CASE STUDY

MyTutor accelerates onboarding with Verifile's integrated screening solution delivering 2-4 day turnarounds and near-perfect completion rates

MyTutor

KEY OUTCOMES

Enhanced DBS turnaround times reduced from more than 2 weeks to **an average of 2 to 4 days**, accelerating tutor onboarding.

Screening completion rate increased from 70–75% to **nearly 100%,** so almost all tutors who start screening now finish.

Conversion from applicant to active tutor rose **from 2.5% to 5–10%** after one-click screening, a two to four times increase*

Automation freed staff to focus on sales and other high-value activities rather than administrative tasks.

*Conversion = the percentage of tutor applicants who start an application and become fully verified and activated on the MyTutor platform.

OVERVIEW

MyTutor, the UK's largest digital tutoring brand, connects university student tutors with pupils through schools and direct-to-parent services, recruiting 5,000-10,000 tutors each calendar year. MyTutor operates on a near-peer learning model to help children achieve better academic outcomes.

After briefly trialling an alternative provider, performance issues led MyTutor back to Verifile. The operational challenges they faced risked their ability to compete for tutors against faster, less regulated employment opportunities.

We spoke to Elliott Owen-Halley, Tutors Compliance & Operations Manager at MyTutor, to learn how this transformation supported their mission to deliver trusted, accessible tutoring.

> *With Verifile, the turnaround time is so tight - it's 2-4 days because of the automation. We've not had a single data breach or error or bug issue. It's been absolutely perfect.*
>
> **Elliott Owen-Halley ,** Tutors Compliance & Operations Manager at MyTutor

CHALLENGE

To accelerate tutor recruitment and onboarding in a competitive, high-volume environment.

MyTutor processes 550 - 600 enhanced DBS checks monthly and is bound by strict compliance requirements. With their previous provider, turnaround times exceeded two weeks, impacting their ability to recruit tutors who could easily choose more immediate employment alternatives in retail or hospitality.

The situation was further complicated by completion rates of just 70-75%, meaning nearly a quarter of potential tutors never completed their screening. This resulted in increased administrative burden, and potential for negative reviews from both tutors and parents. This is particularly impactful in a sector where safeguarding trust is paramount.

SOLUTION

A seamless, automated screening system with proven integration capabilities.

Verifile swiftly implemented their comprehensive screening solution for MyTutor, delivering immediate improvements. Key features included:

API INTEGRATION

Verifile's API integrates directly with MyTutor's platform, enabling tutors to trigger enhanced DBS checks with a single click. This removes manual data entry, secures data transfer, and automates processing.

STREAMLINED OPERATIONS

The solution provided clear result communication (good to go/not good to go) directly back to MyTutor's system, with separate portal access for three-year renewals. This seamless background processing dramatically improved completion rates whilst maintaining strict data security standards.

RAPID IMPLEMENTATION

A comprehensive tendering process confirmed Verifile as the optimal choice for their high-volume requirements. Setup was accelerated due to Verifile's established integration capabilities, competitive pricing, and proven operational frameworks.

COMPREHENSIVE SUPPORT

This included dedicated account management, proactive regulatory compliance updates, near 24-hour customer service coverage, and consultancy-style support that goes beyond basic service provision—keeping MyTutor ahead of Department for Education requirement changes.

RESULTS

Accelerating recruitment, enhancing trust, and optimising operations.

Verifile's solution transformed MyTutor's screening process, delivering significant improvements:

IMPROVEMENT IN APPLICANT TO ACTIVE TUTOR CONVERSION

Conversion rate rose from 2.5 percent to between 5 and 10 percent after integration, representing a two to four times increase.†

† "Conversion = % of applicants who start an application and become fully verified & activated.

REDUCTION IN TURNAROUND TIMES

The average turnaround time for enhanced DBS checks fell from more than 2 weeks to just 2 to 4 days on average. This enabled MyTutor to compete effectively for tutors against employment opportunities with faster but less regulated recruitment processes.

NEAR-PERFECT COMPLETION RATES

Completion rates improved from 70-75% to nearly 100%, meaning virtually all potential tutors now successfully complete their screening process with no data security incidents or technical issues reported.

ENHANCED PARENT AND TUTOR CONFIDENCE
The streamlined process strengthened parent trust in safeguarding and gave tutors a frictionless, digital-first experience.

FREED STAFF FOR HIGH-VALUE ACTIVITIES
Automating and streamlining the screening process reduced administrative burden, saving a significant amount of operational hours each week, allowing MyTutor's team to focus on sales calls and complex issues rather than handling screening-related complaints and queries.

IMPROVED BUSINESS OUTCOMES
Faster tutor onboarding enabled quicker delivery of tuition services, improved learning outcomes through consistent tutor relationships, and reduced recruitment costs by focusing resources on high-value tutors who successfully complete the process.

CONSULTANCY-LEVEL PARTNERSHIP
Verifile's proactive regulatory compliance updates, responsive account management, and transparent communication provide MyTutor with expert guidance that goes beyond basic service provision, supporting their mission-critical work with children.

"Verifile are consistent, reliable, high quality, and accountable. It's like working with a consultancy firm – they go above and beyond."

Elliott Owen-Halley,
Tutors Compliance & Operations Manager at MyTutor

VERIFILE

Accurate data. Meaningful relationships.

READY TO STREAMLINE YOUR SCREENING PROCESS?

Let us help you transform your HR operations.

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