

Tutorlect

Safeguarding Policy



Policy last updated: 30 November 2023

Policy reviewed by: Denise Chew (Designated Safeguarding Lead)

Next review date: 1 December 2024

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Tutorlect

Safeguarding Policy

This policy should be read in conjunction with our Terms and Conditions as well. All parties using or working on behalf of or in association with Tutorlect must be aware of this policy and should have familiarised themselves with our Safeguarding Procedures prior to any involvement in the Services We offer.

1 INTRODUCTION

- 1.1 Tutorlect is committed to ensuring the highest possible standards of safeguarding; the personal safety and wellbeing of all our learners and Tutors are paramount.
- 1.2 Tutorlect aims to ensure that all Sessions take place in a safe environment. This is supported by a set of procedures which should be followed by all learners, parents/responsible adults and tutors who utilise Our Services.
- 1.3 Tutorlect has an appointed Designated Safeguarding Lead (DSL), Denise Chew, who has lead responsibility for child protection and safeguarding and receives appropriate on-going training for the role. She can be contacted at denise@tutorlect.com.
- 1.4 This policy applies to Our Clients, Our Tutors, Tutorlect and its representatives or any other individual or organisation using Our Services.
- 1.5 Definitions of capitalised terms can be found in Our Terms and Conditions (which is available at the footer of every Tutorlect webpage).

2 PURPOSE

- 2.1 The purpose of this Safeguarding Policy is to ensure:
 - compliance with relevant legislation and guidance, including the Working Together to Safeguard Children Guidance 2010, the Children Act 1989, the Children Act 2004, the Children and Young Persons Act 2008 and any other relevant legislation; and
 - to raise awareness of child protection and safeguarding issues and procedures, ensuring that procedures are in place for identifying and reporting cases of suspected abuse and are followed by tutors, clients and Tutorlect staff and representatives.

3 TUTOR REGISTRATION

- 3.1 All Tutorlect Tutors must be thoroughly vetted including an interview to ascertain whether they have the desired professionalism and personality to represent Tutorlect.

- 3.2 At interview, all prospective Tutors must produce the following documentation: a fully completed tutor registration form, their professional qualifications, two forms of ID (driving license, passport, birth certificate, etc.), a recent document (3 months) showing their name and address (e.g. utility bill) and a passport-sized photo.
- 3.3 All Tutors must sign and agree to the Tutorlect Tutor Agreement which includes Our Tutor Code of Conduct.
- 3.4 All Tutorlect Tutors who intend to provide tutoring Sessions to any person under 18 years old must be subjected to an Enhanced DBS check prior to commencing such Sessions. Furthermore, they must also subscribe to the DBS Update Service.
- 3.5 Tutorlect tutors will only be fully approved once we are satisfied that clauses 3.1 to 3.4 have been successfully completed.
- 3.6 Tutor performance and professionalism is continually monitored; this is partly achieved from customer feedback.
- 3.7 Tutorlect will strive to choose a Tutor who best suits the needs of the learner; however, we will change a Tutor if the customer feels that the 'match' isn't quite right for whatever reason.

4 RESPONSIBILITIES WHEN WORKING WITH YOUNG PEOPLE

- 4.1 Everyone working with young people must follow and promote the principles of this policy.
- 4.2 Tutors must adhere to their duty to safeguard and promote young people's welfare.
- 4.3 Tutors must ensure that all Client or Student meetings and Sessions adhere to the applicable guidance on such activities and are safely conducted.
- 4.4 Tutors must ensure that Tutor guidance and teaching is restricted to the educational context and relevant academic areas.
- 4.5 Tutors should not meet Clients personally before, during or after the engagement unless it has been agreed in writing and the DSL has been informed of this.
- 4.6 Tutors and Clients must ensure that the Sessions occur in an appropriate environment that does not display inappropriate images or activity.
- 4.7 Tutors, Clients and anyone working with young people must ensure that all verbal or written language and comments made when carrying out Sessions must not offend, discriminate or bring Tutorlect into disrepute.
- 4.8 Tutors must ensure that young people are treated fairly and without prejudice or discrimination.

- 4.9 Tutors must ensure that all contact with young people must be appropriate and befitting of the teaching environment.
- 4.10 Tutors must ensure that Client and Student contributions are valued at all times.
- 4.11 Tutors must ensure that the setting in which they conduct their online Sessions is suitable for purpose with nothing of a personal or inappropriate nature visible in the background.
- 4.12 Tutors must ensure that their setting is free from interruption and is not observable by other members of the Tutor's household.
- 4.13 Tutors must ensure that the Student's setting is also appropriate and preferably not the Student's bedroom (ideally, the Session should take place in a communal area and be within earshot of the Parent or member of staff).
- 4.14 Tutors should leave their camera on for the duration of the session when tutoring online and encourage the Student to do the same.
- 4.15 Tutors and Students must never record any parts of the session nor take any screenshots, unless this is specifically requested by the Parent for educational purposes.
- 4.16 Tutors must not disclose any confidential, sensitive, protected, or personal information to non-relevant parties, unless required to do so by law or by the DSL.
- 4.17 Tutors must report to the DSL any dispute with a Learner or Parent/responsible adult.
- 4.18 Tutors must report to the DSL any inappropriate behaviour or illegal activity identified within a tutoring Session by the Learner or third party.
- 4.19 Tutors, Clients or anyone working with young people must be vigilant at all times. If they identify any signs or indications that a young person is being abused or is engaged in or the subject of any criminal activity, or the young person discloses information to the Tutor or others relating to welfare issues which do not constitute criminal activity or abuse but impact the child's welfare, they must notify the DSL at Tutorlect, the police or any relevant authority, as appropriate.
- 4.20 Clients must report any dispute with a Tutor, young person, responsible adult, or another tutor to Denise Chew at Tutorlect, the DSL, at denise@tutorlect.com.
- 4.21 The Learner shall:
- treat the Tutor with respect and fairness;
 - not subject them to abusive behaviour or language;
 - not make any improper suggestions to the Tutor;
 - have no inappropriate communication with the Tutor outside the tutoring Session;

- report any dispute with a Tutor to a Parent/responsible adult; and
- report any inappropriate behaviour or illegal activity by a Tutor within a tutoring Session to the Tutorlect DSL.

4.22 The Parent/responsible adult shall:

- trust the expertise of Tutorlect in choosing an appropriate Tutor for the Learner;
- ensure that the learner is fully aware of the Tutorlect Safeguarding Policy;
- always be responsible for the welfare of the Learner during the Session and maintain a presence in the home or relevant venue, including for Sessions that take place online;
- always be responsible for the physical environment of the Learner during the Session, ensuring it is safe and appropriate;
- ensure that online Sessions take place in an appropriate downstairs room, such as the family dining room and not in the bedroom of the Learner;
- ensure that Tutors are treated with respect and fairness by themselves and the Learner and are not subjected to abusive behaviour or language;
- ensure that the Learner has no inappropriate communication with the Tutor outside the tutoring Session;
- report any unsolicited communications between the Tutor and Learner to Tutorlect, if appropriate;
- report any dispute with a Tutor to Tutorlect; and
- report any inappropriate behaviour or illegal activity by a Tutor to Tutorlect.

4.23 Tutors, Clients, Students and Parents must follow the above and may face legal action if any part of this policy is breached.

5 COMPLIANCE

- 5.1 All parties involved in utilising Our Services have a responsibility to familiarise themselves with Our Safeguarding Policy.
- 5.2 Any Tutor reported for a breach of the Safeguarding Policy will be suspended from providing any further tuition until the incident has been investigated by the appropriate authority. The reporter may be informed of the resolution, if appropriate.
- 5.3 The final decision on action taken for minor breaches of the Safeguarding Policy will be the responsibility of Tutorlect.
- 5.4 Any breach of this Policy by a Tutor will amount to a breach of a condition of their contract with Tutorlect.
- 5.5 Any person found carrying out any illegal activity whilst using Tutorlect's Services or the Website will be reported to the police and may be barred from the system.

5.6 Any Client, Website User or Tutor reported or found to be causing harm to a young person, including bullying, harassment or sexual abuse, will be reported to the police and barred from future use of Our Services.

6 CONTACT US

6.1 Our contact details can be found on the 'Contact Us' webpage of Our Website. They are:

- Email: hello@tutorlect.com
- Phone: 03333390075
- Mobile/ WhatsApp: 07874803773

6.2 You may contact the DSL, Denise Chew, at denise@tutorlect.com.