

## TalentEd's Online Tutoring Safeguarding Policy

March 2020

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## 1. TalentEd Safeguarding Policy

### 1.1 TalentEd's commitment to safeguarding children online

TalentEd is committed to creating and maintaining the safest possible environment for children in which to be educated. We believe that it is always unacceptable for a child to experience abuse of any kind and we recognise our responsibility to safeguard the welfare of all children when tutored online, by a commitment to practice which protects them.

TalentEd is committed to utilising technology to best inform and support learning. We seek to develop ways in which we can improve learning opportunities for students. We believe that students and staff remain safe and free from the dangers implicit in the use of technology.

This involves the following provisions:

- All tutors are enhanced level DBS checked, interviewed by TalentEd or our recruitment partner, and have had two references taken up and verified
- All communication between tutors and students takes place during sessions and these conversations are accessible for review by the TalentEd team
- Our terms and conditions for tutors do not allow any contact between tutors and students outside of sessions
- All sessions are recorded and periodically screened by a member of the TalentEd team for safeguarding purposes
- All session recordings are available to parents, students, and the school upon request
- TalentEd has an in-house safeguarding lead who can be contacted in relation to any concerns

### 1.2 The purpose of this policy and supporting documents

- Provide protection for all those who use our service
- To keep all associated parties aware of our escalation route and standard of behaviour when engaging in online tutoring
- To ensure that staff are professional in their use of online platforms
- To ensure that our safeguarding policies are read and understood in advance of a session taking place between a student and tutor

## 1.3 This policy will be reviewed annually

TalentEd will ensure that the organisation's online safeguarding procedures are continually monitored, developed and maintained and are appropriately communicated throughout the staff, tutor and volunteer network.

The Board of Trustees review this policy, and the organisation's compliance with it, at the summer Board meeting each year or earlier if necessary.

## 1.4 This policy relates to relevant guidance on protecting children

- Children Act (2004)
- The Safe Use of New Technologies (Ofsted 2010)
- Working together to Safeguard Children (Gov.UK 2018)
- Keeping Children Safe in Education (Gov.UK Sept 2019)

## 1.5 Who to contact

If you have any safeguarding concerns regarding the TalentEd programme, please contact the Safeguarding Lead on the TalentEd staff team in the first instance. If they are unavailable, please contact the Safeguarding Lead on the TalentEd trustee board.

Safeguarding Lead (TalentEd staff team):

Senior Programme Manager: Jessica Hall,

Email: [jessica.hall@talent-ed.uk](mailto:jessica.hall@talent-ed.uk)

Phone: 020 3544 2090 / 07415 845 598

Safeguarding Lead (Board of Trustees): Rowenna Abel

Email: [rowenna.abel@talent-ed.uk](mailto:rowenna.abel@talent-ed.uk)

You can also contact the Designated Safeguarding Lead at the school – contact details will be on the school's website.

If none of the above are available please seek advice from the NSPCC helpline 0808 800 5000, your local Children's Social Care department or the police.

## 2. Working safely online

- The TalentEd code of conduct (section 4 below) governs how tutors are expected to work online.

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- No student will be allowed to take part in online TalentEd sessions without full parental consent, provided by our online parental consent form
- Schools will provide TalentEd with information about their procedures, including the contact details of safeguarding leads in the school and who to contact in case of urgent risk (e.g. children's services in the local area and/or police).

## 3. Recruitment and training

TalentEd are committed to recruiting staff safely and training them effectively.

- All staff, tutors and volunteers are required to notify TalentEd of any police record or other factor which may make them unsuitable to work with young people, or any changes to their situation which may bring this into question
- TalentEd will ensure that all staff, tutors and volunteers complete an enhanced level Disclosure and Barring Service (DBS) check before working with TalentEd students, and will renew this check within 3 years and will always request two references and verify these on receipt.
- TalentEd will check qualifications, verify identity and check right to work. TalentEd check that tutors and volunteers are not prohibited from teaching or subject to any similar restriction on their involvement with schools and children.
- TalentEd provides schools with written confirmation of the checks which have been completed for tutors and volunteers in advance of their first session.
- Tutors will be required to confirm that they have read our safeguarding policy and completed suitable safeguarding training before tutoring online with TalentEd.
- All staff, tutors and volunteers are provided with a copy of [Keeping Children Safe in Education \(2019\)](#), and this is reissued when the guidance changes.
- When a new tutor is recruited to conduct online sessions, induction training is provided to ensure that they know who to contact at the school in the event of a safeguarding concern.
- TalentEd's CEO and Safeguarding Trustee attend regular training courses relevant to their roles in coordinating safeguarding matters.

## 4. Code of Conduct

This Code of Conduct has been developed for the protection of pupils, tutors, and anyone else working with young people on behalf of TalentEd. To this end,

TalentEd expects all staff to abide by this Code of Conduct and recommendations from TalentEd in all activities.

It is the responsibility of everyone at TalentEd to protect the welfare of children and young people during sessions. In following the guidelines, maintaining a sense of proportion and applying common sense, you will ensure their welfare is a priority and that you are protected from false accusations and difficult situations.

## Responsibilities

### 4.1 Tutors:

- Will have an up to date awareness of e-safety matters and of the current TalentEd policy and practices
- Will report any suspected misuse of technology or problem to a Programme Manager
- Outside of sessions, all digital communication with students must be carried out by a member of the central TalentEd team through a parent/guardian contact and not by the tutor
- Students are helped to access appropriate sites and resources to aid learning only when instructed to by their tutor. If inappropriate material is accessed, processes will be reflected on in order to minimise the likelihood of this happening again and a report will be made to the Programme Manager
- Tutors will 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
- Tutors will treat students fairly and without prejudice or discrimination, being sensitive to cultural background and the learning needs of students
- Tutors will 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 lesson/session
- Not make any improper suggestions to a student and avoid language which could be misinterpreted
- Ensure that no reference is made on social media to students, parents / carers or school staff
- Report any dispute with a student or parent/responsible adult to TalentEd, in accordance with the *Safeguarding* document.
- Report any inappropriate behaviour or illegal activity identified within a session by the student or third party, in accordance with the Safeguarding document
- Ensure that if no parent/responsible adult is present during a lesson/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, parent/responsible adult and TalentEd staff for a period up to 28 days

#### 4.2 The Safeguarding Lead:

The designated person for child protection (safeguarding lead) for TalentEd will be trained in esafety issues (including 'Prevent') and be aware of the potential for serious child protection / safeguarding issues that may arise from:

- Sharing of personal data
- Access to illegal or inappropriate materials
- Inappropriate online contact with adults or strangers
- Potential or actual incidents of grooming
- Cyber-bullying

#### 4.3 Students:

- Should uphold copyright regulations
- Students only use digital technologies, laptops, cameras, microphones, software, etc in sessions with due regard to the agreement for safe use of technology
- Need to understand the importance of reporting abuse, misuse or access to inappropriate materials and know how to do so
- Should understand the importance of adopting good esafety practice when using digital technologies 'otherwise than' at school
- Should act in accordance with their respective school's cyber bullying/bullying policy
- Should treat their tutor with respect and fairness, and not subject them to abusive behaviour or language
- Not make improper suggestions to the tutor
- Have no communication with the tutor outside the lesson session
- Report any dispute with a tutor to a parent/responsible adult or to a safeguarding lead
- Be aware that the sessions are recorded and they are available for review for a period up to 28 days

#### 4.4 Parents / Guardians:

- Will make sure that their child is aware of the TalentEd safeguarding procedure
- Will be responsible for the welfare of the student during a TalentEd session
- Will be responsible for the physical environment of the student during the session to ensure that it is safe and appropriate

- They should be present or available during a tutoring session so that any concerns encountered by the student can be reported as soon as possible and to ensure that their child behaves in an appropriate manner
- They should report any unsolicited communications between tutors and students if appropriate
- Should report any dispute with a tutor to the TalentEd safeguarding lead
- Will be aware that sessions are recorded and they are available for review for a period up to 28 days

#### 4.5 The CEO and Programme Managers:

- Are responsible for handling disputes between any party involved in the delivery of a TalentEd session
- Will keep schools informed of any issues or disputes as per that school's safeguarding procedure
- Will deal with reports of possible illegal activity promptly, ensuring the safety and wellbeing of the student and/or tutor in accordance with TalentEd's safeguarding procedure
- If any incident is reported to the police relating to a specific session, they will make the recording available for the police to use as evidence in any proceedings if appropriate
- 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 safeguarding policies

*NB It is important to emphasise that these are child protection issues, not technical issues. The technology simply provides additional means for child protection issues to develop.*

*If you are unsure/feel uncomfortable about any aspect of work with TalentEd, contact TalentEd immediately.*

## 5. Escalation procedure

### 5.1 Action to be taken if you are concerned about a child:

You do not need to make a judgement but you do need to share your concerns as soon as possible with the TalentEd Safeguarding Lead who will proceed according to the [TalentEd Safeguarding policy](#).

## 6. Confidentiality

TalentEd recognises that all matters relating to Child Protection are confidential but that we have a professional responsibility to share information with other agencies in order to safeguard children

- Student data is not shared outside of the central team unless directly relevant to the planning, preparation and assessment of students in a teaching and learning capacity
- The Safeguarding Lead will only disclose information to other staff on a “need to know” basis.
- All staff must be aware that they cannot promise a child to keep secrets.
- Child Protection information must be sent through a secure electronic system or courier if required.
- Student Records must not be sent by post.

## 7. E-safety

All digital communications between TalentEd and parents and children should take place using official TalentEd systems. TalentEd staff, tutors and volunteers should not share their contact details with students, or allow them to make contact on social media.

TalentEd tutors should be mindful of the use of digital technologies, mobile devices, cameras etc. in sessions, and minimise the risks of students finding inappropriate material online when using the internet.

Links to external websites on the TalentEd website will be chosen carefully to limit risk, but students will also be notified that when they leave the TalentEd website they may be at risk.

## 8. Compliance

- Any tutor reported for a breach of the Safeguarding Policy will be suspended from tutoring until the incident has been investigated by the appropriate authority. The reporter may be informed of the resolution if appropriate.
- The final decision on action taken for breaches of the Safeguarding Policy will be the responsibility of TalentEd
- Any person reported for illegal activity whilst working under TalentEd will be reported to police and will be barred from the service