



STAFF GUIDE · GRADESPACE TUTOR

Running your tutoring website: a guide for the office and tutors

Everything your team needs to run the website day to day, in plain words.

Gradespace Tutor
for WordPress, version 0.1.1

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This guide covers the website day to day: lessons, the timetable, tutors, students and parents, group sessions, the register and the rest of the site. You don't need any technical knowledge.

Features marked **(Pro)** need a Pro or Agency licence.

1. Signing in

- Go to your website's address followed by **/wp-admin** (for example `yourcentre.co.uk/wp-admin`), or click **Staff sign-in** at the very bottom of any page.
- Sign in with your own username and password. Please **don't share accounts**: the website records who did what, and each person should only see what their job needs. Many students are children, so this matters.
- After signing in you go straight to **Tutoring → Today**.
- Forgotten your password? Click **Lost your password?** on the sign-in page. After 5 wrong passwords, sign-in pauses for 15 minutes.

2. Your daily start: Tutoring → Today

- **Today's lessons**, by tutor, in time order (group sessions show how many places are booked).
- **Lesson requests to confirm** (online bookings wait for you, unless you confirm them straight away).
- **Waiting lists** for group sessions (**Pro**).
- **New enquiries and messages**.

The red numbers on the left-hand menu show how many things are waiting.

3. Lessons

When a family books online

1. They choose a subject and level, a lesson (a **trial lesson**, a normal lesson...), online or in person, then a tutor or **Any tutor**, then a free day and time. The website only offers times when the tutor teaches, isn't away, has nothing else booked (with the gap you set after each lesson), and the centre is open.
2. They say who the lessons are for. **For a child**, the form asks for the parent or guardian's name, email and phone, and **every email about the child's lessons goes to the parent or guardian**, never to the child. For an adult, the student confirms they're 18 or over.
3. **Trial lessons** are once per student, and only for new students (Settings → Lessons). Brothers and sisters each get their own.
4. By default each online booking is a **request**: the time is held, the family is told you'll confirm, and it waits under **Lessons → To confirm**. Click **Confirm** (or **Decline**, with a note). The family gets a confirmation with a calendar invite and a link to see, move or cancel. To confirm bookings straight away instead, switch on **Settings → Lessons → Confirm online bookings straight away**.

5. **Paying before the lesson (Pro, with online payments):** a lesson type can ask for all or part of its price when booking (its **Deposit** panel). A lesson package pays for the lesson instead.

Phone and in-person bookings

Tutoring → Add lesson: choose the lesson type, tutor, day and time, and either a student you know or the new student's details (a parent's for a child). The tutor must be free, but their usual hours and the notice period don't apply. Untick **Email the family** if you don't want a confirmation sent.

Changing a lesson

Open it from **Lessons** or the **Timetable**:

- **Status:** Confirm, Decline, Taught, Didn't come, Cancel. A note you type goes in the email.
- **Move or change:** a new day, time or tutor. Tick the box to email the family and tutor the new time.
- **Online lesson link** (for online lessons): it's shown to the family and in the reminder.
- **Office notes:** only staff see them.

Families can move or cancel online with the link in their email until the cut-off (24 hours before by default); after that it asks them to call you. Reminders go the day before, from about 8am.

The Timetable

Tutoring → Timetable shows the week (or a day with a column per tutor, or the month). Days away, holidays and closed days are shaded. Choose one tutor to see only theirs, or click **+ Add** on a day to book a lesson.

4. Tutors

Tutoring → Tutors. Each tutor has a public page with their photo, words, subjects, levels, exam boards, whether they teach online or in person, their rate and qualifications.

- **Tutors keep their own profile up to date.** Give each tutor a sign-in with the **Tutor** role, then choose them under **Office → Their sign-in** on their profile. They can then edit their words, photo, subjects, levels, exam boards, rates, hours and days away, but not their name, web address or the office's fields.
- **Teaching hours:** when they teach each week, and days away (one per line: 2026-12-24 , 2026-12-24 to 2027-01-02 , or 2026-11-03 16:00-18:00 Parents' evening). With no hours, they teach in the centre's opening hours. **Gap after each lesson:** e.g. travel time between homes.
- **Office fields** (only the office sees these): whether they're offered for online booking, their email for lesson news, their sign-in, and the **DBS certificate**. Only choose "We have seen their DBS certificate" after seeing it yourself; their page then says *DBS certificate seen by us* and the month — nothing more.

Subjects, Levels, Exam boards are lists you can add to under Tutoring. Tutors tick their own.

What tutors see

A tutor sees **My lessons** (the next four weeks, with each student and the parent's phone), the **Timetable** with only their lessons, **My hours**, their **Group sessions**, and the **Attendance** register for their lessons (**Pro**). They can't see other tutors' lessons, student records or settings.

5. Students and parents

Tutoring → Students: a record per student, made automatically when they first book or join a group. It has their school year, the parent or guardian's details (for under-18s), their lessons and places, packages, and notes for tutors.

- **Under 18:** ticked automatically when a parent books. You can tick it yourself, or fill in a date of birth (only if you need it). While it's ticked, emails go to the parent or guardian.
- **Due for review:** students whose last lesson was more than the months in **Settings → Records** (24 by default). **Nothing is deleted automatically.** An administrator looks through the list, ticks the records there's no reason to keep and chooses **Delete selected** (typing DELETE to confirm). Their lessons stay in the timetable without their details.
- A family can ask for their data: **Tools → Export Personal Data / Erase Personal Data** with their email address covers student records, lessons, places and register marks.

6. Enquiries

The **Enquire** page has a form for families who'd rather ask first: who the lessons are for (a parent's details for a child), school year, subjects, level, online or in person, and when suits. Each enquiry arrives by email (reply to answer the family directly) and is kept under **Messages**. The family gets a thank-you email.

7. Group sessions (Pro)

A group session is a lesson of a **Group session** lesson type, with a number of places (e.g. a GCSE revision group of six).

- **Tutoring → Group sessions → Add a group session** for a one-off, or add a regular group to the **Weekly timetable** (below). The session holds the tutor's time.
- Families book a place on the **Group sessions** page. When it's full they can **join the waiting list**. When a place is freed (a family cancels, or you add places), **the first on the waiting list gets it automatically** and is emailed (switch this off under Settings → Lessons to move people up yourself).

- Open a session to see its places and waiting list, **Give a place** to someone waiting, **Cancel** a place, or **Add a student**.
- Cancelling the whole session emails every family with a place (and those waiting).

8. The weekly timetable and term dates (Pro)

- **Settings → Terms:** your term dates (2026-09-07 to 2026-12-18 Autumn term) and half terms and holidays. Online booking can follow the terms too ("Online booking only in term time").
- **Tutoring → Weekly timetable → Add timetable slot:** the day and time, tutor, lesson type, subject and level, the regular students (a one-to-one: the student; a group: the members), places, from and until, and "Term time only".
- Every night, lessons are made from each slot for the weeks ahead (6 by default), skipping closed days, holidays and — for term-time slots — days outside the terms. **Make lessons now** does it straight away. A date is never made twice; a lesson you cancel by hand isn't made again.
- If the tutor is already busy at that time, the date is listed as a clash at the top of the Weekly timetable instead.
- **Stop** a slot when it ends: no more lessons are made, and its lessons still to come are cancelled **without emails**, so tell the families in your own words.

9. The register (Pro)

Tutoring → Attendance: choose a day (and a tutor). Each lesson lists its students: mark **Present**, **Late**, **Absent** or **Excused**, add a note, and **Save the register**. Marking a one-to-one lesson that's started also sets it to Taught (present or late) or Didn't come (absent). Tutors take the register for their own lessons.

Download the register (the office) gives a spreadsheet (CSV) for any dates: date, time, tutor, lesson, subject, level, student, mark and note.

10. Lesson packages (Pro)

Tutoring → Packages: a block of lessons of one lesson type, e.g. *10 one-to-one lessons, £360, use within 6 months*.

- **Bought online** on the Packages page (through Stripe or WooCommerce, set up under Settings → Payments), or **sold at the desk** from the student's record (**Sold at the desk**).
- Each booking of that lesson type for that student takes a lesson off — the family books with the same email address and student name, and pays nothing more. Cancelling gives the lesson back. Emails and the family's page show "lesson 3 of 10 (7 left)".

- A full refund removes the lessons not used yet.

11. Calendar feeds (Pro)

My lessons (tutors) or **Calendar feed** (the office) has a private address to subscribe to in Google, Apple or Outlook Calendar. Tutors see their own lessons; the office sees every lesson. Don't share it; **Make a new address** if it gets out.

12. Settings

Tutoring → Settings:

- **Lessons:** online booking on or off, confirm straight away or not, notice, weeks ahead, start times, the gap after lessons, the cancel cut-off, trial lesson rules, the note for parents, your cancellation policy, prices on or off, the waiting list (**Pro**).
- **Opening hours** and closed days.
- **Terms (Pro):** term dates, holidays, weeks ahead for the timetable.
- **Records:** when students come up for review.
- **Email:** who gets new bookings and enquiries, and a switch for every email the website sends.
- **Staff access:** who can do what. Out of the box, only administrators and the **Office** role see lessons, students, parents and enquiries; **Tutors** see their own lessons; **Editors** (who write the website's pages) see none of it.