



**Babble and Speak Ltd**

*Learn a language at your pace, at your place!*

PO BOX 4924  
Sheffield  
S8 2JT  
[www.babbleandspeak.com](http://www.babbleandspeak.com)

**Customers, please contact**

Katie Shipley  
07960 768974 / [katie@babbleandspeak.com](mailto:katie@babbleandspeak.com)

**Tutors, please contact**

Katharine Wellings  
07734 350749 / [katharine@babbleandspeak.com](mailto:katharine@babbleandspeak.com)

Thank you for your interest in Babble and Speak Ltd. We have put together this information pack to tell you all about us and our systems, right through from how to register with us to how we will offer you work and how to invoice us.

**ABOUT BABBLE AND SPEAK LTD**

- Babble and Speak was founded by Katie Shipley in Sheffield in 2004. Since then we have expanded into Nottingham and Katharine Wellings has joined the team. We are in the process of expanding into other major cities and towns in the UK.
- Our mission is to provide flexible and expert tuition to clients of all ages and abilities.
- We provide home tuition and tuition for businesses in a wide range of foreign languages + English as a Foreign Language. We are always interested in adding new languages and new tutors to our database.
- We provide both individual and group tuition.
- We run children's language clubs.
- We offer a tuition service via the internet, using webcams.
- We have Facebook, LinkedIn and Twitter pages, and run a website with a blog, which is regularly updated ([www.babbleandspeak.com](http://www.babbleandspeak.com))

**INFORMATION TO CONSIDER BEFORE REGISTERING WITH BABBLE AND SPEAK LTD**

- We do not provide full-time work. Tutoring for Babble and Speak Ltd should be viewed as a supplement to your existing income.
- Tutors can take on as much or as little tuition as they like. By adding your name to our books you will not be committing yourself to take on any particular amount of tutoring work.
- Some languages are more popular than others, and we cannot guarantee you a certain number of clients. We are very keen to add any language to our data base, but unfortunately some may never be required. We cannot predict the level of interest your language will attract.
- Tutors are not employees of Babble and Speak; rather they work on a subcontracting basis and as such should register as self employed and declare their earnings to the Inland Revenue each year. If you need to register, the number you should ring is 0845 6000 643. If you are not a UK citizen and need to apply for a National Insurance number, call 0845 15 45 15.
- Tutors are expected to travel to their clients' homes. We do not cover travel expenses except in exceptional circumstances, so when considering tuition work you should bear in mind the cost of travelling to the client's home, and the time it will take.
- For lessons using the internet, you will need to have your own web cam and access to Voice-over-Internet Protocol (VoIP) software.
- We contact our clients regularly to find out how they are enjoying their tuition, how useful they are finding it and to give them the opportunity to let us know any feedback they may have, either positive or negative.

## HOW TO BECOME A BABBLE AND SPEAK TUTOR

If you would like to be added to our data base of tutors, please email us a recent CV including the following details:

- Address including postcode
- Your home and mobile phone numbers
- Your email address
- A list of your qualifications
- Details of any teaching experience you have, including non-language teaching
- The names and contact details, including email addresses, of two professional referees who can vouch for your competence as a language teacher. Please make sure that your referees are English-speaking, and that you let them know that we will be contacting them for a reference

When we have received your references, and providing we are happy that you have the professional and personal skills we are looking for, we will contact you to arrange an interview. This will take place by telephone or via webcams and Voice-Over-Internet Protocol (VoIP).

Your interview will last approximately 20 minutes and we will aim to get to know you and find out about your teaching experience. It will also be a chance for you to ask us any questions you may have.

After your interview we will let you know whether we will be adding you to our data base of tutors within 24 hours.

At this point we will send you copies of all our policies, via email.

## OFFERS OF WORK

- When we receive an enquiry from a potential client, we email all tutors on our data base who tutor the relevant language at the appropriate level and have the appropriate teaching qualifications and experience. In this email we let tutors know the level of the prospective client, their reasons for learning, the time of day they would like the lessons, the ideal frequency and length of lessons and whereabouts they live.
- There is no commitment to take on this tuition.
- Please don't take on new clients who you can't fit into your schedule. You should be able to teach the client as frequently as they want lessons. However, clients will understand that tutors will sometimes take a holiday or be ill. In this situation you can either cancel lessons until you return to work or find a substitute to teach the lessons for you.
- In the case of substitution, you should contact Babble and Speak to let us know the substitute's qualifications and teaching experience.
- In the case of substitution you should invoice us as usual for the lessons and should arrange to pay the substitute yourself.
- The first tutor to respond positively will be provided with the potential client's contact details.
- The tutor should make contact with the potential client **within 24 hours** of receipt of the client's contact details.
- The tutor should keep in touch with Babble and Speak Ltd and must let us know as soon as they have spoken to the client, or if there are any problems in contacting the client.
- When the tutor makes contact with the client they should arrange a first lesson with them and should ask them some questions to inform their planning. These could include;

What is their previous experience of learning the language?  
 Why do they want to learn?  
 Are there any areas they would like to focus on?  
 If they have already had language lessons, are there any particular activities they particularly enjoyed, and are there any they found less useful?  
 What are their strengths and weaknesses when it comes to language learning?  
 What are their short and long-term targets?

**Before starting any tuition, we will need the following documents:-**

<b>Document</b>	<b>Examples</b>	<b>Further details</b>
Signed Consultancy Agreement		If you have the means of scanning your signature, we will email a copy of the Consultancy Agreement to you, to be returned to us by email. Otherwise this will be posted to you and we will include a SAE for you to post it back to us.
<b>Proof of ID (1 document)</b>	Passport, photo driving licence, national ID cards.	We need to see originals, or certified copies. The ID needs to include a photograph. Copies can be certified by the Post Office for £7.15 at the time of writing (September 2012). Most solicitors will also do this for a fee.  For applicants who are not nationals of an EEA country, or Switzerland, a certified copy of a work permit is also required.  Please post certified copies to us, which will be returned to you by post.
<b>Proof of address (2 documents)</b>	Utilities bill or bank statement dated within the last 3 months.	Please post original to us. We will return it to you by post.
<b>Proof of qualifications (As many documents as are relevant)</b>	Teaching qualifications and other relevant qualifications such as your language degree (certificates)	We will be happy for copies of these, due to the risk of posting originals.
<b>Criminal Record Disclosure (1 document)</b>		As much of the tuition work we offer is with students under 18, the work is excepted from the Rehabilitation of Offenders Act 1974 which means that all convictions, reprimands and final warnings on your criminal record need to be disclosed. However only relevant convictions and other information will be taken into account, so disclosure need not necessarily be a bar to going on our database.
<b>CRB certificate (not mandatory and we only need this before you teach a customer who is</b>	Certificate	Please post original to us if you have one. We will note the number and date of the certificate and return it to you by post.

under 18) (1 document)		If we arrange a customer under 18 for you and you don't have a CRB, we can arrange one for you.
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## THE FIRST LESSON

- At, or after, the first lesson we ask all our tutors to complete a brief Risk Assessment of the premises and to email or post this to us.
- In the first lesson, the tutor should show the client any materials that would be useful to them and suitable for their level. **It is highly recommended that, where possible, tutors use a course book with their clients.** This makes it easier for tutors to plan lessons, gives the course of lessons a structure, and means that the client can work from the book between lessons and has an idea of the overall structure of the course. We leave it to the tutor's professional judgement to choose the course book.
- Please note that supplementary resources, eg. worksheets, will be printed at your own expense.
- The client will be expected to buy their own course book, but until they have done so you will need to photocopy the pages relevant to your lesson.
- After the lesson the tutor should ask for feedback. Did the client enjoy it and did the lesson meet their requirements?
- The tutor should ask the client whether they are happy to proceed with the lessons. If so, the tutor and client should schedule in further lessons for the month. If there are any problems, the tutor should refer the client to Babble and Speak Ltd so that we can discuss these.
- The tutor should get in touch with Babble and Speak Ltd when the taster session has been taught to let us know how the lesson went and whether any more lessons have been scheduled.

## PAYMENTS AND RECORD KEEPING

- On the 14<sup>th</sup> of the month, the tutor should email an invoice to Babble and Speak Ltd covering all the lessons which have taken place over the past month. The invoice should detail the names of the client and their address, the tutor's name and address, the dates of lessons, the length of lessons and whether any of the lessons was the first "taster". It should give an invoice number and should be marked at the bottom "Payment is due within 18 days."
- The tutor's rate of pay is usually £22.40 per hour. Although tutors are self-employed, they are entitled to workers' rates of holiday pay, which are calculated pro rata at a rate of 28 days' pay per year. Of the hourly rate of pay, £19.94 is the rate for teaching and £2.46 is holiday pay. In the case of larger groups of clients, the tutor's rate of pay is £30/hour, made up of £26.70 for teaching and £3.30 holiday pay.
- Pay will be transferred to tutors' bank accounts by electronic transfer within 18 days of receipt of invoice. You will need to provide us with the name of your account, account number and sort code, when you send us your first invoice.
- A remittance slip will be emailed to all tutors on a monthly basis.
- Every three months we will calculate how much leave you are entitled to take and will let you know.

We will ask you to tell us when you will be taking this holiday.

## CANCELLATIONS

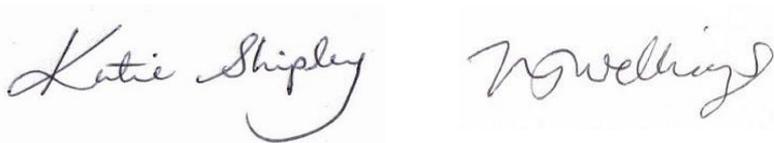
- We understand that there are likely to be times when lessons have to be cancelled, either by the tutor or the client, and that this is sometimes unavoidable.
- We do not charge our clients a cancellation fee unless cancellations are made with less than 6 hours' notice. In the event that the lesson was cancelled within 6 hours of the scheduled start time, please invoice us for the lesson as usual but make a note on your invoice that the lesson was in fact cancelled, the time it was cancelled, the time it was booked to start and the medium by which it was cancelled (text, email, etc). If you are concerned that your client cancels an unreasonable amount of lessons, please let us know.

## OTHER DETAILS

- Any client introductions remain the sole province of Babble and Speak Ltd, and any work which may be offered to you by the client must be directed via Babble and Speak Ltd.
- Keep in touch with us and let us know how your tuition is going.
- Let us know if you have any concerns.
- Inform us of any changes of postal address, phone number(s), email address.
- Let us know if you wish to be removed from the data base.
- If working on business premises, please ensure that you always sign in and out. If lessons are taught after reception closes you should ask your clients to sign and date a register at the beginning of each lesson. Keep these registers in a safe place in case they are needed as proof that the lessons have taken place.

Enjoy your tuition work for Babble and Speak Ltd!

Best Wishes

The image shows two handwritten signatures in black ink. The first signature on the left is 'Katie Shipley' and the second signature on the right is 'Katharine Wellings'. Both signatures are written in a cursive, flowing style.

Katie Shipley and Katharine Wellings  
Babble and Speak Ltd