# Tutor Conduct, Confidentiality & Safeguarding Policy

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| **Company name:** | Edwin Supply Ltd: Vision for Education Ltd / ABC Teachers Ltd / Smart Teachers Ltd (part of the Edwin Group Ltd) |
| **Document:** | Tutor Conduct, Confidentiality & Safeguarding Policy |
| **Topic:** | Safeguarding & Data Protection |
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Whilst undertaking an out-of-school tutoring role, whether in-person or online, with Vision for Education, ABC Teachers or Smart Teachers, you are acting in a position of authority and have a duty of care towards the children, young people and vulnerable adults we work with. Our usual Code of Conduct applies in these bookings equally as it does in all in-school bookings.

The primary aim of this policy is fundamentally to protect all children, young people and vulnerable adults during any form of tutoring, whether in-person or online.

All safeguarding-related policy and procedure guidance provided by Edwin Supply during registration should be fully read and understood before engaging in any work in tutoring, whether in-person or online.

## 1. Why are you receiving this policy?

You have accepted a role as a tutor for Vision for Education, ABC Teachers or Smart Teachers, as applicable ("Edwin Supply"), who are providing tuition to students on behalf of their education provider clients (e.g. schools, local authorities or other educational institutions or organisations).

This policy explains how we expect you to treat the confidential information you will receive about pupils in the course of your work as a tutor. You will handle highly sensitive personal and private information about pupils. We want to make sure that this is information is well-protected.

This policy is also designed to give specific guidance in relation to online tutoring. Whilst it does not form any part of your contract with us; you are required to comply with its terms and objectives, alongside all other applicable policies notified to you from time to time, all staff undertaking work in online education on behalf of Edwin Supply must also adhere to our Social Networking Policy.

## 2. What is out-of-school tutoring?

Out-of-school tutoring is provided by Edwin Supply on request from a child's local authority or education provider to ensure education for children who are currently unable to attend a physical school setting. Pupils are able to access high-quality tutoring directly from an Edwin Supply tutor.

**The out-of-school tutoring provided can be:**

- Provided either in an alternative in-person setting (for example, a library or the pupil's home) or via the secure online tutoring platform, Tutexa
- Funded by the child's education provider, such as a school or a local authority, and provided by Edwin Supply

Some tutoring may be provided in an in-school setting in conjunction without out-of-school sessions as a hybrid arrangement or an arrangement to help children and young people return to school.

## 3. Code of Conduct and practical guidance

Staff who work with children, young people and vulnerable adults must look out for any signs of risk and report any warning signs. Any safeguarding concerns raised to, or observed by, a tutor must be reported immediately to the Designated Safeguarding Leads at dsl@edwin.supply. Staff must engage with any follow-up process required by the Designated Safeguarding Leads.

All peer-on-peer abuse, whether suspected or observed, should be immediately reported to the Designated Safeguarding Leads at dsl@edwin.supply.

All staff should read and understand our Safeguarding and Child Protection Policy for further information on the signs of peer-on-peer abuse, cyberbullying and cybercrime.

## Online Tutoring

Full safeguarding and vetting procedures must be carried out and full compliance criteria must be met before a candidate is given access to our online tutoring service platform, Tutexa. Only candidates who have passed our clearance process will be considered for tuition roles and given any access to the online tutoring platform. Anyone alleged to be, or found to be, unsuitable whilst cleared for work in either an online or non-online educational capacity, will have their access to our online tutoring platform immediately revoked and will be subject to our incident handling process as outlined in our Code of Conduct.

It is crucial that staff promote online safety for all children, young people and vulnerable adults. All staff should be aware that access to technology is a major contributor and significant component in many safeguarding and wellbeing issues. Children are at risk of abuse online as well as face to face. In many cases, abuse will take place concurrently via online channels and in daily life. Children can also abuse their peers online; this can take the form of abusive, harrassing and mysogynistic messages, the non-consensual sharing of indecent images, especially around chat groups, and the sharing of abusive images and pornography, to those who do not want to receive such content.

All our staff are expected to undertake training in safeguarding principles and guidance. All staff also receive ongoing termly e-bulletins in relation to online safety. We offer free CPD via external training providers, please see our website or contact your local branch for information on additional CPD offerings.

## When undertaking tuition sessions, you should:

- Work with Edwin Supply, parents/carers and education providers to create a safe and positive learning environment for the pupil
- Treat pupils and the in-person or online classroom with respect, and promote relationships that are based on openness, honesty, trust and respect
- Be responsive, patient and interactive during tuition sessions
- Be punctual when attending tuition sessions
- Exercise caution when you are discussing sensitive issues with children or young people, and ensure your contact with children and young people is appropriate and relevant to the work of the project you are involved in

- Share any concerns you have about your pupil with a parent/carer/legal guardian or responsible adult immediately.
- Attend any online tuition from an appropriate space, preferably not within earshot of other individuals within your home for confidentiality reasons. You should not conduct sessions from your bedroom and ensure that backgrounds are neutral and no personal items are in view, e.g. family photos. Consider using a generated blank background within the space. Encourage that, wherever possible, a parent or guardian is within earshot of the student during your online lesson.

## You are responsible for:

- Ensuring that any content that you share with students is appropriate and is filtered in a way that is relevant and acceptable to the student's needs and learning requirements.
- Ensuring that any devices and internet connections that you use during tuition sessions, whether in-person or online, have appropriate privacy and content controls activated to minimise risk of inappropriate content being accessed or displayed
- Prioritising the welfare of children and young people by acting within the expectations of our company policies and procedures and in line with the Teachers' Standards, at all times.
- Providing a safe learning environment by promoting relationships with students which are based on openness, honesty, trust and respect, whilst striving for best learning outcomes.
- Having good awareness of issues to do with safeguarding and child protection and taking action when appropriate
- Reporting all concerns about abusive behaviour and following our safeguarding and child protection procedures. Any child protection concerns should be reported to Designated Safeguarding Leads at dsl@edwin.supply. This includes behaviour being displayed by an adult or child, and direct at anybody of any age.
- Following our principles, policies and procedures

## When working with children & young people, you must not:

- Allow allegations or concerns to go unreported
- Take unnecessary risks
- Consume alcohol, smoke or use illegal substances
- Develop inappropriate relationships with children and young people
- Make inappropriate promises to children and young people
- Engage in behaviour that is in any way abusive, including have any form of sexual contact with a child or young person.
- Let children and young people have your personal contact details (mobile number, email or postal address) or have contact with them via a personal social media account.
- As part of your online registration with Edwin Supply, you agree to comply with our Social Networking Policy. Our Social Networking Policy contains broad guidance for online conduct, and compliance with the policy is vital for a role as an in-person or online tutor.

## 4. Why are we collecting pupils' personal data and what will you have access to?

Information about pupils who require tuition is provided to Edwin Supply, for Edwin Supply to provide to the child's tutor, for the tutor to provide an effective tutoring service. Details regarding the pupil's special education needs and social needs are obtained in order to provide an effective and safe tutoring environment, and to ensure that we are aware of any potential risks associated for our tutors.

This policy affects all tutors who have access to personal data relating to pupils. Personal data relating to pupils is provided to you, as their tutor, for you to provide a safe and effective learning environment. The following types of information about the pupil, depending on their individual circumstances, may be provided:

- Name
- Home address

- Date of birth
- Age
- Medical or health information*
- Criminal record information*
- Location data
- Other information such as social worker and other outside agency involvement, where applicable

*considered special category data

You must use all personal data to provide a safe and effective tutoring environment for all pupils.

If you are providing tutoring via the online platform, in order to safeguard both the tutor and the pupil, the 'Messages' function on the system will be accessible to employees of the Edwin Group and its group entities to review at all times. Video recordings are made of sessions and held within the Tutexa system; these can be requested to view by the Edwin Group Designated Safeguarding Leads working on behalf of Edwin Supply in case of concern. Messages and video recordings will be retained for one year after the tutoring has ceased.

The contents of all communications between tutors, parents and students will go via the online tutoring service platform in order to protect the anonymity of the student to the tutor. The tutor will not be made aware of the email address of the student and will not be able to communicate with them directly outside of the in-person or online tutoring.

In some situations, tutors will be provided with personal details about parents/carers/guardians, including personal email address and phone number, in order to facilitate effective out-of-school tutoring.

## 5. What you can and cannot do with the personal data you are provided with

The pupil's data will be provided to you via a secure, password-protected, online file sharing platform. The documents will be set so that they cannot be downloaded – they are a view-only document. You are expected to view the information within the platform only and not to attempt to download, screenshot, or otherwise record or save the information elsewhere.

### You must:

- ensure that personal data is at all times secured behind its password in your personal computer and that your personal computer is not left unlocked when you are away from your device
- only view personal data where you cannot be overlooked
- only view personal data on secure devices and do not use public WiFi when viewing documentation
- share any concerns, including any confidential information, with your consultant in Edwin Supply. Each branch has an on-call service which you will have been given the details of during your registration, so you can reach us outside working hours for urgent queries.
- inform your Edwin Supply consultant if any devices you use to access the data have been lost or stolen

### You must not:

- use personal data for any personal benefit or profit
- disclose personal data to anyone outside of Edwin Supply or the Edwin Group
- replicate confidential documents and files
- When you stop providing tutoring for that pupil, your access to the file containing their personal information will be revoked on our system.

## 6. Consequences of non-compliance

You should always follow this policy and never rely on your reputation or that of our organisation to protect you.

Any tutor's failure to uphold this policy will result in our work-finding services being retracted. The right to a formal meeting will not apply, and under our agency worker Terms of Engagement we reserve the right to immediately terminate all bookings and withdraw our services. Depending on the nature of the misconduct, we will also consider our wider responsibility to refer to statutory agencies such as the police and/or the local authority child protection services, and you may face legal consequences. If you become aware of any breaches of this code, you must report them to the Designated Safeguarding Leads at dsl@edwin.supply.

We will investigate every breach of this policy.

Edwin Supply may review any online tutoring service platform content between tutors and students and will allow access to third parties where any allegation or child protection concern is raised.

## 7. Updates

We keep this Policy under regular review to make sure it is up to date and accurate. Any changes will be noted. The date when this