



Welcome, italki teachers!

We're so glad to have you join the italki Teacher Community! This guide is meant to provide you with general information to help you get off to a great and productive start.

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Teacher Code of Conduct

We have certain Rules and Policies that will help you enjoy your work on the platform and ensure that we are on the same page. More details can be found through the link above.

Profile Setup

1. Lessons

All lessons are 1 on 1. Group lessons are currently not available.

- Go to <https://teach.italki.com> then to “Teacher Settings > Lessons and Availability > Lesson management. Here you need to click “**Create a lesson**” and fill in all the relevant fields:
 - a. **Title:** Pick a name that will represent the main aim of the lesson (e.g: Conversational English with Integrated Vocabulary, Mandarin for beginners, etc.)
 - b. **Description:** Here you can go into greater detail pointing out the key elements that will make your lesson stand out
 - c. Student Language Level: **A1** (beginner) - **C2** (advanced/proficient).
 - d. Set up the “**Category**” and “**Lesson Tags**”.
 - e. **Price** is set per lesson.
 - f. We suggest offering various types of lesson **duration** (30minutes/45 minutes/90 minutes) **60 minute lessons are mandatory and cannot be unselected.**
 - g. **Packages:** Here you have an opportunity to offer a discount to your future students to encourage them to buy a package rather than an individual lesson.

	Professional Teacher	Community Tutor
Minimum & maximum lesson price (including packages)	USD 10 - 80 per lesson	USD 5 - 80 per lesson
Maximum course number	6 for each teaching language	3 for each teaching language
Lesson category options	General, Conversation Practice, Business, Test Preparation, Kids	General, Conversation Practice

* **General and Conversation Practice are the 2 most popular lesson types for students.**

2. Trial lessons

All trial lessons are 30 minutes and not free, so make sure you set them up at a competitive price. Trial lessons are highly recommended because they are:

- A great way to attract new students.
- Your opportunity to get to know the student.
- Can be used to demonstrate your teaching style and to discuss a learning plan.
- And most important, it is your first step to winning a loyal student.

3. Lesson preparation

- A well-prepared lesson will always leave a great first impression.
- Students always see and appreciate when the teacher is ready for the lesson, Set up [Teacher Contact Form](#), it will help you understand your student's needs and goals.
- Communicate & connect to your student before the lesson to avoid any connection issues.

4. Booking time

- Lessons can be booked 2, 6, or 12 hours in advance based on your preference, you can set it up here: [Lesson Request Window](#). More details can be found through the link above.

5. Lesson requests

- italki does not assign students to teachers. Students search for teachers on the "[Find a Teacher](#)" list and book lessons if they are interested in your offerings.
- Lesson requests need to be accepted, declined, or modified by teachers within 48 hours or before the lesson start time, whichever comes sooner, otherwise, the lesson request expires.
- Making changes to or declining lesson requests doesn't affect your account unless it is a frequent behavior.

6. Lesson rescheduling & cancelation

- More than 24 hours before the lesson start time: It is possible to reschedule or cancel when the student and the teacher agree (this must be done via the italki platform).
- Within 24 hours of the lesson start time: It is not possible to reschedule or cancel before the lesson start time. After the lesson's end time has passed, click "There was a problem", and select a resolution option.
- More details can be found through the link above.

7. Absences

- Missing a lesson without giving prior notice to the student will result in your profile being hidden from the "Find a Teacher" list or deactivated depending on the number of missed lessons.

8. Lesson completion confirmation

- Regardless of the video platform you use for lessons, after the lesson end time, students will need to confirm the lesson within 3 days or it will be automatically confirmed after 3 days.

9. Lesson invitation

- You can invite your existing students to have a lesson with you by using Lesson Invitation.

10. Packages

- Don't forget to set up your packages and offer them to your students.
- Preparing a study plan for a lesson package can help you retain loyal students.
- More details can be found through the link above.

Teacher Calendar

- From “Teacher Settings” you will also need to set up your **Teacher Calendar**:
 - a. Your calendar is based on the [time zone](#) you set. When students see your calendar, they see your availability based on their time zone.
 - b. There is no minimum requirement for teaching hours. Your profile will not be affected if you have no upcoming lessons.
 - c. You can set a break (such as a 30-minute break) between classes or communicate with your student whether you will include a few minutes break in the lesson time.
 - d. You can sync your lesson timetable (upcoming lessons) with your Google or Apple Calendar by using the [iCalendar feed](#).
 - e. More details can be found [here](#).

Take Time Off / Vacation

- f. There is no limit to how much time off you can take.
- g. Before you take time off, please make sure you have communicated with your students about their upcoming lessons and unfinished packages.
- h. You can:
 - i. Update your [availability setting](#)
 - ii. Clear up your calendar: deleting a time range
- i. **Turn on vacation**: blocks your calendar

Once your **LESSONS** and **CALENDAR** have been set up, your profile will immediately appear on the “Find a Teacher” list.

Account

- You can update your profile after getting approved, such as your introduction video, self-introduction, etc. which needs to be approved by italki (within a few days).
- If you are a Community Tutor, you can [upgrade](#) your profile to Professional Teacher if you have teaching certifications or credentials.

Device & Communication Tools

Usually, you can conduct your lessons on a computer. Depending on the type of lesson, you can also conduct lessons via your phone or iPad.

Communication Tools

You can use italki Classroom, Skype, Zoom, Google Hangouts, FaceTime, WeChat, or QQ to conduct your lessons. You can set your preferences [here](#).

If the student selects an external tool like Skype, you as the teacher are responsible for adding your student as a friend/contact. Please make 100% sure that you have the right person.

We also encourage teachers to prepare a backup tool in case of technical issues. More details can be found through the link above.

italki Classroom

- Free to use. No downloads or signups are required.
- Available on the italki website and italki app. Works on Chrome, Firefox, and Safari (13+).
- You can send messages, files, or share your screen.
- [italki Classroom Guidance for teachers](#)
- [Video tutorial](#)

How to Market Yourself

1. Set a reasonable price

English	Professional Teacher	Community Tutor
General	\$17 - \$21/hour	\$10 - \$14/hour
Conversation Practice	\$15 - \$19/hour	\$9 - \$14/hour
Business	\$20 - \$24/hour	-
Test Preparation	\$19 - \$23/hour	-
Kids	\$19 - \$23/hour	-

* Community Tutors cannot offer lessons for Business, Test Preparation, or Kids.

2. Offer lesson peak times

To attract students, you need to be available at a time that is convenient for students. Here is a list of the lesson peak times (in UTC +0) of the top 4 markets for English language students.

Market (Students' living country)	Lesson peak times (UTC +0)
Russia	07:00-19:00
Italy	07:00-20:00
China	08:00-15:00
USA	14:00-02:00

3. Community

[Community](#) is a free place for students to practice languages.

Helping students correct their exercises and answer their questions can bring teachers more exposure, which brings more traffic to your profile.

italki also organizes a variety of events to help teachers get featured in the community.

However, teachers cannot use the community to advertise their profile, offer free lessons, or recruit students.

4. Italki Teacher Affiliate Program

italki Teachers who qualify can sign up to be italki Teacher Affiliates earning income through referral links while promoting themselves and italki on social media. To register and become a Teacher Affiliate go to: <https://forms.gle/eWtdJifQL2YgDwuX6>

5. Social media

You can promote your italki teacher profile link (e.g. <https://www.italki.com/teacher/12345>) on social media. For more information, click [here](#).

Commission

italki takes **15%** out of the lesson fee as our commission for your completed lessons, **excluding trial lessons**.

Payment

1. Payment methods & transaction fees

Payment method	Fee (Charged by the payment provider)
PayPal	2% of the received amount (rates differ from different countries)
HYPERWALLET (not available to all teachers)	1.5% of the received amount (rates differ from different countries)
Payoneer	\$3 USD flat fee for each transfer
Bank Transfer (via Payoneer)	For USD transfers to banks in the USA: \$1.5 USD flat fee. For USD transfers to countries with local currency bank transfer route, received in the local currency: \$3 USD flat fee + Payoneer currency exchange rate (around 2% of the amount transferred, depending on which currency is needed). For USD transfers to all other countries: \$15 USD flat fee. Additional intermediary bank fees or loading fees may apply. SWIFT bank transfer does not apply to countries where the local currency route is available.

2. Payment timelines

Withdrawals are processed twice a month.

If you submit a request...	Payment will be sent...
Between the 1st and the 15th of the month	Between the 16th and the 26th (26th at the latest)
Between the 16th and the 30/31st of the month	Between the 1st and the 10th of the next month (10th at the latest)

3. Credits transfer

If you are also taking lessons as a student, you can transfer the credits from your Teacher Wallet to your Student Wallet under the same account.

Tax Reporting

It is your responsibility to report this as self-employed income. italki does not provide any special tax forms for this purpose.

More details can be found through the link above.

Support

- Get in touch with our Customer Success Team by submitting a [request](#).
- Explore the [Teacher Knowledge Base](#) for commonly asked questions and best teaching practices.
- Get help from and exchange ideas with other teachers in the [Teacher Forum](#).