes with our students. The Online Private Tuition Tutor Policy (OPT) is your guide to many of the procedures, resources, and guidelines you should familiarise yourself with before tutoring with us at Lanterna Education.

The OPT is one home for information and guidance for tutors, the other is the [Tutor Support Centre](#), hosted in the Portal. If you have any further questions that aren't addressed here or in the Support Centre, you can contact us at tutoring@lanterna.com, where the team would be happy to help.

Contacting Us

We're on hand to help you with any questions or concerns you might have. You'll receive the fastest response by directing your enquiry to the right team.

Before reaching out, we always recommend checking the OPT and the Tutor Support Centre first, many common questions are already answered there, and this helps us keep response times short for everyone. We also encourage you to reach out proactively if something feels off, if you have any concerns about a student or a tutoring relationship, or simply if you have a question, we would always rather hear from you early than have issues escalate.

General Enquiries & Requests

For almost all day-to-day questions, please contact the Operations team at tutoring@lanterna.com. We can help you with:

- Portal enquiries
- Applying for new students
- Requesting information about students
- Payments
- Tutoring resources
- Policy and procedure questions
- Contract-related questions
- Any other general day-to-day enquiries

We aim to respond to all enquiries within 24 to 48 hours, though in most cases you'll hear back within just a couple of hours. Please do try to get in touch with us during the week wherever possible, as our weekend coverage is very limited and reserved for the most urgent requests only.

Substitute Teaching Enquiries

Some of our tutors are also substitute teachers. If you have any questions related to substitute teaching opportunities, please contact the Schools team directly at schools@lanterna.com.

Credit Renewals and Requests

If your student needs to purchase more credits for lessons, please direct them to our Sales team at info@lanterna.com. If you're unsure whether to contact the Sales team, reach out to the Operations team at tutoring@lanterna.com first and we'll point you in the right direction.

The Portal

The Portal is your home for administering your support, from applying to support new students to booking and managing lessons with your existing students.

You can log in to the Portal here:

[The Lanterna Portal](#)

You'll have been invited to the Portal when you were first on-boarded as a tutor with Lanterna. If you are having trouble accessing the Portal, please contact us at tutoring@lanterna.com.

Important: In order to be paid for a lesson you must book it more than 24 hours in advance on the Portal. You must also mark it as completed at the very latest on the last day of the calendar month in which the lesson took place. Failing to do so may result in not being paid for lessons you have delivered. If you experience any issues with booking lessons or marking them as completed, please contact us immediately at tutoring@lanterna.com.

You can find detailed instructions on how to use the Portal in the [Tutor Support Centre](#).

Tutor Support Centre

In addition to the OPT, the Tutor Support Centre hosts many articles with detailed guidance on delivering your support. You can access it by logging into the Portal and navigating to the “Support & Training” tab, or via the link below.

[Tutor Support Centre](#)

The Tutor Support Centre differs from the OPT in the level of procedural detail it provides. The OPT outlines the overall procedures and policies you should follow, while the Support Centre gives you step-by-step guidance for specific tasks. We recommend using both together.

Products & Services

As a Lanterna Education tutor, we'll connect you with students to share your outstanding knowledge of the IB Diploma Programme, MYP, IGCSE, and related programmes. You'll be responsible for delivering the support that students have purchased from us. The type of support you may be asked to provide will depend on the student's curriculum, year of graduation, and personal progress.

Lanterna Tutoring Hours

Lanterna students purchase packages of hours (credits) to use with their tutors. Please note that 1 credit = 1 lesson = 1 hour of tuition. When you are connected with a student on the Portal, you'll be able to see how many credits they have available. You can continue to deliver lessons as long as the student has credits remaining.

Many students purchase repeat packages when their existing credits run out—and we offer bonuses to tutors whose students rebook with them—so the initial package is not necessarily an indication of how long you'll be working with the student.

Always ensure the student has available credits on the Portal and that lessons can be booked there before commencing a session. If you encounter any issues, please contact us at tutoring@lanterna.com straight away. Following this process is essential to ensuring your payment.

When we connect you with a student, we'll let you know what kind of support is needed and how many hours have been purchased.

Tutor Tiers

At Lanterna Education, our tutors are divided into three tiers. You will be informed of your tier when you register with us. You can find more information about tutor tiers in the Tutor Support Centre.

Standard Tier

Standard Tier tutors are recent IB graduates who have achieved a minimum of 40 points overall and a 7 in the subject they tutor.

Higher Tier

Higher Tier tutors are experienced IB educators who have worked or are currently working as teachers within IB schools.

Top Tier

Top Tier tutors are IB educators who are IB teachers with IB examiner experience, or IB teachers who have built a strong track record of excellent results and trust with Lanterna over time.

Getting New Students

To apply for students you need to be logged into the Portal:

[The Lanterna Portal](#)

Once logged in, navigate to “Job Openings.” Here you will find all available jobs that match your qualifications and approved subjects. We receive multiple new student requests daily, so it’s a good idea to check frequently.

You will also be notified by email when a suitable job becomes available, you can apply for students directly from these email notifications. Please note that some positions, particularly urgent requests, may close quickly, so we recommend applying as soon as possible once you see a suitable opening.

When applying, make sure to read the job description carefully and include all requested details in your application. A well-written application significantly increases your chances of being selected. You can find more guidance on applying for students in the Tutor Support Centre.

Once you have applied for a student, you will either receive a linking email confirming that you have been connected with the student, or a rejection email. If you are not selected, don’t be discouraged — keep applying!

Safeguarding

At Lanterna Education we are committed to providing a safe environment for all students and tutors alike. Our full Safeguarding Policy outlines how Lanterna ensures the highest possible standards of safeguarding to promote the privacy and personal safety of every student and tutor working with us. The policies outlined in this document ensure that all parties act in compliance with EU and UK law.

The Lanterna Online Tutoring Safeguarding Policy should be thoroughly read by all parties involved in Online Private Tuition before any tutoring session takes place. You can read the full policy here:

lanterna.com/safeguarding

As part of your onboarding, you will be required to complete the Child Protection & Safeguarding training before you are able to begin tutoring. Appropriate action will be taken if any party fails to comply with the roles and responsibilities outlined in the Safeguarding Policy.

If you have any safeguarding concerns or need to report an incident, please contact us immediately at safe@lanterna.com.

Supporting Students with Written Work

It is essential that you read this section carefully before supporting any student with written work. At Lanterna Education we take academic integrity extremely seriously, as does the IBO. Any breach of the IBO's Academic Integrity Policy can have serious consequences for the student, including failing the diploma programme.

Please make sure you are familiar with the IBO's Academic Integrity Policy before working with students on any written assignments:

[IBO Academic Integrity Policy](#)

Please note that schools interpret the IBO's policy in different ways. Some schools own all Google Docs that students write their essays in and are therefore able to see every edit or comment made. For this reason, it is important that you never request editing rights, you should only have VIEW and COMMENT rights. Some schools also use software that can detect when multiple users have edited a Microsoft Word or Google Doc.

Important: If you ever feel that a student or family is asking you to act outside of the IBO's Academic Integrity Policy, please contact us immediately at tutoring@lanterna.com.

A note on AI tools

The IBO requires that any AI-generated content included in a student's assessed work must be clearly referenced and cited. You must not use AI tools to write, edit, or produce any part of a student's assessed work on their behalf, as this would constitute non-permitted assistance. You may use AI tools to prepare your own lesson materials, but this must never cross over into a student's assessed work.

What you CANNOT do

- Write or edit directly in a student's text. This includes writing any new text, rephrasing sentences, exchanging words, editing punctuation, or altering spelling and grammar mistakes.
- Move text or words within a document. If you move any piece of writing—whether in Google Docs or Microsoft Word—it will appear as though you have written the text from scratch.
- Suggest direct sentence alterations in a comment, e.g. "Rewrite this sentence to say..."
- Provide assistance that goes beyond constructive verbal feedback, as students are expected to produce their own authentic and genuine work.

What you CAN do

- Verbally discuss movements or restructuring of sections of text.
- Take your own notes when proofreading the student's text to help guide a productive verbal discussion.

Note: The golden rule: Never write or edit anything in a student's work. Your role is to provide constructive guidance that helps students develop their own ideas and

improve their own writing. We want to help students become independent learners and thinkers, in alignment with IBO guidelines.

If you have any questions about this policy, please contact us immediately at tutoring@lanterna.com.

Using AI in Tutoring

AI tools such as ChatGPT are increasingly present in education, and Lanterna Education takes a thoughtful and considered approach to their use. Tutors are not prohibited from using AI tools, but any use must be extremely mindful and guided by the principles below.

Remember why students come to Lanterna

Students and families choose Lanterna because they are seeking the knowledge, expertise, and human insight of a qualified tutor. If a student wanted an AI-generated answer, they could find that themselves. What they cannot replicate on their own is your understanding of the IB, your subject expertise, and your ability to guide their thinking. That is what they are paying for. AI must never replace or dilute that.

What you can do

- Use AI tools to help prepare for lessons, for example, to brainstorm ideas, generate practice questions, or research approaches to a topic.
- Use AI as a research aid to support your own lesson planning and preparation.

What you must always do

- Verify any AI-generated content yourself before using it in a session. AI tools can produce inaccurate, biased, or misleading information, as the tutor, it is your responsibility to ensure that anything shared with a student is correct.
- Ensure that your use of AI never puts a student's academic integrity at risk. Any AI-generated content used in or shared in relation to a student's assessed work must comply with the IBO's Academic Integrity Policy and be appropriately referenced. Please refer to the Supporting Students with Written Work section of this policy for further guidance.

What you must not do

- Use AI to generate responses or feedback that you then pass off as your own knowledge during a session.
- Use AI to produce, edit, or contribute to any part of a student's assessed work.
- Allow your use of AI to reduce the quality, authenticity, or personal nature of the support you provide.

The IBO's own position is that AI tools can be used ethically as part of the learning process, but that any AI-generated content included in assessed work must be transparent and properly referenced. As a Lanterna tutor, your obligation goes further, students are here for you, not for a tool.

Resources

Shared Drive

Lanterna hosts a number of resources for tutors on our shared Google Drive, including past papers and mark schemes. You should have had access to the Drive shared with you when you first started. If you do not have access, please contact us at tutoring@lanterna.com.

Please note that all past papers and mark schemes are copyrighted by the IBO and may only be used for your own teaching purposes, for example, working through problems in sessions or marking questions. These materials must not be distributed or shared with students.

Kognity

We also provide access to Kognity, a platform specialising in digital textbooks for IB and IGCSE subjects. You will have received an invitation to create your own Kognity login when you were first hired. If you cannot find this email or are having issues accessing Kognity, please contact us at tutoring@lanterna.com.

Please note that Kognity access is provided to tutors only. Students may have access through their school, they should check directly with their school if they need it. Lanterna is not able to provide Kognity access to students.

Getting in Touch with the Student

Once we connect you with your student, you should send them an introductory email within 24 hours. Please note that we don't always have the student's email address and may connect you using their parent or guardian's email instead, please bear this in mind when making contact.

Important: Always cc tutoring@lanterna.com and the parent or guardian on your introductory email. This allows us to confirm that contact has been made. After your introductory message, you do not need to keep us in cc; however, if there is anything you would like us to log or look into, you are always welcome to copy us in. We do recommend keeping the parent in cc throughout the tutoring relationship, as it keeps them informed and avoids any miscommunication down the line.

Your introductory email

Your first email sets the tone for the tutoring relationship — first impressions matter. Make sure to address your message to the correct person, and check your spelling and grammar before sending.

When you apply for a student, you will receive some details about them and the type of support they need. Use this to make your introduction feel personal and relevant, show that you understand who they are and what they are looking for. A generic email will not have the same impact.

Your introductory email should cover:

- A brief introduction about yourself, your relevant experience, qualifications, and subject background. You are also welcome to share something personal if it helps build a connection with the student, such as an interest or hobby that relates to the subject you will be teaching. Keep it warm but professional.
- Your preferred platform for lessons (Google Meet, Zoom, or Microsoft Teams, note that some students in certain countries may not be able to access all platforms).
- A request for the student's time zone, preferred dates and times, and how they would like to use their sessions, for example, content revision, exam practice, or a combination.
- It can also be worth sharing a link to the official subject syllabus and asking them which areas they would most like to focus on before your first session.

Communication guidelines

We recommend communicating with both students and parents via email throughout the tutoring relationship. Please aim to respond to all messages within 48 hours.

If you are open to communicating via WhatsApp, you may mention this to the student, but this can only happen if the student requests it and it is approved by the parent and by us. It cannot be initiated by you. If WhatsApp is used, please ensure your profile photo is professional and appropriate for use in a work context with students and families.

Communication via social media, including Facebook Messenger, Instagram, Snapchat, TikTok, or any similar platform, is strictly prohibited in line with our Safeguarding Policy.

A note on professional communication

The quality of your written communication reflects on both you and Lanterna. Please always:

- Write in a clear, professional manner, warm and approachable, but never casual to the point of being unclear.
- Consolidate your thoughts into one well-written message rather than sending several short ones.
- Check your spelling and grammar before sending.
- Be clear and direct, students and families appreciate communication that is easy to understand.

These things matter to our students and their families, and they contribute to the trust they place in Lanterna and in you as their tutor.

Scheduling the Next Session

Parents and students expect all purchased hours to be used, so always aim to have the next session booked before your current lesson ends. Once you have agreed on a time, make sure to book it in the Lanterna Portal before the session takes place. If you encounter any issues with booking, please contact us at tutoring@lanterna.com straight away.

If a parent is involved in the booking process, it is a good idea to copy them into scheduling emails to keep them in the loop. You can also ask the student if they have a date by which they would like to complete all their hours, this helps you manage the time effectively and avoids any misunderstandings about pacing later on.

Don't forget to send a confirmation email to the student and parent with the agreed date, time, and meeting link in good time before the next session.

After the Session

Once a session is complete, always mark it as completed in the Lanterna Portal. This must be done by the last day of the calendar month in which the lesson took place, failing to do so may result in you not being paid for that lesson. If you experience any issues marking a lesson as completed, please contact us at tutoring@lanterna.com as soon as possible.

When marking the lesson as completed in the Portal, we encourage you to leave a short feedback note. This is standard practice for all Lanterna tutors and a really valuable tool, it helps students stay on track, gives them a record of what was covered, and shows their parents that progress is being made. A few clear sentences is all that is needed.

If you prefer, you can also send a brief summary email to the student and parent instead, but the Portal note is our preferred method and the one we recommend.

What if the Student Does Not Respond?

If you have sent your introductory email, with the parent cc'd from the very first message, and have not heard back within 24 hours, please send a follow-up and give the student two working days to respond. If by the third working day since we connected you with the student you have still not received a reply, please contact us at tutoring@lanterna.com and we will reach out to the student and parent on your behalf.

Since the parent is already in cc from the start, they will be aware that you have been trying to make contact, this often helps speed things up without any additional effort on your part.

If you are having ongoing difficulties getting a response from a student during the tutoring relationship, please let us know and we will step in to help.

Cancellation Policy

We understand that both tutors and students have busy lives, and that occasionally plans need to change. However, once a session time has been agreed and booked, it is important that both parties honour that commitment. Excluding serious and unforeseeable circumstances, confirmed sessions should not be cancelled, rescheduled, or missed at short notice.

For Students

If a student cancels, reschedules, or fails to show up for a lesson less than 24 hours before the scheduled time, you are entitled to charge them for the full hour. Please note that you can only claim the credit if the lesson was booked in the Lanterna Portal prior to the cancellation or no-show. If the student or parent disputes this, please explain that you have had to prepare and set aside time for the session, and that more notice is required in future. If the situation becomes difficult, please contact us at tutoring@lanterna.com and we will step in to help.

For Tutors

Reliability is something we value highly in our tutors, and it is one of the qualities that students and families trust Lanterna for. We understand that on rare occasions something unavoidable may come up and you may need to cancel a session at short notice, this happens, and we understand that. However, if cancellations become a pattern, this can affect the tutoring relationship and may lead to us needing to arrange a tutor switch for the student. Beyond that, consistent unreliability may affect the opportunities available to you as a tutor with Lanterna.

If you need to cancel a session, please inform the student and parent as early as possible and propose an alternative time promptly.

Giving Back Students

We kindly ask that you do your very best not to give back students once you have accepted a tutoring assignment. When you apply for a student, we take this as a commitment that you are able to support them without any issues. If you are unsure whether you can commit to a new student, please do not apply, it is always better to decline at the application stage than to give back a student once the relationship has begun. We will never be offended if you feel you are not in a position to take on a new assignment.

Returning a student creates a significant amount of extra work for our team and, more importantly, can be a disappointing and disruptive experience for the student and their family.

That said, we understand that circumstances can change. If you feel you genuinely cannot continue with a student, please contact us at tutoring@lanterna.com as soon as possible, do not wait. Please do not communicate this directly to the student or family yourself. Once you have let us know, we will take the conversation with the family from there and work to find the best solution for everyone involved.

If the reason you feel you cannot continue is that a student or family is asking you to act outside the boundaries of what is appropriate, for example, pressuring you to complete the student's work or to act in breach of the IBO's Academic Integrity Policy, please contact us immediately. We will always support you, and if necessary we will facilitate a respectful closure of the tutoring relationship.

Business Interference Policy

Privately tutoring students who have been assigned to you through Lanterna Education is strictly prohibited. This includes soliciting or accepting private tutoring arrangements with current or recent Lanterna students outside of the platform. Any such action is considered a serious breach of your agreement with Lanterna and will result in the immediate termination of your tutoring assignments. Lanterna reserves the right to pursue legal action where necessary.

To maintain the integrity of this policy, Lanterna conducts regular checks. We ask all tutors to cooperate fully with any such checks.

If you are approached by a student or family with a request for private tutoring outside of Lanterna, please report this to us at tutoring@lanterna.com. We take these reports seriously and, upon verification, a bonus of £100 will be awarded to the reporting tutor as a thank you for upholding the standards we all depend on.

After the Last Session

If your student has run out of credits but has expressed an interest in booking more sessions with you, please do not continue tutoring until new credits have been added to their account and you are able to book lessons in the Lanterna Portal — if you do, you risk not being paid for those lessons.

Please let us know at tutoring@lanterna.com if your student has run out of credits and is interested in rebooking, and we will follow up on this for you.

We actively encourage you to recommend continued sessions to your students where appropriate. Our experience shows that students who maintain a consistent relationship with their tutor tend to achieve the best results.

Retention Bonus

We love to see long-term relationships between tutors and students, and we want to reward you for them. If your student purchases more hours and books further sessions with you, you will receive a bonus of £22. This is valid the first time a student rebooks with you, and it must be for the same subject. You will also need to commit to completing those hours with the student.

To receive the bonus, you need to claim it through the Lanterna Portal. For full details on how to do this, please refer to the [Tutor Support Centre](#).

If you think your student is likely to rebook, please let us know at tutoring@lanterna.com — we will follow up with them on your behalf.

Referral Bonus

We appreciate the power of word-of-mouth recommendations and recognise that our tutors play an important role in helping Lanterna grow. If you refer another qualified tutor to Lanterna and they are successfully hired, you will receive a referral bonus of £50.

To qualify for the bonus, the following criteria must be met:

- The referred tutor must be a new applicant and successfully pass our screening process.
- The referred tutor must complete their first 10 hours of tuition with a student.
- Referral bonuses are only paid for the first referral of each referred tutor.
- The bonus will be paid the month after it has been claimed.

To receive the bonus, you need to claim it through the Lanterna Portal. For full details on how to do this, please refer to the [Tutor Support Centre](#). The referred tutor should also let us know the name of the tutor who referred them when they apply.

Please note that we reserve the right to modify or end this referral bonus programme at any time.

Feedback

We encourage you to ask your students to leave feedback on the Portal after each session. Students can rate their lessons and leave written comments, and they have the option to make their feedback visible to you or keep it private. Even if a student chooses to keep their written feedback private, any rating they provide will still contribute to your overall tutor rating.

Your rating is internal and not visible to students or families, but it is something we take into account when matching tutors with new students, so it is worth encouraging your students to rate their sessions regularly.

If you receive feedback that you would like to discuss with us, or if you have any concerns about a student's experience, please do not hesitate to get in touch at tutoring@lanterna.com.

Testimonials

Once you have built a strong relationship with a student and their family, ideally towards the end of your time tutoring them, we encourage you to share the following link and invite them to leave a testimonial:

info.lanterna.com/testimonials

Testimonials are a fantastic way to showcase your work and the impact you have had on a student's learning journey. Please note that testimonials submitted through this link may appear on the Lanterna website, helping future students and families get a sense of the quality of support we provide.

How to Ensure You're Paid

Payments are processed on a monthly basis. You will be paid on or around the 25th of each month for all lessons booked and completed in the prior calendar month. For example, lessons completed in June will be paid by the end of July.

To ensure you are paid correctly and on time, please make sure to:

- Book all lessons in the Lanterna Portal at least 24 hours before they take place.
- Mark all lessons as completed in the Portal by the last day of the calendar month in which they took place.

Failure to do either of these things may result in you not being paid for those lessons.

We'll use the lesson bookings you've made each month in the Portal to calculate your pay.

International Contractors

If you are hired as an international contractor, we will create a Self-Billing Invoice on your behalf, this is an invoice that "you" set out to us based on the lessons you have taught each month. This is all done automatically, so there are no additional steps required from you. To access your self-billing invoice, log into the Portal, navigate to "Finances" in the left-hand menu, and select "Self-Billing Invoice" next to any past calendar month.

UK PAYE Tutors

If you are hired as a PAYE tutor based in the UK, your lesson bookings will also be visible under the "Finances" section of the Portal each month. Your full payment details, including any tax or national insurance deductions, will be shown on your payslip via myePayWindow. During your first payment month, you will receive an invitation to set up your myePayWindow account, please do this as soon as you receive the notification, as the link will expire.

If you have any questions or concerns about your payment, please contact us at tutoring@lanterna.com.

Satisfaction Guarantee

At Lanterna Education we are confident in the quality of our tutors, and we back this up with a satisfaction guarantee for our online tutoring. If a student expresses dissatisfaction after one or two hours of tuition, we may offer them a refund in line with our terms of service.

If a student does raise a concern with us, we will always speak with you first to hear your perspective, in many cases it may simply be a misunderstanding or a mismatch in expectations. If it turns out that you and the student are not the right fit, we will arrange a tutor switch and hope that a fresh start works out better for both parties.

We do not take these situations lightly, and we will always aim to handle them fairly and with care for everyone involved. If you ever feel uncertain about how a tutoring relationship is going, please do not hesitate to reach out to us at tutoring@lanterna.com before things escalate — we are always happy to help.

Tutoring with Lanterna — Our Standards

As a Lanterna tutor, you represent both yourself and Lanterna Education in every interaction with students, families, and our team. We ask all tutors to uphold the following standards.

Professionalism in sessions

- Always conduct your lessons from a quiet, distraction-free environment. Background noise, interruptions, or inappropriate visuals can significantly impact a student's ability to focus and reflect poorly on the quality of support you are providing.
- Always keep your camera on during lessons and encourage your student to do the same wherever possible, it makes for a more engaging and connected session.
- Come to every session prepared and bring your best self. Students and families are investing in your knowledge and expertise, and they deserve your full attention and effort.
- Always be punctual. If you are running late, notify your student and their parents promptly.

Taking on students

- Only apply for and accept new students if you genuinely have the availability to meet their needs. Our students' schedules come first, it is your responsibility to work around them, not the other way around. If you are unsure whether you can commit, do not apply.
- Always read the job description carefully before applying and make sure you can meet the student's specific needs, including their availability, subject requirements, and any other details provided. When you submit an application, we take this as confirmation that you are able to fulfil the requirements of the role.

Keeping your profile up to date

- Please ensure your Portal profile accurately reflects your current availability, subjects, and experience at all times. We recommend reviewing it at least once a year, ideally before the start of a new academic year, so that the information we use to match you with students is always current.

Communication with students and families

- Engage genuinely with your students, take the time to understand their needs, their learning style, and their goals. A good tutor does not just deliver content; they connect with the person they are teaching.
- Treat every student and family with respect, patience, and fairness regardless of their background, level, or progress.
- Communicate professionally and promptly, respond to messages within 48 hours, write clearly, and maintain a warm but professional tone at all times.
- Maintain professional boundaries at all times, both online and offline, in line with our Safeguarding Policy.

Communication with Lanterna

- We communicate with many tutors on a daily basis, and your cooperation genuinely makes a difference. Please be responsive, respectful, and clear in your communications with us — just as we aim to be with you. We are here to make your

job easier by handling issues and supporting you, and a cooperative relationship benefits everyone, most of all our students.

- If you have a question, a concern, or something feels off, please reach out to us at tutoring@lanterna.com. We would always rather hear from you early than have something become a bigger issue down the line.

Conduct and integrity

- Uphold academic integrity in every session and never put a student's standing with the IBO at risk. Please refer to the Supporting Students with Written Work and Using AI in Tutoring sections of this policy for detailed guidance.
- Never make promises or commitments to students or families on Lanterna's behalf, including offering refunds, guaranteeing results, or agreeing to changes in terms. If a student or family raises something of this nature, please direct them to us.
- Never discuss or negotiate your tutoring rates directly with students or families. All financial matters are handled by Lanterna.
- Represent Lanterna positively in all interactions — with students, families, and the wider community.

Confidentiality

- Never share personal information about your students or their families with any third party.
- If sessions are recorded, please ensure that any recordings are deleted once your tutoring relationship with the student has ended. Recordings must never be shared with third parties under any circumstances.
- Any personal information shared with you in the context of tutoring, including contact details, learning difficulties, or family circumstances, must be treated with the utmost discretion.

Conflict of interest

- If you have a pre-existing personal or professional relationship with a student or their family before beginning tutoring with them through Lanterna, please disclose this to us at tutoring@lanterna.com before your first session. We will advise on how best to proceed.

Best Practice

The following tips have been put together by the Lanterna team to help you get the most out of your tutoring sessions. These are suggestions rather than requirements, but we hope you find them useful, especially if you are new to online tutoring.

Before the first session

- When you are first connected with a student, use your introductory email to find out as much as possible about their needs before your first session — what they are struggling with, what they want to focus on, how often they would like to have lessons, and any upcoming deadlines. The more background you have going in, the more effective your first session will be.
- Some tutors offer a short 10 to 15 minute unpaid video call before the first session to get to know the student (this should not be booked in the Portal). This is entirely optional, but if you feel it would help you prepare, you are very welcome to do so.
- Take time to understand the student's current level before diving into content. Knowing where they are starting from will help you pitch your sessions at the right level from the very beginning.

Managing your availability

- Consider creating a shared calendar, for example in Google Calendar, where you mark all your available times for tuition. You can share this with your students so they can see your availability and plan sessions accordingly. This is especially useful if you are supporting several students at once, as it helps you stay organised and avoid scheduling conflicts. Please note that regardless of how you manage your availability, all lessons must still be booked in the Lanterna Portal before they are to take place.

Getting to know your student

- Use your first session to get to know the student a little beyond their academic needs, their interests, why they enjoy or struggle with the subject, and what has or has not worked for them in the past. This kind of insight can make a real difference in how you tailor your support.
- Find out what type of learning works best for them. Do they prefer visual explanations, interactive problem-solving, working through content first and then practising, or jumping straight into past paper questions? Each student is different, and adapting your approach to their style will make your sessions far more effective.

Lesson planning and scheduling

- Be proactive about scheduling, encourage your students to build a consistent lesson plan and stick to it. Regular weekly sessions tend to produce better results than sporadic ones, as they help students stay on track and build momentum.
- As exam season approaches, check in with your student about whether they would benefit from more frequent sessions. Be encouraging, but never pushy, some students have a limited number of credits and we must always be mindful of that. If you are unsure how to approach this, let us know and we will check in with the student on your behalf.
- Always make sure you are working from the most current version of the IBO syllabus for the subject you are teaching, as these are updated periodically. Building your lesson plans around the current syllabus ensures your sessions are as relevant and targeted as possible.

- Keep brief notes after each session to track what was covered and what still needs work. This helps maintain continuity between sessions and ensures nothing important falls through the cracks.

Running effective sessions

- Our recommended platform for lessons is Google Meet, but you are free to use whichever platform works best for you and your student. Some students in certain countries may have difficulty accessing specific platforms, so always check with them first.
- Always encourage the student to explain a concept back to you before you explain it yourself, this helps you gauge their understanding and keeps them engaged.
- Ask questions throughout the session to check understanding, do not wait until the end to find out if something has not landed.
- Ask more questions than you would in a face-to-face setting. Online tuition requires more active effort to maintain engagement, so interaction is key.
- For presentations and slides, send these to the student ahead of time so they can annotate them with their own notes during the session.
- Always check with the student at the start of each session what they would like to focus on, and whether there are any upcoming deadlines or assessments to keep in mind.
- If possible, consider using a tablet or stylus so you can draw diagrams and annotate materials in real time, this is particularly useful for maths and science subjects. You can also draw directly in Google Slides or PowerPoint, or use a note-taking app.

Exam season

- During exam periods, be particularly responsive and flexible. Students are often under significant pressure at this time and may need more frequent sessions, last-minute support, or just a little extra reassurance. A tutor who shows up consistently during this period can make a real difference to a student's confidence and performance.

Giving and receiving feedback

- Always give your student constructive feedback on their progress. Be honest, specific, and encouraging, a well-delivered piece of feedback can be just as valuable as the lesson itself. Always try to pair constructive criticism with motivation and a positive outlook.
- Ask your student for feedback on your sessions too. Understanding what is working and what is not will help you continuously improve your teaching and build a stronger relationship with your student.
- Remember to leave a feedback note in the Portal when marking your lessons as completed, this is our preferred way of keeping students and families informed of progress.

Note-making and revision

- For collaborative note-making in Google Docs: copy and paste the learning objectives from the syllabus and work through them together with definitions and examples. Incorporate past paper questions from that syllabus area; when you are done with a topic, the student will have a comprehensive set of revision notes to refer back to.

- Open essays and written work in Google Docs so that your comments can be seen in real time by the student.

Supporting students with written work

- For IAs, EEs, and other written assignments, always make comments on the side of the document rather than editing directly in the text. Please refer to the Supporting Students with Written Work section of this policy for full guidance on what is and is not permitted.
- Take your own notes as you read through the student's work so that you are prepared for a focused and productive verbal discussion.

Resources

- The internet is full of excellent teaching resources — use them. From subject-specific YouTube channels and revision websites to IBO subject guides and past paper resources, there is a wealth of material available to help you deliver engaging and effective sessions.
- Take inspiration from [Lanterna's free IB resources](#) available on our website.
- Make use of the Lanterna Shared Drive and Kognity for lesson preparation, please refer to the Resources section of this policy for access details.

A note from the Lanterna team

We want every tutor to feel supported and never alone in this role. Whether you have a question, need advice, or something does not feel right, please come to us. We would always rather hear from you early than have something become a bigger issue. We know that none of this would work without our tutors, and we genuinely appreciate every one of you. Great communication between us, our tutors, and our students benefits everyone, and most of all, the students we are all here to help. We hope that together we can create a positive, productive, and enjoyable working environment for all.