

## Online Tuition Policy and Procedures

### Contents:

1. Context
  2. Online Safety
  3. Best Practice Guidance
  4. Tutor Code of Conduct for Online Tuition
  5. Student Code of Conduct for Online Tuition
  6. Online-at-Home: Guidance for Parents and Carers
  7. GDPR
- Appendix

### 1. Context

The Tutors Green Online Tuition Policy 2021 is designed to address the specific context and parameters of child protection within online tuition, and ensure that best safeguarding practice is implemented throughout our tuition work that takes place online.

This policy is to be used in addition to the Tutors Green Child Protection Policy and Procedures 2021. Tutors Green is committed to safeguarding and ensuring the welfare & protection of children, young people and adults at risk. We believe that all adults working within Tutors Green in any capacity, have a duty and responsibility to safeguard the welfare of children, young people and adults at risk to enable them to enjoy activities in a safe, inclusive and child-centred environment.

#### For all online tuition, Tutors Green will provide:

- Thorough tutor training on how to be vigilant with child protection and safeguarding in online settings.
- Ongoing tutor training on how to deliver engaging online sessions.
- The safe and limited access storage of all data in compliance with GDPR.
- An introduction between the student/parent/carer and the tutor.
- A Designated Safeguarding Lead (DSL) who is the main point of contact between an allegation and a disclosure. The DSL at Tutors Green is Matthew Bri-

ars: 07946 223269 [matthew@tutorsgreen.com](mailto:matthew@tutorsgreen.com). The Deputy Designated Safe-guarding Lead (DDSL) is Nicola Barnham: 07951216882 [nicola@tutorsgreen.com](mailto:nicola@tutorsgreen.com)

## 2. Online Safety

Tutors must be aware of the ways in which children and young people need to be safeguarded in online activity. The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk: Content, Contact and Conduct.

1. Content - being exposed to illegal, inappropriate or harmful material, for example:
  - pornography
  - fake news
  - racist material
  - or radical and extremist views
2. Contact - being subject to harmful online interaction with other users, for example:
  - commercial advertising
  - adults posing as children or young adults
3. Conduct - personal online behaviour that increases the likelihood of, or causes, harm. For example:
  - making, sending and receiving explicit images
  - or online bullying.
4. Commerce - risks such as online gambling, inappropriate advertising, phishing and or financial scams. If you feel your students are at risk, please report it to the Anti-Phishing Working Group (<https://apwg.org/>).

Tutors Green is committed to the online safety of students, tutors and staff. Lessons conducted online must take place on a secure platform, agreed on by the family, school and the DSL/DDSL. Tutors must take precautions to safeguard students from online harm, and report any alleged breaches of online safety to the DSL/DDSL immediately.

Students must also be made aware of the reporting procedure for any harmful content, contact or conduct so that additional safeguards can be implemented where necessary.

### **3. Best Practice Guidance**

The following procedures should be carried out for online tuition lessons.

1. Video conference call invites are sent to students via their parent/carer or school teacher.
2. An invite will only be sent directly to a student if the parent/carer or referrer has given written consent/permission for this to happen. The DSL will inform the tutor of this.
3. Invites should not be posted on any public website or other publicly available medium. The link should not be forwarded to any persons and should only be accessed by those it is intended for (student/parent or carer).
4. Tutors hold an administrative responsibility for the video conference call and will be expected to send an invite at least 30 minutes prior to the start of the lesson. Tutors must set up lessons with password protection and ensure passwords are kept securely and not shared.
5. The waiting room function is enabled to allow tutors to monitor who can access the call.
6. In group online tuition sessions, the staff member who is the host must be the last person to leave the meeting (or end the meeting) so conversations cannot continue unmonitored post-call.
7. The video conference call will be immediately terminated if anyone gains access to it who does not have permission, and the DSL/DDSL must be informed.
8. Tutors Green online lessons are hosted on a secure platform which must be agreed by students/schools/parents/carers and signed off by the DSL/DDSL. Lessons are recorded and safely stored for up to one term past the date of recording - unless recordings are deemed to be needed by the Designated Safeguarding Lead. Partici-

pants, parents and carers are prohibited from recording the call unless permission from Tutors Green staff has been given prior to the call.

9. Video conferencing is a live stream facility. Individuals should be mindful of cameras and audio facilities at all times.

10. As with all Tutors Green lessons we expect staff to adhere to the Code of Conduct, and for students to act appropriately. Therefore, the use of offensive, abusive or inappropriate language or behaviour is prohibited.

11. All individuals using the video conference call should be clothed and dressed appropriately.

#### 4. Tutor Code of Conduct for Online Tuition

- Tutors will only conduct tuition during the arranged lesson times which have been agreed with the parent/carer and Tutors Green.
- Tutors will conduct online tuition in an appropriate, quiet setting, which is not distracting and does not expose inappropriate information/images.
- Tutors hold an administrative responsibility to set up the call, and ensure that they have a stable internet connection for it.
- Tutors will send the lesson invite a minimum of 30 minutes before the start of the lesson.
- Tutors will keep their video camera 'on' for the duration of the lesson, unless the school/parent/carer or DSL have requested otherwise. This must be signed off by the DSL.
- Tutors will not take screenshots of lessons.
- Tutors will not use their phones during lessons.
- Tutors will not record video, still images or audio of any tuition lessons.
- Tutors must be clothed and dressed appropriately.
- Tutors should use neutral or plain backgrounds.
- Tutors must ensure appropriate privacy settings are in place.
- Tutors must understand and know how to set up and apply controls relating to student interactions, including microphones and cameras.
- Tutors must set up lessons with password protection and ensure passwords are kept securely and not shared.

- Tutors must ensure students have a clear understanding of expectations around behaviour and participation.
- Tutors will not exchange personal information, details, social media profiles or contact information with students at any point. If a student acquires a tutors personal information and attempts to make contact with it outside of the lesson parameters, the tutor must contact the DSL immediately.
- Tutors will not send links to websites or share content with students that is irrelevant to the educational content of the lesson. If a tutor is unsure about a resource, they can contact Tutors Green staff to ask.
- Tutors must adhere to the Tutors Green Code of Conduct laid out in the Tutors Green Child Protection Policy and Procedures 2021 at all times whilst working for Tutors Green.
- Tutors must be familiar with the steps that should be taken in the event of becoming aware of, or suspecting alleged abuse.
- Tutors consent to the recording and safe storage of online sessions for up to one term past the date of recording, unless recordings are deemed to be needed by the Designated Safeguarding Lead.
- Tutors consent to the monitoring of all online sessions by Tutors Green staff either live during the tutorial or afterwards, in a systematic random review of safeguarding procedures or quality assurance. Any monitoring of online sessions must be signed off by the DSL/DDSL.

## 5. Student Code of Conduct for Online Tuition

- Students will only attend tuition during the arranged lesson times which have been agreed with the parent/carer and Tutors Green.
- Students will attend online tuition in an appropriate, quiet setting, which is not distracting and does not expose inappropriate information/images.
- Students hold an administrative responsibility to join the call on time, and ensure that they have a stable internet connection for it.
- Students will keep their video camera 'on' for the duration of the lesson, unless they are unable to due to technical issues, or if the school/parent/carer or DSL have requested otherwise. This must be signed off by the DSL.
- Students will not take screenshots of lessons.
- Students will not use their phones during lessons.

- Students will not record video, still images or audio of any tuition lessons.
- Students will not exchange personal information, details, social media profiles or contact information with tutors at any point. If a student acquires a tutors personal information and attempts to make contact with it outside of the lesson parameters, the tutor must contact the DSL immediately.
- Students will not send links to websites or share content with tutors that is irrelevant to the educational content of the lesson.
- Students should be clothed and dressed appropriately.
- Students consent to the recording and safe storage of online sessions for up to one term past the date of recording, unless recordings are deemed to be needed by the Designated Safeguarding Lead.
- Students consent to the monitoring of all online sessions by Tutors Green staff either live during the tutorial or afterwards in a systematic random review of safeguarding procedures or quality assurance. Any monitoring of online sessions must be signed off by the DSL/DDSL.

## **6. Online-at-Home: Guidance for Parents and Carers**

Support from parents and carers is required when children and young people are being taught online. Parents and carers should:

- Provide age-appropriate supervision for the internet use of the children and young people in their care.
- Communicate openly with children about not accessing age-inappropriate material on devices.
- Know who their children are talking to online.
- Provide assistance and reminders to children to join their lessons on time, where necessary.
- Maintain channels of communication with Tutors Green so that we can offer support and assistance where necessary.
- Set up age-appropriate parental controls on digital devices.
- Install or activate internet filters to block malicious websites (these are usually free, but often need to be turned on).
- Maintain a safe online environment, which includes keeping any log-in credentials and passwords safe.

It is especially important for parents and carers to be aware of what their children are being asked to do, including:

- sites they will be asked to use
- school staff their child will interact with

## 7. GDPR

When managing personal data, Tutors Green must adhere to our Privacy Policy, Data Protection Policy, IT Security Policy, Data Breach Policy at all times. As an organisation we have a Cyber Essentials certification. At all times when working for Tutors Green, tutors must consider:

- Taking care not to share contact details when emailing multiple people.
- being careful when sharing usernames and other personal data for access to on-line resources.
- Ensuring that lessons are delivered on a device which has an activated firewall, over a secure and safe internet connection.
- Communicating clearly to students and parents/carers about the personal data captured during lesson recordings, particularly where cameras are switched on.

## Resources recommended by the Department for Education to support parents and carers to keep their children safe online:

- **Support for parents and carers to keep children safe from online harm**, which provides resources to help keep children safe online and details of specific online risks, including sexual abuse, criminal exploitation and radicalisation (<https://www.gov.uk/government/publications/coronavirus-covid-19-keeping-children-safe-online/coronavirus-covid-19-support-for-parents-and-carers-to-keep-children-safe-online>)
- **Thinkuknow** provides advice from the National Crime Agency (NCA) on staying safe online (<https://www.thinkuknow.co.uk/>)
- **Parent info** is a collaboration between Parentzone and the NCA providing support and guidance for parents from leading experts and organisations (<https://parentinfo.org/>)
- **Childnet** offers a toolkit to support parents and carers of children of any age to start discussions about their online life, to set boundaries around online behaviour and technology use, and to find out where to get more help and support. (<https://www.childnet.com/parents-and-carers/parent-and-carer-toolkit>)
- **Internet matters** provides age-specific online safety checklists, guides on how to set parental controls on a range of devices, and a host of practical tips to help children get the most out of their digital world ([https://www.internetmatters.org/?gclid=EAla-IQobChMIktuA5LWK2wIVRYXVCh2afg2aEAAYASAAEgIJ5vD\\_BwE](https://www.internetmatters.org/?gclid=EAla-IQobChMIktuA5LWK2wIVRYXVCh2afg2aEAAYASAAEgIJ5vD_BwE))
- **London Grid for Learning** has support for parents and carers to keep their children safe online, including tips to keep primary aged children safe online. (<https://www.lgfl.net/online-safety/default.aspx>)
- **Net-aware** has support for parents and carers from the NSPCC, including a guide to social networks, apps and games. (<https://www.net-aware.org.uk/>)



- **Let's Talk About It** has advice for parents and carers to keep children safe from online radicalisation. (<https://www.ltai.info/staying-safe-online/>)
- **UK Safer Internet Centre** has tips, advice, guides and other resources to help keep children safe online, including parental controls offered by home internet providers and safety tools on social networks and other online services. (<https://www.saferinternet.org.uk/advice-centre/parents-and-carers>)
- **NSPCC** has advice on setting up parental controls, tips on how to talk to children about online safety, including the risk of sharing and receiving nude images and how to support children if they have seen something online that has upset them. (<https://www.nspcc.org.uk/keeping-children-safe/online-safety/>)