



Online Tutoring Accreditation

Evaluating tutor training and quality assurance

1. Initial Tutor Training and Onboarding

Criteria:

- ☐ Comprehensive training materials are provided.
- ☐ Training covers subject matter expertise.
- ☐ Training includes effective online pedagogy.
- ☐ Training addresses technology platform usage.
- ☐ Training covers student safety and ethical considerations.
- ☐ Onboarding process is clearly defined and documented.

Significant Comments:

Criteria:

- ☐ Background checks are conducted on all tutors.
- ☐ Tutors receive training on data privacy regulations (e.g., GDPR, FERPA).
- ☐ Tutors are trained on how to handle sensitive student information.

Significant Comments:**Summary:**

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

2. Ongoing Professional Development

Criteria:

- ☐ Opportunities for ongoing professional development are provided.
- ☐ Professional development activities are aligned with tutoring best practices.
- ☐ Professional development includes updates on subject matter content.
- ☐ Tutors are encouraged to participate in professional development.
- ☐ Documentation of tutor participation is maintained.

Significant Comments:**Criteria:**

- ☐ Ongoing training is provided on new platform features or tools.
- ☐ Tutors receive updates on changes to company policies and procedures.

Significant Comments:**Summary:**

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

3. Tutor Supervision and Oversight

Criteria:

- ☐ Clear supervision structure is in place.
- ☐ Tutors receive regular supervision.
- ☐ Supervisors provide guidance and support.
- ☐ Supervisors are qualified and experienced.
- ☐ Supervision documentation is maintained.

Significant Comments:

Criteria:

- ☐ Observation of tutoring sessions.
- ☐ Review of session recordings.
- ☐ Student feedback.
- ☐ Regular check-ins with tutors.

Significant Comments:

Summary:

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

4. Performance Monitoring and Feedback

Criteria:

- ☐ Performance metrics are defined and tracked.
- ☐ Performance data is regularly reviewed.
- ☐ Tutors receive timely feedback on their performance.
- ☐ Feedback is constructive and actionable.
- ☐ Feedback mechanisms are effective.

Significant Comments:**Criteria:**

- ☐ Student surveys.
- ☐ Session quality audits.
- ☐ Tutor self-reflection.

Significant Comments:**Summary:**

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

5. Mechanisms for Addressing Underperformance

Criteria:

- ☐ Clear procedures for addressing tutor underperformance are in place.
- ☐ Underperforming tutors are provided with support and resources.
- ☐ Performance improvement plans are developed and implemented.
- ☐ Consistent application of performance improvement plans is enforced.
- ☐ Corrective actions are taken when necessary.

Significant Comments:**Criteria:**

- ☐ Additional training.
- ☐ Mentoring.
- ☐ Performance improvement plans.

Significant Comments:**Summary:**

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:

6. Continuous Improvement Processes

Criteria:

- ☐ A system for gathering and analysing data on tutor training, supervision, and performance exists.
- ☐ Data analysis informs decisions about improvements to the tutoring program.
- ☐ Changes are implemented based on data and feedback.
- ☐ Evaluation of the impact of changes are made.
- ☐ The continuous improvement process is well-documented.

Significant Comments:

Criteria:

- ☐ Regular reviews of training materials.
- ☐ Updates to supervision protocols.
- ☐ Adjustments to performance metrics.
- ☐ Feedback from tutors, students, and supervisors.

Significant Comments:

Summary:

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Overall Significant Comments:**Overall Accreditation Score**

- ☐ Fully complies with the GOER standard
- ☐ Partially complies with the GOER standard
- ☐ Falls below the GOER standard

Final Comments: