



Tutoring Balance FAQ

What is my tutoring balance?

Your tutoring balance is the number of hours available for your student to tutor each week. You can use your available balance to schedule tutoring sessions for approved subjects.

When does my tutoring balance reset?

Your tutoring balance resets every Monday. If you have issues with your balance, please contact our tutoring support team via email.

Can I carry over unused hours?

No. Your tutoring balance resets each Monday, so unused sessions from the previous week do not carry over.

What subjects can I book tutoring for?

You may only book tutoring sessions for the approved subjects assigned to your student. If you do not see a subject available for booking, it has not been approved for your student's tutoring plan.

Can I schedule more than one session?

Yes. You can schedule:

- Single sessions for one-time tutoring needs.
- Recurring sessions throughout the week if your tutoring balance allows.

How do recurring sessions work?

Recurring sessions let you reserve the same tutor and time for multiple sessions during the current week, making it easier to maintain a consistent tutoring schedule.

Can I change or cancel a scheduled session?

Yes, you can reschedule and cancel a scheduled session. If you have any issues with your balance not resetting, please contact our tutoring support team.