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## *Addendum: Safe Approach to Online Tutoring*

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*March 2024*

### Contents

Online Safety Policy Statement .....	2
General Safeguarding Policy for In-Person and Online Tuition .....	2
Online Tutoring Safeguarding Principles .....	2
Working safely online.....	3
Specific approaches by Platform .....	3
Responding to online safety concerns .....	4
Appendix (i) .....	5
Appendix (ii) .....	6

This document acts as an addendum to the Tutor Doctor Safeguarding and Child Protection Policy, updated 1st September 2021.

## Online Safety Policy Statement

The purpose of this policy statement is to:

- Ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- Provide staff and volunteers with the overarching principles that guide our approach to online safety
- Ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

This applies to all staff, volunteers, and students and anyone involved in Tutor Doctor's activities.

## General Safeguarding Policy for In-Person and Online Tuition

Tutor Doctor acknowledges the duty of care to safeguard and promote the welfare of children.

We are committed to ensuring safer recruitment practices, and that safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice.

Through their day-to-day contact with pupils and direct work with families all tutors and staff working with Tutor Doctor clients have a responsibility to:

- Provide a safe environment in which children can learn
- Ensure a professional relationship applies at all times between the tutor and student
- Know what to do if a child tells them he/she is being abused or neglected
- Identify concerns early to prevent them from escalating
- Identify children who may benefit from early help
- Follow the referral process if they have a concern
- Measures will be just as relevant and just as robust for online to in-person tuition

## Online Tutoring Safeguarding Principles

### **We believe that:**

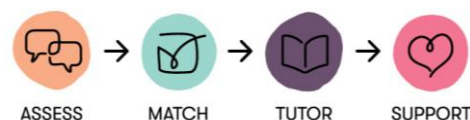
- Children and young people should never experience abuse of any kind
- Children and young people should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

### **We recognise that:**

- The online world provides everyone with many opportunities; however, it can also present risks and challenges

Nicola Brough 01302 245445

nbrough@tutordocor.co.uk



- We have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- We have a responsibility to help keep children and young people safe online
- All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- Working in partnership with students, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

## Working safely online

The specific way tutors can ensure online tutoring can take place in a safe environment will vary by platform, however, we follow these principles:

- Tutors commit to the same behaviours and code of conduct online, as in-person
- Parents should be present, certainly at the start and end of each online session
- Email correspondence to be either carried out with parent rather than student directly, or parent copied in on direct correspondence with student.
- User names, logins, email accounts and passwords are used effectively
- Regular review and updates of the security of our information systems
- Examine and risk assess any social media platforms and new technologies before they are used within the organisation.
- Having an online safety agreement for use with students and their parents/carers – Appendix (i)

## Specific approaches by Platform

In addition to the generic approaches above, we have been recommending that Tutors we work with use one of four different on-line platforms. For each ensure the following specific steps are taken:

- Lesson Space
  - Set up a separate room (link) for each student. This can be carried out via your dashboard or your Tutor Doctor office can assist. We suggest you enter your name followed by the tutee name for the room to be generated e.g. robtoby.
- Zoom
  - All meetings to be private and password protected.
  - Tutors to host the meetings and ensure the box "Enable join before host" is not ticked (default is unticked). We would also recommend you use the "Waiting Room" for situations with more than one student, so you will be able to control who joins and when.
  - Switch the sAettings to have microphones and videos off when joining the meeting

- If in groups, to be safe, you should restrict screen sharing to the host only, rather than participants.
  - All settings can be reviewed on the Zoom website: <https://zoom.us/profile/setting>
- Please discuss any other platforms you wish to use with us prior to your first session.

## Responding to online safety concerns

### We will respond to concern about online safety by:

- Having clear and robust safeguarding procedures in place for responding to abuse (including online abuse) as demonstrated in the Responding to Concerns about a student appendix (ii)
- Providing support and training for tutors on dealing with online safety
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- Reviewing our procedures at regular intervals, in order to ensure that any problems have been resolved in the long term.

To repeat, this document is an addendum to the Tutor Doctor Safeguarding Policy, brought about by the increase in Online Tuition for the safety of students and tutors.

Please contact the Tutor Doctor office with any queries or concerns.

N. Brough

Designated Person and Safeguarding Lead:

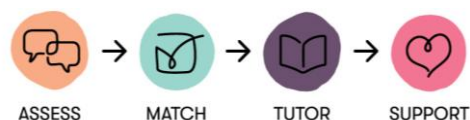
Tutor Doctor East Doncaster

Nicola Brough

1<sup>st</sup> March 2024 - Next review by 1st March 2025

Nicola Brough 01302 245445

[nbrough@tutordocor.co.uk](mailto:nbrough@tutordocor.co.uk)



## Appendix (i)

### Student Online Safety Agreement

Tutor Doctor understands the importance of students being able to work online for education and personal development. This includes social media platforms, games and apps. We aim to support students in making use of these in our work. However, we also recognise that safeguards need to be in place to ensure students are kept safe at all times.

This agreement is part of our overarching safeguarding and online safety policies.

Students should read this with their parents/carers.

Parents/carers should discuss this with their child, sign it and ask your child to sign. Please return it to [ add contact details]

### Young person's agreement

- I will be responsible for my behaviour when using the internet, including social media platforms, games and apps. This includes the resources I access and the language I use.
- I will not deliberately browse, download or upload material that could be considered offensive or illegal. If I accidentally come across any such material I will report it immediately to my parents and my tutor.
- I will not send anyone material that could be considered threatening, bullying, offensive or illegal.
- I will not give out any personal information online, such as my name, phone number or address.
- I will not reveal my passwords to anyone.
- I will not arrange a face-to-face meeting with someone I meet online unless I have discussed this with my parents and/or tutor and I am accompanied by a trusted adult.
- If I am concerned or upset about anything I see on the internet or any messages that I receive, I know I can talk to my parents or my tutor.
- I understand that these rules are designed to keep me safe and that if I choose not to follow them, Tutor Doctor may contact my parents/carers.

### Signatures:

We have discussed this online safety agreement and [child's name] agrees to follow the rules set out above.

Parent/carer signature.....Date .....

Young person's signature.....Date .....

Appendix (ii)

**Responding to Concerns About a Student**

Green outline – Staff action

Blue outline – DSL action

If urgent medical attention is required or a crime is being committed contact the emergency services immediately and then follow the procedures

On receipt of Information/Observation/Disclosure relating to the safety of a student

Record your concerns in writing and email the Designated Safeguarding Lead with “Urgent Safeguarding Concern” in the subject line.  
Do this ASAP and within 24 hours.

DSL contacts Local Children’s Safeguarding Team for advice

Meets threshold for referral:  
DSL makes a referral to Children’s Social Care and/or Police within 24 hours

Does not meet threshold for referral:  
DSL files concern securely and keeps situation under review

Concerns persist

DSL contacts parents and student if safe to do so to inform them of action taken and provide contact details.  
DSL feeds back to reporting staff of outcome

Nicola Brough 302 245445  
nbrough@tutor.co.uk

