



Language Trainer Manual

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Language Trainer Manual:

Welcome to IOR Global Services! We are excited that you have decided to work with us and we hope this manual will assist in your onboarding process. As a teacher with IOR, you are welcome to teach using your own method, activities, materials, etc. This manual is meant to guide you through our policies and provide information about how most classes are managed.

If you have questions or concerns at any time, do not hesitate to contact the Language Program Manager for your student or you can email language@iorworld.com.

IOR POINT OF CONTACT

Your primary contact at IOR is the Language Program Manager (LPM) who introduces you to the student. You can call or e-mail your LPM in case you cannot reach your student, if you are not able to continue with the program, or if you have other issues, concerns, or updates to share.

If you're unsure who to contact, you can always email language@iorworld.com; this will get to everyone on our team and the correct person will get back to you as soon as possible.

CHOOSING AN INSTRUCTOR

For each new program, the Language Team will send an email to relevant teachers in the area alerting them of a new student. We select a teacher based on who responds in a timely manner, who can confirm availability at the student's preferred time, and who is comfortable teaching the program based on that student's needs and skill level. Before you decide to accept the new program, read the program details thoroughly and verify that you can accommodate the cited location and schedule.

If the program is in-person, check the student's address to confirm that it is not too far for you. You can do that with Google Maps, Waze, or other apps and websites. Make sure that the travel time is not going to be a problem so the lessons can begin on time. Keep in mind that IOR does not reimburse travel or parking expenses.

You can expect that your students' lessons will take place virtually, in-person, or both (hybrid) as described by IOR in our initial email. If your student requests lessons in a different format than you expect, please let the LPM know. Some students are only authorized for lessons in a certain format, so we should be aware of any change requests.

INITIATING THE PROGRAM

Once you are confirmed as the instructor, we'll send an introductory email separately to you and your student. Your student's email will contain your biography that you've provided to IOR. If you need to update your bio or want to see it, email language@iorworld.com

Your email will contain a link to the Needs Analysis Survey that your student completed. This survey contains everything you need to know about your student, their contact information, desired schedule, location, their language history, and general goals. From the time you receive this email, you will need to contact your student within 48 hours.

Once you've contacted your student to introduce yourself and schedule the first lesson, let your program manager know the date of the first lesson. You can start lessons after you inform IOR, even if you haven't heard back from IOR. We'll get to you ASAP with details (in the next section)

Once the first lesson date is confirmed, Your LPM will then send you a program confirmation email that details the number of hours you can teach that student, the budget available for books and materials, as well as any other pertinent information. These same program confirmation details will also be accessible in A Pro.

Please review your program details to ensure accuracy and to familiarize yourself with the Lesson Record reporting requirements.

BEFORE THE FIRST CLASS

Before your first class, consider any special requirements or requests the student noted in their Needs Analysis Survey, e.g. specific vocabulary, or presentation skills. You can send your LPM a list of materials you would like to order for the student before the first class if there is time, however, most teachers wait until after the first meeting to make any decisions about materials.

You should also check A Pro to confirm that the details in your program confirmation email match what is in A Pro. To all lessons, you should wear business casual clothing or whatever is acceptable in the local culture. For online lessons, please ensure your background is professional and clear.

Prepare all the materials you'll need for the first class, including a copy of our PDP (Personal Development Plan) to complete with the student during the first lesson.

AFTER THE FIRST CLASS

After the first class, the LPM will check in with the student to ensure there is a proper personality fit, that the class went well, and that the student feels like their needs will be met. After the first class, you should email the completed PDP to your LPM contact. You should also let the LPM know of any books/materials you would like IOR to order on your behalf or get permission to purchase those books/materials on your own. Please save the receipts for any books or materials you purchase for an IOR student so that you can be reimbursed for the expense.

ATTENDANCE RECORDS

You are not required to gather student signatures for their attendance. You are required to input lesson history to A Pro where their attendance will be confirmed. You are welcome to keep any attendance records of your own for your records.

BOOKS AND MATERIALS

You can purchase any books and materials needed for the program online or at a local store if you've verified them with the LPM first. Do not forget to submit your expenses to A Pro, including all of the corresponding receipts so that you can be reimbursed for your expenses. You can also ask your LPM to order the books for you. If you do that, please be sure to include the following information in your request: Book Title/ISBN Number (if applicable) & the address where you would like the book to be delivered. If you are unsure of the student's remaining books/materials budget, you can check that information at any time in their A Pro or by asking the LPM.

GETTING PAID

Detailed instructions for getting paid are in the IOR Procedure Portal – just click the orange button that says, “Getting Paid”, however, here is a short synopsis: Your lesson records are due on the 1st of every month in A Pro. If you are late, you will not be able to receive payment until the next pay period. If you submit it on time and correctly, you will receive payment on the 15th of the month.

We pay hourly and rounded to the nearest .25 increments, e.g. if you taught a class for 1 hour 16 minutes class, you should submit a lesson record of 1.25 hours. Each lesson must be submitted separately, and it must include a short description of the material covered in class. Students receive a summary of their monthly lesson total. It could be helpful to keep your own attendance records as a backup. If you are submitting books and materials for reimbursement, you must include the receipts. If you need to submit lesson records after the 1st of the month, please let the LPM know.

FINISHING A PROGRAM

Once the student has completed their authorized hours, please do not teach any further lessons. If your student has requested additional training, please let your LPM know as soon as possible. You should never exceed the number of hours that are authorized without additional notice from the LPM.

If all program hours are used, our team will send the student a congratulations email, offer to make any books/materials purchases to use up any remaining budget, and send a completion certificate noting the number of hours they studied and the language.

If your student will not be using their remaining hours but is done taking lessons, please inform the LPM so that we can close the program in a timely manner. We will send a congratulations email to the student (at our discretion) and offer to make any books/materials purchases to use up any remaining budget.

MISCELLANEOUS POLICIES

The authorized hours for your student are not guaranteed. Although we anticipate students to make use of their authorized hours, they retain the right to pause or discontinue them as they see fit.

If you intend to take your student on any excursions or field trips, please inform your Language Program Manager (LPM) in advance. IOR cannot reimburse for mileage, parking, travel, admission, meals, or any other expenses associated with a field trip.