



Online Tuition Policy

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Authority: Principal Director, Connect2Education Ltd

Introduction

Connect2Education Ltd is an education and tuition service committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of each student and tutor working with Connect2Education Ltd is paramount.

Rules for Online Teaching & Learning with Connect2Education Ltd:

1. Tuition sessions are arranged with parents/carers prior to the session taking place.
2. Tuition sessions online are delivered via TEAMS or Google Classrooms
3. Connect2Education Ltd will contact the parent/carer via email prior to the session/s to share an access link to the session.
4. A parent or carer must make themselves known to the online tutor at the start of the session to acknowledge that there is supervision in the property at the time of the lesson.
5. Just as in a face-to-face tuition session, students should present at their online tuition session fully clothed, in daytime clothing.
6. Online tuition sessions must be accessed in a communal area of the student's home, just as face-to-face tuition sessions happen in the home or approved venue.
7. Online tuition sessions must **not** be accessed from a student's bedroom or another area which is not classed as a communal area in the home and therefore not easily supervised by a parent/carer or suitable adult over the age of 18 years old.
8. Tuition sessions can take place at an agreed time between the hours of 9 am and 3 pm by prior agreement with the parent/carer.
9. Some online tuition sessions are recorded during delivery and can be sent to the student via a parent/carer, for recap purposes.
10. Under no circumstances should a student record a session; this is strictly under the control of Connect2Education. Violation of this rule will result in suspension of services and reporting of the violation to school/academy; further action may be taken.

The following sections set out the procedures that should be followed if an incident occurs during the access of Online tuition:

These procedures aim to ensure a prompt response to any incident and to minimise any further harm to a student or other person.

There are differing severities of behaviour which could be witnessed during an Online Lesson. Some behaviour would warrant only a report to Connect2Education and the school; other behaviour maybe of a more serious nature where a direct report to the police may be necessary.

Each section below sets out the recommended procedure which should be followed. It is always the responsibility of the person alerted to the incident to take some action to protect the student, the tutor or other person.



The procedures are not an exhaustive list; therefore, if an incident occurs that is not covered in this document you are advised to contact Connect2Education Principal Director and Designated Safeguarding Lead, Julie Phillips, or the police if you believe that it may be a criminal matter.



Tutors

If a tutor sees/experiences:

Inappropriate language

The tutor will request, in a polite manner, that the student or other persons using inappropriate language refrains from doing so during the Online Lesson. If the language continues the tutor will explain that they will terminate the session and report the matter to Connect2Education who will decide on any further use of the service by the student or other person involved and advise the school accordingly. Any unsolicited contact from the student or other persons following the termination of the session should be reported to Connect2Education.

Inappropriate behaviour

The tutor will request, in a polite manner, that the student or other persons involved in the inappropriate behaviour refrains from the behaviour during the Online Lesson. If the behaviour continues the tutor will explain that they will terminate the session and will report the matter to Connect2Education who will decide on any further use of the service by the student or other person involved. Any unsolicited contact from the student or other persons following the termination of the session should be reported to Connect2Education.

Inappropriate or abusive images

Any tutor witnessing the display of sexually inappropriate or pornographic images by or towards a student, should explain that the images should not be displayed during an Online Lesson, terminate the session and then report the matter to the Designated Safeguarding Lead for Connect2Education, Maxine Tasker.

Any display of child abuse images or indecent images of a child (for these purposes, a 'child' is defined as anyone under the age of 18 years) is an offence under UK law. Any tutor witnessing a display of indecent images of a child by or in the presence of a student should explain that due to the nature of the images they will terminate the session. The tutor should then inform the Connect2Education Designated Safeguarding Lead of the incident, who may decide to contact UK police. The tutor should ensure any recordings can be preserved and made available in the event of any police investigation. The tutor should have no further contact with the student, or any other person involved in the incident. Any unsolicited contact from the student, or other persons, following the termination of the session, should be reported to the Connect2Education Safeguarding Lead.

This action should be taken so that the correct authorities can be alerted and can deal appropriately with the incident.

The display of any other images perceived to be inappropriate, either due to the age of the student or the content of the image shall be reported to Connect2Education.

Lateness and absence

Tutors will wait for 15 minutes and attempt to contact parent or carer of the student/young person/child. If there is no response, tutors are instructed to end the session. Tutors can send prepared work on email to a parent/carers provided email address.

We request that where possible, parents/carers advise in advance if there is to be an absence from the online tuition session. Parents and carers can contact 01642 961230 and speak to a staff member or email info@connect2education.co.uk to advise.

Parents and carers should note that in every instance, Connect2Education Ltd register attendance with the school or local authority.

**This section covers:**

- **Disclosure of abuse towards or in the presence of a student**
- **Witness to abuse towards or in the presence of a student.**

Any physical or sexual abuse of a child is an offence under UK law. If a tutor receives information about such abuse from the student or other person present, they should reassure the person that they can get assistance for them. It is the responsibility of the tutor to contact the Principal Director and Designated Safeguarding Lead, Julie Phillips.

If the tutor witnesses any such abuse at first-hand, they should immediately contact the police and report the incident. The tutor should also inform the Connect2Education Safeguarding Lead of the incident, to ensure any recordings can be preserved and made available for any police investigation. The tutor should have no further contact with the student or other person involved in the incident. Any unsolicited contact from the student or other persons following the termination of the session should be reported to the Connect2Education Safeguarding Lead immediately.

Parents/Responsible Adults

The parent/responsible adult (must be over the age of 18) has the primary responsibility for the welfare and safety of the student during an Online Lesson and should be present in the property at the time of the sessions, as detailed above.

If you have any questions prior to the start of your online tuition program, please contact Julie Phillips online Tuition Co-ordinator in the first instance, via email to; info@connect2education.co.uk.

Your child's school/academy will also monitor the progress of online sessions; teachers with Connect2Education will keep a written log of all online sessions delivered and progress made.

Additional Safeguarding

We understand that some students/children/young people may not wish to appear on camera during tuition online. We ask that for safeguarding reasons that we can see the student/child/young person at the start of the session and at the end of the session.

We do not record lessons as a standard procedure but from time to time and for training purposes, we may record sessions. You will be advised at the start of the lesson if there will be a recording and you will be asked for your permission prior to the session recording.