A TEAM TUITION AUSTRALIA PTY. LTD.
Academic Personal Training

Program Convenor (PC) Role Expectations & Performance Guidelines

Role Purpose and Importance

The Program Convenor (PC) is a pivotal role within A Team Tuition's school-based tutoring program, working directly with APTs and students to deliver a transformative education experience. PCs ensure each session operates smoothly, APTs are well-resourced and supported, any issues that arise are managed appropriately and that communication to and from A Team is seamless.

Lesson 1: Pre-Program Requirements & Operations Management

- **Direct Team Lead Communication:** Send early prep details (via text/message) to your tutoring team prior to sessions covering parking, sign-in procedures, required materials (laptop, pen, notepad), and mandatory A Team uniform (polo shirt/jumper).
- **Active Group Management:** Access and print student groupings via the APT resource database a few days prior to launch to ensure accurate group setups and student-APT allocations across both days.
- **Boarding School Adaptation:** Ensure APTs are correctly positioned with their allocated groups or actively roaming during prep time based on school-specific structures.

Lesson 2: First Session Logistics & Execution

- **Set the Tone Early:** Structure all term-start/new program sessions by leading a PC welcome, facilitating team introductions (Name, degree, favorite subject, fun fact), and reading the official student commitment statement out loud.
- **Optimise Room Setup:** Arrange physical spaces (utilising printed groupings) to ensure group separation, assigning explicit room areas/furniture setups to maintain learning focus.
- **Deploy Alternate Learning Materials:** Mandate and guide the use of online introduction or skill-building worksheets (ateamtuition.com/worksheets/) for new students or those with limited schoolwork.

Lesson 3: Student Management

- **Maintain Consistency & Detail:** Keep student-APT groupings consistent, enforce session report writing by the designated APT (even when support is shared), and verify post-it/ notepad logging for student notes and support history.
- **Absence & Make-Up Tracking:** Relay student absence notifications to APTs (bypassing reports for absentees), log attendance trends to flag repeat absences to the SPC, and assign make-up students to age-appropriate groups (max 6 students per APT).
- **Enforce the 3-Step Behaviour Rule:** Monitor behaviour, step in promptly to support APTs,

utilise temporary breaks outside the classroom when necessary (documented in notes), and escalate persistent issues to the SPC.

- **Academic Advantage & Parent Priorities:** Ensure APTs dedicate at least half of each session to Academic Advantage plans (emailing worksheets if missing) and encourage parent priority subjects (e.g., compulsory Maths focus) while managing potential student pushback.
- **Manage Unlisted Students:** Immediately phone the SPC to confirm if they are registered or collect parent contact information if an unlisted student arrives.

Lesson 4: Team Leadership

- **Execute Pre-Session Huddles:** Run pre-session briefings to convey student absences, update parent priorities, adjust group structures, and deliver timely metacognitive "teachable moments" (e.g., goal setting in W1-2; exam strategy in W7-9).
- **Maintain Database Compliance:** Ensure the team accesses school folders in the Pivot App (Actions → APT Resource Database → 3. School Programs Information) to review student profiles, and actively audit APT student name recognition during Weeks 1–2.
- **Quality Control Session Reports:** Monitor and assist APTs struggling with session reports, app access, or student names to prevent missing or misplaced parent reports.
- **Manage Absent Staff & Coverage:** Contact substitute APTs to coordinate meeting points/ student lists; if no substitute is available, reconfigure groupings to ensure every student receives support and a report.
- **In-Session Monitoring & Prompt Escalation:** Perform active room check-ins once students are settled to support APTs with behaviour/content, and rapidly pass on program updates/changes to the team ensuring they confirm they have received these.

Lesson 5: Incident Management & Escalation

- **Address Performance Issues Directly:** Handle underperforming APTs (e.g., dress code violations, device misuse, late reports) directly and privately in the first instance to build an improvement plan; escalate repeated issues to the SPC.
- **Manage Emergencies & Safety:** Call 000 immediately for life-threatening medical emergencies; coordinate non-life-threatening incidents with school staff or the SPC.
- **Child Safety Protocol:** Report mental health, disclosures, or physical incidents immediately to your PDC/SPC and ensure an official Incident Report is submitted via the Pivot App.
- **Follow Emergency Procedures:** Execute school site evacuation or lockdown protocols directly as trained or indicated by room signage.
- **Adapt to No-Show Staff:** Contact late/missing APTs immediately and call the SPC to confirm status before re-adjusting room groupings.

Lesson 6: PC Support, Compliance & Governance

- **Incident & Feedback Compliance:** Log all session incidents in the Pivot App promptly and complete required mid-term program feedback forms for the SPC.
- **Professional Development:** Attend mandatory paid termly PC meetings (held during school holidays) to workshop, network, and review program priorities.
- **Maintain Open Escalation Channels:** Maintain regular contact with your School Programs Coordinator (SPC) for any structural, team, room, or scheduling concerns.

Acknowledgement of Expectations

By signing below, I acknowledge that I have read, understood, and agree to uphold all responsibilities, standards, session structures, and procedures outlined in this document as a Program Convenor with A Team Tuition.

Signed: _____ Date: _____

Full Name: _____ Email: _____

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