



Online Tutoring Policy

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1. Introduction

- Mr James Maths Tuition is committed to ensuring the highest possible standards of safeguarding. The personal safety and wellbeing of each student and tutor using the services of Mr James Maths Tuition is of the highest priority.

2. Aims and Objectives

- The main aims and objectives of this policy is to ensure that all staff, students, parents and any third parties using the services of Mr James Maths Tuition are safeguarded whilst receiving online sessions.
- This policy document contains the responsibilities of all persons using the Mr James Maths Tuition online teaching platform, including tutors, students, parents (responsible adults) and teachers.
- It is important that all persons using or working on behalf of Mr James Maths Tuition are fully aware, and have read and agreed to the terms and conditions within this policy and are fully competent with the safeguarding procedures set out by Mr James Maths Tuition.
- When a new student registers with Mr James Maths Tuition, they will be expected to sign and read this policy and agree to the terms and conditions which are outlined within the policy.

3. Recording of Sessions

- Microsoft teams has the functionality to record sessions, however, no sessions will be recorded unless agreed by the student, their parents or guardian and a document will need to be signed in advance of the lesson taking place. The recording of the session will then be shared with the parent/guardian via the Microsoft teams channel. This recording will stay on the teams platform and must not be shared/downloaded or distributed, failure to comply with this request could lead to legal action being taken.

Roles and Responsibilities of persons using Mr James Maths Tuition Online Sessions via Teams

4. The Tutor

The tutor shall:

- 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.
- Treat students fairly and without prejudice or discrimination.
- 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.
- Not send unsolicited communications to the student or parent/responsible adult.
- Value and take students' contributions seriously.
- Any disputes with a student/parent or guardian must be reported and the relevant investigations will be conducted in relation to this
- Report any inappropriate behaviour or illegal activity identified within a lesson session by the student or third party.
- Ensure that if no parent/responsible adult is present during a lesson session that the student is comfortable to continue the session; if not, the parent/responsible adult can terminate the session. The student or parent is able to terminate the session at any point during the duration of the session period by clicking the end call button (red button which will be displayed on the students screen).

5. The Student

Students who are current registered with Mr James Maths Tuition and have regular sessions and have signed the contract agreement which is sent out during the registration process are able to use this service.

The student shall:

- Treat the tutor with respect and fairness, and not subject them to abusive behaviour or language.
- Not make any improper suggestions to the tutor.
- Have no inappropriate communication with the tutor outside the lesson session.
- Report any dispute with a tutor to a parent/responsible adult.
- Report any inappropriate behaviour or illegal activity by a tutor within a session.
- Take responsibility for their learning at all times, and ensure that there is no unauthorised access to their online teams account.
- Ensure that the student is dressed appropriately for the session. If a tutor deems a student not to be dressed appropriately, they will terminate the session without any refunds being given. This will also be reported to Mr James Maths Tuition who will investigate this further, and contact the parents/guardians of the student(s) involved.

6. Parent/Responsible adult

The parent/responsible adult shall:

- Ensure the student is fully aware of the Mr James Maths Tuition Safeguarding Policy and other related policies.
- Always be responsible for the welfare of the student during the session.
- Always be responsible for the physical environment of the pupil during the session ensuring it is safe and appropriate and without distraction.
- If they consider it appropriate, be present or available during a tutor session so any concerns encountered by the student can be reported as soon as possible and ensure the student and tutor are behaving in an appropriate manner.
- Ensure that tutors will be treated with respect and fairness by the student and will not be subjected to abusive behaviour or language.
- Ensure that no improper suggestions are made by either the tutor or student.
- Ensure the student has no inappropriate communication with the tutor outside the lesson session.
- Report any unsolicited communications between the tutor and student if appropriate.
- Report any dispute with a tutor to Mr James Maths Tuition in accordance with the complaints policy which can be located via the Mr James Maths Tuition website:
<https://www.mrjamesmathstuition.co.uk>
- Report any inappropriate behaviour or illegal activity by a tutor in accordance with procedures set out in this document.

7. Director/Management Services

The Director/Management shall:

- Ensure that any dispute between persons using the Mr James Maths Tuition services is handled efficiently and fairly without discrimination in accordance with the procedures set out in this document.

- Deal with reports of possible illegal activity promptly, ensuring the safety and wellbeing of the student and/or tutor in accordance with the procedures set out in this document (see procedures section).
- 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 the policy and procedures to ensure they are relevant and adequate to safeguard all persons using the Mr James Maths Tuition services.

Online Teaching Procedures

1. Introduction

- Mr James Maths Tuition is committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of all of our students is our number one priority.
- The following sections set out the procedures that should be followed if an incident occurs during an online session.
- There are differing severities of behaviour which could be witnessed during a lesson session. Some behaviour would warrant only a report to Mr James Maths Tuition, whereas, other behaviour maybe of a more serious nature where a direct report to the police or other agency may be necessary. If this is the case, it is important that Mr James Maths Tuition are made fully aware of this, and can be done by email: Info@mrjamesmathstuition.co.uk where someone will respond as a matter of urgency.
- 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 the relevant action to protect the student or other person. Mr James Maths Tuition will not be responsible for any non-compliance with the recommended procedure.
- The procedures are not an exhaustive list; therefore if an incident occurs that is not covered in this document you are advised to contact Mr James Maths Tuition, or the police, or other agency if you believe that it may be a criminal matter.

2. 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 session. If the language continues the tutor will explain that they will terminate the session due to the language and will report the matter to Mr James Maths Tuition 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 Mr James Maths Tuition. If sessions have been terminated for the reasons above, there will be no refunds issued to the student, or the parent.
- 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 lesson session. If the behaviour continues the tutor will explain that they will terminate the session due to the behaviour and will report the matter to Mr James Maths Tuition who will decide on any further use of the service by the student or other person involved. The tutor should have no further contact with the student unless by mutual agreement with Mr James Maths Tuition. Any unsolicited contact from the student or other persons following the termination of the session should be reported to Mr James Maths Tuition.
- Inappropriate or abusive images: Any display of adult pornographic images whilst in the presence of a student may constitute an offence under UK law. Any tutor witnessing the display of adult pornographic images by or towards a student should explain that the images should not be displayed during a lesson session, terminate the session and report the matter to Mr James Maths Tuition, who will take the appropriate action in dealing with this.
- 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 Mr James Maths Tuition management team, who will then take the most appropriate action in dealing with this. The tutor should also inform Mr James Maths Tuition of the incident to ensure any recordings can be preserved and made available for any police investigation, If the session has been recorded (This would have needed to be agreed in advance of the recorded session taking place). 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 police and Mr James Maths Tuition immediately.

- Disclosure of/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 UK police and report what has been witnessed. It is important that the tutor does not confirm to the students that they will not alert anyone, under the safeguarding policy if a child is deemed to be in danger, it is vital that this is reported to the relevant persons.
- If the tutor witnesses any such abuse at first-hand they should immediately contact the police and report the incident to Mr James Maths Tuition. 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 police and Mr James Maths Tuition immediately, this could result in legal action being taken against the student or parent.
- Disclosure of inappropriate/sensitive information: During a session sensitive information may be offered by a student or other person present. If the information relates to any kind of abuse the tutor should refer to 'Disclosure of/witness to abuse towards or in the presence of a student', above. The student or other person present should be discouraged from disclosing sensitive information by the tutor. If the information continues to be shared the tutor will determine the impact of the information and decide whether to

continue or terminate the session and report the incident to Mr James Maths Tuition.

- Any information disclosed regarding the safety of a child should always be reported immediately to the police, or other relevant agency depending on the circumstances and the information which has been disclosed.

3. Students

If a student sees/experiences:

- Inappropriate language: The student should inform a parent/responsible adult as a matter of urgency if their tutor using inappropriate language. The parent/responsible adult should ask the tutor to refrain from using inappropriate language during the lesson session. If the language continues the parent/responsible adult should explain that they will terminate the session and will report the matter to Mr James Maths Tuition, who will decide on any further use of the service by the tutor. The student and parent/responsible adult should have no further contact with the tutor unless by mutual agreement with Mr James Maths Tuition. Any unsolicited contact from the tutor after termination of the session should be reported to Mr James Maths Tuition as a matter of urgency including any possible evidence of the offence taking place. If a parent/responsible adult are not present or readily available the student should report the language as soon as possible to a parent/responsible adult who will take the decision to report the incident, to Mr James Maths Tuition.
- Inappropriate behaviour: The student will inform a parent/responsible adult of the tutor using inappropriate behaviour. The parent/responsible adult should ask the tutor to refrain from using inappropriate behaviour during the lesson session. If the behaviour continues the parent/responsible adult will explain that they will terminate the session due to the behaviour and will report the matter to Mr James Maths Tuition who will decide on any further use of the service by tutor. The student, parent/responsible adult should have no further contact with the tutor unless by mutual agreement with Mr James Maths Tuition. Any unsolicited contact from the tutor after termination of the session should be reported to Mr James Maths

Tuition. If a parent/responsible adult are not present or readily available the student should report the behaviour as soon as possible to a parent/responsible adult who will take a decision to report the incident. If the behaviour is of a sexual nature towards a student by a tutor, the student should immediately inform a parent/responsible adult and terminate the session. The parent/responsible adult should inform the police and Mr James Maths Tuition immediately.

- Inappropriate or Abusive images: Any display of adult pornographic images whilst in the presence of a student may constitute an offence under UK law. Any student witnessing the display of adult pornographic images by a tutor should immediately terminate the session and report this to a parent/responsible adult who should inform the police. 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 student witnessing a display of indecent images of a child should immediately terminate the session and report this to a parent/responsible adult, who should inform the police. The parent/responsible adult should also inform Mr James Maths Tuition of the incident to ensure that any recordings can be preserved and made available for any police investigation. The student, parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited contact from the tutor following the discontinuation of the session should be reported to the police and Mr James Maths Tuition. Immediately, along with any supporting evidence so that the appropriate action can be taken. The display of any other images perceived to be inappropriate either due to age of the student or content of the image shall be reported to Mr James Maths Tuition at the discretion of the parent/responsible adult.
- Disclosure of/witness to abuse: Any physical or sexual abuse of a person is an offence under UK law. If a student receives information about such abuse from the tutor or other person present they should immediately inform a parent/responsible adult. It is the responsibility of the parent/responsible adult to contact the police and report what has been witnessed. If the student witnesses any such abuse at first-hand they should immediately contact a parent/responsible adult who should immediately inform the police and the maths session should be terminated as a matter of urgency. The parent/responsible

adult should also inform Mr James Maths Tuition of the incident. The student, parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited contact from the tutor following the termination of the session should be reported to the parent/responsible adult immediately. This action should be taken so the correct authorities can be alerted and can deal appropriately with the incident.

- Disclosure of inappropriate/sensitive information: During a lesson session sensitive information may be offered by a tutor (If the information relates to any kind of abuse the student should refer to 'Disclosure of/Witness to abuse'). The tutor should be discouraged from disclosing sensitive information by the student, parent/responsible adult. The parent/responsible adult will determine the impact of the information and decide whether to continue or terminate the session and report the incident to Mr James Maths Tuition.
- Any information disclosed regarding the safety of a child should always be immediately reported to the police or the relevant authority, dependent on the circumstances.
- Any tutor reported by a parent/responsible adult will be suspended from the site until the incident has been investigated by the appropriate authority. The parent/responsible adult may be informed of the resolution if appropriate.
- Any incidents which occur should be made in writing to Mr James Maths Tuition via email to: Info@mrjamesmathstuition.co.uk within 3 days of the incident taking place.
- It is important that if any situations do occur, then as much evidence as possible is collected which can be used to assist in any investigations. These can come in the form of screenshots being taken, photographs, or videos, however, this is not an exhaustive list.

4. Parents/Responsible Adults

- As per the policy document, the parent/responsible adult has primary responsibility for the welfare and safety of the student during an lesson session and should be present or available to deal with any concerns or incidents reported by the student.

- It is also the duty of the parent/responsible adult to ensure the wellbeing of the child if they have been affected by anything said or done by the tutor.
- If a parent/responsible adult is alerted by the student to any inappropriate behaviour/language or information by the student or they witness any inappropriate behaviour/language or information by the tutor, they should immediately speak to the tutor, state their concern and inform them they are terminating the session. The incident should then be reported to Mr James Maths Tuition to take appropriate action.
- The parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited communication from the tutor should be reported to the police and Mr James Maths Tuition as soon as possible.
- If a parent/responsible adult is alerted by the student to any inappropriate or abusive images or they witness any inappropriate or abusive images displayed by the tutor, they should immediately speak to the tutor, state their concern and inform them they are terminating the session. The parent/responsible adult should inform the UK police (if appropriate) and (in all cases) Mr James Maths Tuition of the incident to ensure that any recordings can be preserved and made available to any police investigation (If the session has been recorded, and this has been agreed in advance of the session taking place).
- The parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited communication from the tutor should be reported to the police and Mr James Maths Tuition as soon as possible.
- Any tutor reported by a parent/responsible adult will be suspended from the site until the incident has been investigated by the appropriate authority. The parent/responsible adult will be informed of the resolution if appropriate.

6. CEO/Management Services

- It is the responsibility of the CEO of Mr James Maths Tuition that all policies, including the Safeguarding Policy are kept up to date. Any of

the policies which are available can be requested by a student or parent via email: Info@mrjamesmathstuition.co.uk

- Any report of a contravention of the Safeguarding Policy will be reviewed by Mr James Maths Tuition, who may engage independent Child Protection consultants to ensure that an appropriate course of action is taken.
- Any incident reported to Mr James Maths Tuition shall be reviewed as soon as possible to ensure a timely resolution.
- If a report concerns minor breach of the safeguarding policy, Mr James Maths Tuition can make a decision as to appropriate action which may include barring the reported person from using the Mr James Maths Tuition services.
- If a report is received by Mr James Maths Tuition which concerns the immediate safety of a student or any illegal activity during an lesson session, they will be required to contact police or any other relevant authority and report the incident.