

Instructor Information Document

Instructor Resources

[Submit an Application/ Create a Profile](#)

[Online Calendar Instructions](#)

[Online Calendar Login](#) (Access provided only after you receive your first student)

[Employment Contract](#)

Welcome to Taylor Robinson Music!

I'm glad that you've shown interest in working with us. If you have a passion for music education and are thoughtful, patient, organized, and keep in good communication with your students, this partnership may be for you.

What's the Deal?

1. Keep us updated with your open days/times and we'll help you fill them.
2. Keep your students returning and we'll keep sending you more.
3. Let us know which lessons were completed and we'll handle your payments. Pay ranges from \$20 to \$30/ hour dependent on your retention rate and travel.

Needed to Get Started

1. Cell phone and email access - It must be extremely easy for our team to reach you when a new student comes in.
2. Internet Access - A lot of our business is handled on-line. You will have access to TWO online Taylor Robinson Music systems. The first is your profile system found [HERE](#). This is how you will create and edit your profile page on our website. The second is the calendar system (desktop found [HERE](#) or for mobile app search "Appointments-plus" in your app store). This will allow you to schedule lessons and release your payments. Be aware, you will not get access to the calendar system until you get your first student.
3. Complete your application - Click [HERE](#), fill out every field, use correct grammar and spelling, and PLEASE include a nice headshot for your main picture. You won't believe how much this helps.

Expectations

What You Can Expect from Us

When your background check and screening is complete, we will publish your profile on our website and start promoting you to incoming students. We will email you each time we have one that fits your stated availability. It will be up to you to contact the new students in order to schedule your lessons and to let us know which lessons you have completed. Pay ranges from \$20 per hour to \$30 per hour. How does it range? All lessons pay a base of \$20 per hour, then \$5 is added for traveling to your student, and \$5 per hour is added when your average student return rate is above the company average (66%). A return is when a student's prepaid package of lessons is all used up and they then decide to return for a new package. Your student return rate is how often they decide, on average, to continue when their package is finished. It's a BIG way we determine and reward the teachers who keep their student's happy. As long as you are doing better than our average instructor you get an extra \$5/hour. Not only will we pay you more, you will also get first pick and recommended first for future students. Payroll is processed on the 1st and the 16th of each month. It will include all of the lessons that you have listed as "completed" on your online calendar. Your options for payment are: paper check, Paypal, or direct deposit (our recommendation).

What We Will Expect from You

After you get a new student email...

Review the information carefully, contact the student to confirm a first lesson, and report back using the form in the email within 24 hours. Students will be assigned to instructors on a first come first serve basis so, when you get this email, please move quickly.

At your lessons...

You are expected to be on time and to act professionally and courteously at every lesson. Please inform our office of any student issues or concerns you may have at any time.

After you have confirmed a schedule with your student...

Use your Taylor Robinson Music mobile app (search "Appointments-plus" in your app store) or desktop app to formally schedule the lesson in your calendar. For direction on how use your calendar click [HERE](#). Booking a lesson on your online calendar will trigger an automatic email reminder to your student with the lesson information and our 24 hour cancellation policy. This prevents students from claiming that they did not agree to a particular time or did not agree to our cancellation policy and ensures our ability to enforce the 24 hour cancellation policy and pay you for a student no-show.

After your lesson is completed...

Use your mobile or desktop Taylor Robinson Music app found [HERE](#) to change the status of the lesson to "Complete", "Student No-Show", or "Instructor No-Show". This will release your payment. By the way, a no-show is when one party does not give the other party 24 hours' notice on a cancellation.

Policies

24 Cancellation Policy

If the student “no-shows” or cancels late...

The teacher gets paid for the missed lesson as if it was completed. Keep in mind, this policy is only enforceable if the instructor formally schedules the calendar at least 48 hours in advance.

If the teacher “no-shows” or cancels late...

The teacher provides a free makeup lesson to the student for the inconvenience. This represents the core value at Taylor Robinson Music that our student’s time is just as valuable as our own.

Instructor Agreement

Contracts are scary, so we’ve tried to make this one as easy and straight forward as possible. It says:

1. You allow us to run a criminal background check on you. We work with children and safety is our number one priority. This is not negotiable.
2. You are agreeing to work as an independent contractor. This means that we will not be taking taxes out of your check as since you will continue to be self-employed.
3. You will never accept direct payment from any Taylor Robinson Music lead whether they are current students or past. See the Expressly Prohibited section above.

About Taking Direct Payment

By applying with Taylor Robinson Music and signing our contractor agreement you are agreeing to NEVER ACCEPT PAYMENT DIRECTLY FROM A TAYLOR ROBINSON MUSIC SOURCED LEAD past or present.

Q: What if they offer? Direct them to pay with our office as they originally have.

Q: What if they have payment questions? Direct all questions back to our office.

Q: What if they say that they are no longer a Taylor Robinson Music Student? Inform them that your employment contract with us prevents you from accepting payment directly from any Taylor Robinson Music contact - past or present.

Instructor Payment

Pay Periods

There are two pay periods per month. Pay ranges from \$20 to \$30/ hour dependent on your average student return rate. A return is when a student's prepaid package of lessons is all used up and they then decide to return for a new package. Your student return rate is how often they decide, on average, to continue when their package is finished. It's a BIG way we determine and reward the teachers who keep their student's happy. As long as you are doing better than our average instructor you get an extra \$5/hour. Not only will we pay you more, you will also get first pick and recommended first for future students. An additional \$5 is paid per lesson when traveling to the student's home. The first pay period goes from the 1st of the month to midnight on the 15th. The second is from the 16th to midnight on the last day of the month. If you don't update your calendar before by the end of a pay period (the 15st and 31st of each month), we won't know to add that payment to your check. Also, our payroll processor charges us \$10 to update old financial records each time an instructor needs to have a payment from a *previous* pay period added to the *current* pay period's check. While you are getting acclimated, we will cover this fine on your behalf ONE time but not beyond that. So, please make sure you have updated your calendar by the 15th and 31st of each month.

Payment Options

You can opt to be paid via paper check (6-8 days), Pay-Pal (3-4 days), or direct deposit (1 day).

Bonus Opportunities

Driving to your student: extra \$5 per hour

Keeping your student return rate over our company average (66%): extra \$5 per hour

Referring a new customer to TRM: \$25 (must complete one lesson)

Referring a new teacher to TRM: extra \$50 (must complete 8 lessons)

Fees / Fines

Instructor "No Show" or late cancellation = free lesson for the student.

Paycheck corrections due to non-updated or incorrect calendar = \$10 processing fee.

Accepting money directly from a TRMC sourced student = Immediate Dismissal and Legal Action.

In Summary

ALWAYS BE PROFESSIONAL AND ON TIME

ALWAYS CALL YOUR NEW CLIENT WITHIN 24 HOURS AND REPORT BACK TO THE OFFICE

ALWAYS KEEP YOUR ONLINE CALENDER UPDATED

NEVER ACCEPT PAYMENT DIRECTLY FROM TRMC STUDENTS