

## Star Tuition Safeguarding Policy:

Star Tuition exists for the benefit of our students. We are totally committed to the welfare of our students and tutors and have developed this policy document together with the adoption of associated Safeguarding Procedures to give full meaning to our security and safeguarding commitments.

Star Tuition offers both in-person *and online tutoring services*; each fall within the scope of this policy.

- The welfare of each student is paramount (The Children Act 1989).
- Each student will receive their tutoring in a safe environment.
- All reasonable steps will be taken to protect every student from harm, discrimination or demeaning treatment.
- Every student is entitled to have their rights, wishes and feelings respected.
- Every tutor is entitled to be treated with respect.

We undertake to:

- Take all suspicions and allegations of poor practice or abuse seriously.
- Respond to them swiftly and appropriately.
- Retain a designated Safeguarding lead who will take responsibility for implementing our Safeguarding Policy.
- Ensure that all Tutors and parents/guardians are aware of the correct procedures for raising any concerns they may have.
- Ensure all Tutors are DBS check certified.
- Ensure all our Tutors work in partnership with parents/guardians.
- Ensure all our Tutors are kept up-to-date with training in best practice and child protection procedures.
- Ensure compliance with GDPR legislation.

### 1. Introduction

1.1 Star Tuition is committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of each student and tutor working with Star Tuition is paramount.

1.2 *Our online platform has been developed with the aim of ensuring that tutorials take place in a safe environment. This is reflected in a number of key built-in features and defined by a set of policies and procedures for the students, parents/responsible adults and tutors who use our services.*

Our Learning Centre comprises an environment where multiple students may be working together; tutorials are delivered by one staff member and are monitored/recorded by CCTV to ensure the safety and well being of students and tutors alike.

## **2. Aims:**

2.1 This policy document contains the responsibilities of all persons using Star Tuition's *online platform* and Learning Centre, including tutors, students, parents (responsible adults).

2.2 The aim of this policy is to safeguard all students and other persons using Star Tuition's online learning platform and Learning Centre both whilst they are within a tutorial session and as a result of participating.

2.3 It is important that all persons using or working on behalf of Star Tuition are aware of this policy and have familiarised themselves with the detailed safeguarding procedures.

2.4 This policy should be read and understood before engaging in any activity arranged through Star Tuition and the responsibilities and procedures therein adhered to. Contravention of the policy document could lead to suspension and/or barring from Star tuition and its services.

## **3. Legislative Framework/Related Policies**

3.1 These policies and procedures aim to ensure that all persons using Star Tuition services can do so safely within child safeguarding standards and UK law.

These policies should be read in conjunction with Star Tuition *Terms and Conditions* and the procedures (contained in the Welcome Packs for both Parents and Tutors.)

## **4. General Information**

### **Registration of Tutor**

4.1 The tutor will be identified by their real name and will have a unique online username that does not identify any of their contact details other than via Star Tuition Online Learning Platform and all communications to the tutors will go via the online platform to their confidential email address.

4.2 In order to be registered onto Star Tuition Online Learning Platform, a tutor must provide proof of identity, proof of residential address and an enhanced DBS certificate and two professional references that will be verified. Without this, they cannot either become a tutor for Star Tuition nor be registered on the Online Learning Platform.

## **5. Recording of Online sessions**

5.1 All online tutorials will be recorded and normally [1] available for play back to the parents and students for up to 30 days. The recordings remain the property of Star Tuition.

5.2 Star tuition regularly reviews tutorial recordings for quality control purposes and may review any sessions where a report has been made by any person using Star Tuition Online Learning Platform for the purpose of investigating that report.

5.3 Star tuition will allow access to UK law enforcement of any recording where it is reported a criminal offence may have occurred in relation to a specific session (also see Star Tuition Terms and Conditions).

## **6. Privacy**

6.1 Star Tuition will not permit tutors to initiate private contact with parents or students other than through Star Tuition's Online Learning Platform or the official email address.

6.2 All email communication between tutor and student will be copied to the parent/responsible adult (or school/school representative where appropriate).

6.3 All personal details about the student and parents, including contact address and phone number, will remain private and confidential.

6.4 All data held by Star Tuition is in accordance with the [Data Protection Act 1998](#) (also see *Privacy Policy*).

## **Roles and Responsibilities of persons using Star Tuition Online Learning Platform**

### **7. The Tutor**

7.1 The tutor shall:

- Ensure that their environment does not display any inappropriate images or documentation capable of being viewed by the student or parent/responsible adult when conducting a session.
- Treat students fairly and without prejudice or discrimination.
- Always ensure language is appropriate and not offensive or discriminatory.
- Ensure any contact with the student is appropriate to their role as a tutor and confined to the relevant tutorial session.
- Not make any improper suggestions to a student.

- Not send unsolicited communications to the student or parent/responsible adult.
- Value and take students' contributions seriously.
- Report/Refer any dispute with a student or parent/responsible adult to Star Tuition, in accordance with the *Safeguarding* procedures document.
- Report any inappropriate behaviour or illegal activity identified within a tutorial session by the student or third party, in accordance with procedures set out in Safeguarding procedures.
- Ensure that if no parent/responsible adult is present during a tutorial session that the student is comfortable to continue the session; if not, they can terminate the session.
- Be aware that the sessions are recorded and they are available for review by a student or parent/responsible adult for a period up to 30 days (also see Recording of Sessions, Section 5).

## **8. The Student**

8.1 Students can register with the service but cannot start using the service until a sponsor/parent/guardian/carer over the age of 18 has formally registered and agreed to be the formal sponsor in accordance with the *Terms and Agreement* and to hold a legal relationship with Star Tuition.

8.2 The student shall:

- Treat the tutor with respect and fairness, and 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 tutorial session (also see Section 9 below).
- Report any dispute with a tutor to a parent/responsible adult in accordance with the *Safeguarding* procedures.
- Report any inappropriate behaviour or illegal activity by a tutor within a session in accordance with the *Safeguarding* procedures.
- Be aware that the sessions are recorded and they are available for review for a period up to 30 days (also see Recording of Sessions, Section 5).

## **9. Parent/Responsible adult**

9.1 The parent/responsible adult shall:

- Ensure the student is fully aware of the Star Tuition Safeguarding Policy.
- Always be responsible for the welfare of the student during the session.

- Always be responsible for the physical environment of the pupil during the session ensuring it is safe and appropriate.
- If they do not consider it appropriate, be available during a tutor session so any concerns encountered by the student can be reported as soon as possible.
- Ensure that tutors will be treated with respect and fairness by the student and will not be subjected to abusive behaviour or language.
- Ensure that no improper suggestions are made by either the tutor or student.
- Ensure the student has no inappropriate communication with the tutor outside the tutorial session.
- Report any unsolicited communications between the tutor and student if appropriate.
- Report any dispute with a tutor to Star Tuition in accordance with the procedures set out in this document.
- Report any inappropriate behaviour or illegal activity by a tutor in accordance with procedures set out in this document.
- Be aware all tutorials will be recorded and made available for playback for up to 30 days (also see Recording of Sessions, Section 5)

## **10. Director(s) of Star Tuition**

### 10.1 The Director(s) of Star Tuition shall:

- Conduct an interview with tutors before they are permitted to register on Star Tuition Online Learning Platform (also see Section 4 of Registration of Tutors).
- Ensure that any dispute between persons using Star Tuition services is handled efficiently and fairly without discrimination in accordance with the procedures set out in this document.
- Deal with reports of possible illegal activity promptly, ensuring the safety and wellbeing of the student and/or tutor in accordance with the procedures.
- If any incident is reported to the police relating to a specific session, make the recording available for the police to use as evidence in any proceedings if appropriate (also see (5) Recording of Sessions).
- If appropriate, employ the services of an independent Child Protection consultant to review a report concerning the welfare of a student ensuring an appropriate course of action is taken.
- Regularly review the policy and procedures to ensure they are relevant and adequate to safeguard all persons using Star Tuition services.

## 11. Review

11.1 The Safeguarding Policy and procedures will be reviewed by the Star Tuition on a regular basis to ensure it is adequate and relevant to safeguarding standards.

## 12. Compliance

12.1 All persons using Star Tuition services have a responsibility to familiarise themselves with the Safeguarding Policy.

12.2 Any tutor reported for a breach of the Safeguarding Policy will be suspended from the site until the incident has been investigated by the appropriate authority. The reporter may be informed of the resolution if appropriate.

12.3 The final decision on action taken for minor breaches of the Safeguarding Policy will be the responsibility of Star Tuition.

12.4 Any person reported for illegal activity whilst using Star Tuition services will be reported to police and will be barred from the service.

12.5 Any person reported for causing harm to a student or subjecting the student to sexual abuse will be reported to police and barred from the service.

[1] Excluding any unforeseen malfunction of the recording equipment, in which case a recording of a session may not be available.

### Safeguarding HUB / External Agency Contact Numbers:

To report concerns about a child in RCT call:	01443 425 006
To report concerns in Merthyr Tydfil call:	01685 725 000
To report concerns about children at risk in Bridgend call:	01656 642320
Emergency Out of hours contact number:	01443 743 665
Professionals who wish to contact or make a referral to Cwm Taf MASH should call:	01443 743730

Star Tuition Designated Safeguarding Lead (DSL): Samantha Went.

