

# Tutor Trust Remote Tuition Safeguarding Guidance

The Tutor Trust is committed to providing students with a safe learning experience, whether tuition is conducted face to face or remotely.

It is important that all staff and tutors who interact with children, including online, continue to look out for signs that a child may be at risk. Any such concerns should be reported as per The Tutor Trust's *Safeguarding Policy*. Where appropriate, referrals should still be made to the Local Authority Designated Officer (LADO) children's social care and as required, the police.

Safeguarding procedures for reporting issues will remain in place, with tutors, children and teaching staff able to raise concerns in the first instance to the Tutor Trust's Designated Safeguarding Lead, Jason Heaford (07919 978704), or one of the Deputy DSL's: for Tutoring Plus assignments, Joanne Meredith (07876 825378) or Lewis Howell, (07881 229176). If you cannot reach any of the team via phone, please email all 3 members of the team ([jason.heaford@thetutortrust.org](mailto:jason.heaford@thetutortrust.org), [joanne.meredith@thetutortrust.org](mailto:joanne.meredith@thetutortrust.org), [lewis.howell@thetutortrust.org](mailto:lewis.howell@thetutortrust.org)) marking the email as 'High Priority'. In the unlikely event that you have not heard back within 24 hours of sending the email, please follow up.

## 1. Overview

1.1 The Tutor Trust are committed to providing the highest standard of safeguarding. The safety of our users is our paramount concern.

1.2 The Tutor Trust will use the **Vedamo** online tuition platform ([www.vedamo.com](http://www.vedamo.com)) for all its online tuition. The platform has been designed to ensure children and tutors work together in a safe environment.

## 2. Legislation

2.1 Our policies and procedures have been developed to ensure we comply with all relevant safeguarding legislation.

2.2 This guidance should be read in conjunction with '*The Tutor Trust Safeguarding Policy*' and '*Tutor Trust Guidance on Conduct and Behaviour – For Tutors*'.

## 3. Aims of the guidance

3.1 The Tutor Trust seeks to provide the best service possible and provide a safe experience in which children can learn.

3.2 This guidance aims to ensure we safeguard all users of The Tutor Trust (including children, parents/carers and tutors) whilst they engage with our tuition.

3.3 This policy outlines the responsibilities of all users of The Tutor Trust (including children, parents/carers and tutors) and it is important that all have familiarised themselves with this guidance and our *Safeguarding Policy*.

3.4 Alongside this guidance, users of The Tutor Trust (including children, teachers, parents/carers and tutors) must comply with The Tutor Trust's *Safeguarding Policy*, and all relevant legislation and government guidance.

3.5 If any user has a concern regarding child protection, they must contact The Tutor Trust immediately.

3.6 Contravention of any of the terms contained within this guidance may result in immediate removal of access to, and permanent barring from, our services and in serious cases being reported to the relevant statutory authorities.

#### **4. The Tutor Trust Responsibilities**

The Tutor Trust will carry out the following 'Safer Recruitment' practices before allowing a tutor to represent the organisation:

4.1 Identify tutors using key selection criteria.

4.2 Confirm the identity of the applicant, including eligibility to work, 2 forms of ID (including photo) and proof of residence.

4.3 Requirement to declare previous convictions and obtain an Enhanced DBS with Barred List check.

4.4 A clear guarantee that disclosed information will be treated in confidence and not used against applicants unfairly, including adherence to the Disclosure and Barring Service code of practice.

4.5 View documentary evidence of qualifications, including Qualified Teacher Status (QTS).

4.6 Use of several selection techniques to maximise the chance of safer recruitment e.g. interview, role-play, references, checks.

4.7 At least two representatives from The Tutor Trust interviewing every applicant, and an exploration of their attitudes towards working with children.

4.8 Two written references obtained, not testimonials.

4.9 Obtain a candidate's full career history, with dates and organisations (to include any gaps and associated reasons).

4.10 All Tutor Trust recruitment or interview panels to have completed the Safer Recruitment NSPCC on-line training.

4.11 All tutors to have read Keeping Children Safe in Education 2023 (Part 1) and to have completed training that includes Safeguarding, Child Behaviour, The Prevent Duty and GDPR.

4.12 The Tutor Trust will take the necessary precautions to protect children's and tutors' information as stated within The Tutor Trust *Data Protection Policy*.

4.13 The Tutor Trust will protect all data in accordance with all relevant legislation.

- 4.14 The Tutor Trust will be able to monitor postings made on the Vedamo platform and messages sent between children and tutors. The Tutor Trust do so in the hope of helping children and tutors stop the misuse of the platform and to ensure we safeguard all users.
- 4.15 The live class will be recorded for quality monitoring purposes and if any issues arise, the video can be reviewed. The recording will be deleted in line with the *Tutor Trust Data Retention Policy*.
- 4.16 Where the individual circumstances of a child make recording of the session unviable, other measures will be put in place to ensure that the session is monitored as usual.
- 4.17 The Tutor Trust may review any online lessons at any time for the purposes of improving our service or where a complaint or Safeguarding concern has been raised. This review could include entering a live session for either a safeguarding spot check audit or for quality assurance purposes.
- 4.18 The Tutor Trust will deal with reports of possible illegal activity promptly, focusing on the safety and wellbeing of users. The Tutor Trust will allow access to UK law enforcement of any recording where a criminal offence may have occurred in relation to a specific lesson.
- 4.19 The Tutor Trust will endeavour to ensure complaints are considered promptly and in accordance with Tutor Trust policies.
- 4.20 At the School Introductory Meeting, The Tutor Trust will provide a staff member to reassure all parties of the support The Tutor Trust will provide at all stages of the process. A staff member from the school or education provision will also participate in the Introductory Meeting – they will serve as School Partnership Lead (SPL) and will liaise with the tutor/child/parent/Tutor Trust staff contact.
- 4.21 At the School Introductory Meeting, the school will also provide the name and contact details of their Designated Safeguarding Lead (Or Deputy DSL), plus their reporting procedure, so that the tutor/child/parent are able to raise safeguarding concerns directly.
- 4.22 The Tutor Trust will liaise with the school to ensure that each tutee has appropriate equipment (laptops, headphones) to allow sessions to take place.
- 4.23 The Tutor Trust will regularly review this guidance and our *Safeguarding Policy* to ensure they are best suited to safeguarding all users.

## **5. Children's' Responsibilities**

- 5.1 Children aged 16 and under must be represented by a parent/carer/teacher who gives consent for them to receive tuition. The Tutor Trust is not responsible for any dispute regarding parental consent.
- 5.2 Parents/Carers/Teachers must ensure that parents/carers and children's details and contact information are accurate and up to date.
- 5.3 Children must ensure that there is no inappropriate communication between themselves, and the tutor outside the Vedamo platform and report any communications from the tutor to either their parent/carer, teacher or The Tutor Trust.
- 5.4 Children are solely responsible for the material they post on the Vedamo platform, including messages sent, and they must not post defamatory, offensive or illegal material.

5.5 Children must immediately report to their parent/guardian, teacher or The Tutor Trust any defamatory, offensive or illegal material they view on the Vedamo platform.

5.6 Children must ensure that tutors are treated with respect and are not subjected to abusive behaviour or language.

5.7 Children must report any improper suggestions made by the tutor to their parent/carer/teacher or The Tutor Trust directly.

5.8 Children must report any safeguarding concerns or illegal activity immediately to their parent/carer/teacher or The Tutor Trust directly.

## **6. Tutor Responsibilities**

6.1 Tutors are not employees of The Tutor Trust and are solely responsible for their own actions both on and off the Vedamo platform.

6.2 Tutors must cancel sessions if a parent or legal guardian is not present at the start of a lesson with a child (they must identify themselves on camera). A parent or legal guardian must also be present at the end of each session.

6.3 Tutors are solely responsible for the material they post on the Vedamo platform, including messages sent, and they must not post defamatory, offensive or illegal material.

6.4 Tutors must immediately report to The Tutor Trust any defamatory, offensive or illegal material they view on our website or Vedamo

6.5 Tutors must disclose any criminal convictions or cautions they may have to The Tutor Trust, including any criminal convictions or cautions received at any time after having registered as a tutor and for as long as the tutor remains active with The Tutor Trust.

6.6 Tutors must disclose any other relevant information which may lead The Tutor Trust to determine they are not suitable to tutor.

6.7 Tutors must take every precaution to ensure that they work in a safe environment.

6.8 Tutors must ensure that their environment does not display any inappropriate images or documents when conducting a session.

6.9 Tutors must dress appropriately for the session.

6.10 Tutors must treat children fairly and without prejudice or discrimination whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.

6.11 Tutors must ensure all reasonable steps are taken to protect children from harm, discrimination, and demeaning treatment (including child on child abuse) and to respect their rights.

6.12 Tutors must value children and take their contributions seriously.

6.13 Tutors must ensure they work in partnership with teachers, parents and children, which is essential for the protection of children.

6.14 Tutors must ensure the language they use is appropriate and not offensive or discriminatory.

6.15 Tutors must ensure no improper suggestions are made to the children.

6.16 Tutors must ensure that any contact or communication they have with the children is conducted on Tutor Trust platforms only and appropriate to their role as a tutor.

6.17 Tutors are responsible for their own online security in conjunction with our services, both online and offline.

6.18 Tutors must report any Complaint in line with our *Safeguarding Policy* and *Tutor Handbook*.

6.19 Tutors must report any safeguarding concerns or illegal activity immediately to the appropriate contact at school and The Tutor Trust DSL as stated in the Safeguarding Policy.

6.20 Live session should be kept to a reasonable length of time with a tuition start time of no later than 6:30 pm, or the session may prevent the family 'getting on' with their day.

6.21 Tutors will take registers of the length, time, date and attendance of any sessions held on the Vedamo platform, as they would for in-person tuition.

**\*Please see the 'Tutor Trust Guidance on Conduct and Behaviour – For Tutors' for more information.**

## **7. Parent/Carer/Teacher responsibilities**

7.1 The parent/carer/teacher will ensure the child is fully aware of the school's and The Tutor Trust's Safeguarding Policy and reporting procedures.

7.2 Children aged 16 and under must be represented by a parent/carer/teacher who gives consent for them to receive tuition. The Tutor Trust is not responsible for any dispute regarding parental consent.

7.3 Parents/carers/teachers must ensure that all of their personal details and contact information are accurate and up to date.

7.4 Any parent/carer/teacher of a child aged 16 or under, who has a lesson with a tutor, should be present at the beginning and end of the tuition session (and must identify themselves on camera). Tuition will not take place if this is not adhered to.

7.5 Parents/carers/teachers must be available to the child to report any inappropriate behaviour or concerns. Children can also raise any concerns to a parent/legal guardian, teacher or Tutor Trust immediately, using the contact details provided.

7.6 All online sessions are recorded for Safeguarding and Quality reasons. Recordings will be deleted in line with the *Tutor Trust Data Retention Policy*.

7.7 The parent/carer/teacher will always be responsible for the welfare of the child during the session.

7.8 The parent/carer/teacher will always be responsible for the physical environment of the child during the session, ensuring it is safe and appropriate.

7.9 The parent/carer/teacher will report to the school or The Tutor Trust any communication that occurs between the tutor and child outside of tutoring sessions and the Vedamo platform.

7.10 If the parent/carer/teacher has concerns about a tutor or quality of provision, please contact The Tutor Trust using the contact details enclosed.

## **8. Reported Breach**

8.1 Any child or tutor reported for a breach of our *Safeguarding Policy* will be immediately suspended from the site until the reported matter has been investigated by the appropriate authority. We will inform them and the school of their suspension and seek guidance where required. The child or tutor reporting the breach may be informed of the resolution, if appropriate.

8.2 The Tutor Trust reserves the right to make a final decision on action taken for any minor breach of our *Safeguarding Policy*.

8.3 Any child or tutor reported for illegal activity whilst using the Vedamo platform may be barred from the service, reported to the police and any other relevant organisations.

## **9. Updating our Policies and Procedures**

This Remote Tuition Safeguarding Guidance and supporting Procedures will be reviewed by The Tutor Trust on a regular basis to ensure it is adequate and relevant to safeguarding standards.