



Welcome

to your online lessons provided by Tute Education

[Tute for parents →](#)

Hello! We are really pleased to have your child join Tute's online lessons. We genuinely put the student at the core of everything we do, and our mission is to ensure every child gets the education they deserve, no matter their circumstances.

Here's some information to help you get started.

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Why is your child being enrolled with Tute?

Your child currently needs an alternative way to access all or part of their education, Tute has been booked to provide lessons for them. We want to offer you some support to help support your child attend and succeed in these lessons.

[About Tute →](#)

What is Tute?

We are a team of dedicated people who want to create a world where any child, anywhere can access high-quality education.

Our team of qualified teachers delivers live online lessons to fill gaps in education, similar to the gaps that may have brought your child to us.

Many children find it difficult, for various reasons, to access mainstream education; our job to make sure that schools and local authorities have an alternative option for them so that education continues.

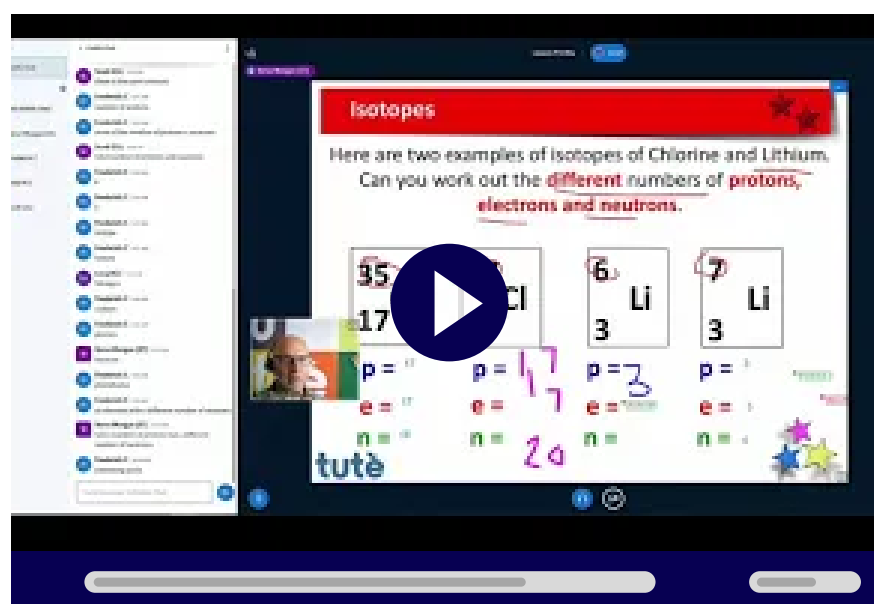
We teach about 5000 students a year across the whole of England and Wales and are very experienced in this type of education. We do everything we can to help our students, including your child, to achieve in their lessons.

[Learn more here →](#)

How are Tute lessons delivered?

Every Tute lesson is delivered live in our purpose-built online classroom, the Tute Learning Cloud. This classroom has been designed especially to deliver learning, not meetings.

There are plenty of interactive features that your child can use, and they don't have to speak if they don't want to – there's a chat box, a polling feature, and emojis for them to engage with the lesson and the teacher.





Will there be other **students** in the lessons?

Yes, usually about another 10.

We encourage our students to work together and, of course, we expect them to be respectful of each other.

Are lessons delivered by **real teachers**?

Yes, your child will be taught by a real, qualified teacher. They will deliver lessons based on the national curriculum and will do all they can to ensure that your child makes progress and is safe.

Your child will call their teacher by their first name, and the teacher will do their best to build a good relationship. To help with that, your child will see their friendly teacher but will not share their webcam with the class.



When do my child's lessons take place?

Your child will have their own personalised timetable. They can see this when they log into their Tute portal.

Does my child need an account with a login?

Yes, your child will have their own secure account that gives them access to their Tute portal.

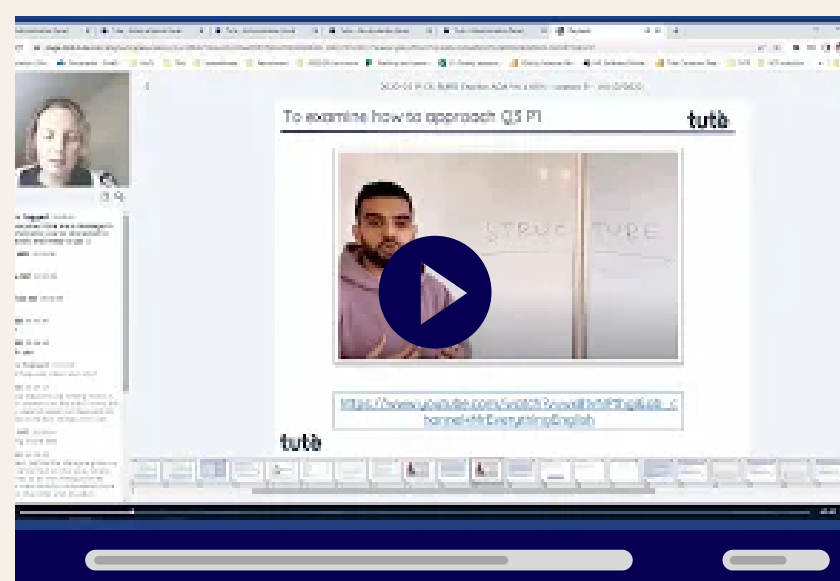
We will hold some information here about your child, such as their needs, so that our teachers are well-prepared for the lessons.

Your child's login details will be sent from mailbox@tute.com (around the same time as you received the email with this document) or shared directly from your partner provider. If you haven't received the email, please check your 'junk' inbox in case they have ended up there.

How does my child join lessons?

Joining a lesson is really easy!

Your child will just click on the lesson in their timetable when it's time and this will take them directly to the Learning Cloud (online classroom).





How can I help my child **do their best?**

✓ **Create a quiet place to access lessons**

If it is possible, and we know it can be difficult, try to set up a dedicated, quiet space where your child can focus on their lessons without distractions.

✓ **Ensure they attend**

Make sure your child attends all their scheduled lessons to keep up with their learning.

✓ **Encourage them to engage**

Motivate your child to actively participate in their lessons by asking questions and engaging with the content.

✓ **Establish a routine**

Help your child stick to a regular schedule for their lessons and homework to provide structure and make it easier to stay on track.

✓ **Provide positive reinforcement**

Celebrate your child's successes and progress to boost their confidence and motivation.

✓ **Stay informed**

Keep up-to-date with your child's timetable and lesson topics, so you can discuss what they are learning and offer help if needed.

✓ **Encourage breaks**

Make sure your child takes regular breaks to maintain their focus during lessons.

✓ **Monitor screen time**

Balance their online learning with offline activities to ensure they have a healthy mix of educational and recreational activities.

✓ **Raise any concerns**

If you have any concerns, raise them with the person or team who organised the lessons for your child.

[Contact information →](#)

Can I **contact** Tute directly for any issues regarding my child's lessons?

Please note that while we are here to help as much as we can, we work directly with the person or team who organised the lessons for your child.

This means we may not be able to communicate with you directly about certain issues. However, we will always do our best to assist and provide the necessary support. Please see below for guidance.

Who should I **contact** if I need help?

Your main contact is the team or person who organised these lessons with Tute.

Below is a handy guide to help you go to the right place for the help you need.

Turn to your main contact if...

- ✔ You have questions about why Tute has been booked for your child
- ✔ You need equipment for your child to access their Tute lessons
- ✔ There is an issue with your child's timetable
- ✔ Your child will be absent
- ✔ If you would like to report a concern or raise or complaint about Tute's services

Contact us here at Tute if...

- ✔ Your child's login details are not working
- ✔ You need technical support

Our IT team is on hand to help during office hours:

 0330 330 9751

 tech.support@tute.com



What happens if my child doesn't join some or all lessons?

To help support good attendance we will send an email notification if your child doesn't join lessons on time. If you know your child will miss a lesson because they are unwell or need to attend an appointment, you can notify your contact. Even if you have done this, you may still receive the email (it's an automated thing).