

## Safeguarding Policies

### 1. Overview

1.1 Science Clinic Private Tutoring Ltd is committed to providing the highest standard of safeguarding. The safety of our users is our paramount concern.

1.2 Our site, coordinating policies have all been designed to ensure students and tutors work together in a safe environment.

### 2. Legislation

2.1 Our site and coordinating policies have been developed to ensure we comply with all relevant safeguarding legislation.

2.2 This safeguarding policy should be read in conjunction with our tutoring terms and conditions.

### 3. Aims of Policy

3.1 Science Clinic Private Tutoring Ltd seeks to provide the best service possible and provide a safe experience in which children can learn.

3.2 This policy aims to ensure we safeguard all users of Science Clinic Private Tutoring Ltd (including Users, Students and Tutors) whilst they engage with our Website or Lessons.

3.3 This policy outlines the responsibilities of all tutors and it is important that all have familiarized themselves with this policy and our terms and conditions.

3.4 Alongside this policy, users of Science Clinic Private Tutoring Ltd (including Users, Students and Tutors) must comply with The Tutors' Association [Child Protection Policy](#), whether or not they are a member of The Tutors' Association, and all relevant legislation and government guidance.

3.5 If any User has a concern regarding child protection, they must contact Science Clinic Private Tutoring Ltd immediately.

3.6 Contravention of any of the terms contained within this policy may result in immediate removal of access to and permanent barring from our services.

### 4. Science Clinic Private Tutoring Ltd Responsibilities

4.1 Science Clinic Private Tutoring Ltd will decide when a Tutor's profile is sufficiently complete to be set live on the Website and be accessible by other Users.

4.2 Science Clinic Private Tutoring Ltd will use reasonable endeavors to check the identity of all Tutors.

4.3 Science Clinic Private Tutoring Ltd requires all tutors to have an enhanced background check to use the website. Background checks must be awarded within 3 years for them to be accepted. Within these time frames, background checks will be accepted if they are enhanced checks provided by the Disclosure and Barring Service, Disclosure Scotland or Access Northern Ireland. 4.4 Science Clinic Private Tutoring Ltd require new Tutors to provide two written references from people who are not related to them, in which the referees confirm that they are not family and agree that their reference may be shared with Students before their profile is set live on the Website. Science Clinic Private Tutoring Ltd are not responsible for the accuracy of, or content within, these references.

4.5 Science Clinic Private Tutoring Ltd ranks Tutors on the Website based on a mixture of profile data, Student ratings and number of Lessons taught. Positive Student ratings, prompt messaging, repeat Bookings and a greater number of Lessons taught will contribute to Tutors being ranked higher on our website's search engine results. Science Clinic Private Tutoring Ltd reserves the right to change the way Tutors are ranked at any time. The communication of this information to Students is to enable them to find the right Tutor for them.

4.6 Science Clinic Private Tutoring Ltd encourages Students to leave a Review of Tutors they have Lessons with. "Review" means any review, comment or rating.

4.7 Science Clinic Private Tutoring Ltd will take precautions we consider reasonable to protect Students' and Tutors' information.

4.8 Science Clinic Private Tutoring Ltd will protect all data in accordance with all relevant legislation and our Privacy Policy

4.9 Science Clinic Private Tutoring Ltd will be able to monitor postings made on the Website and messages sent between Students and Tutors. Science Clinic Private Tutoring Ltd do so in the hope of helping Students and Tutors meet, but also to stop misuse of the Website and to ensure we safeguard all users.

4.10 Science Clinic Private Tutoring Ltd will record all Online Lessons (aside from where any unforeseen malfunction of the recording equipment occurs) and store these recordings for a minimum of 28 days and a maximum of 1 year. These recordings remain the property of Science Clinic Private Tutoring Ltd.

4.11 Science Clinic Private Tutoring Ltd may review any Online Lessons at any time for the purposes of improving our service or where a Complaint or Safeguarding Report has been made.

4.12 Science Clinic Private Tutoring Ltd will deal with reports of possible illegal activity promptly, focusing on the safety and wellbeing of Users. Science Clinic Private Tutoring Ltd will allow access to UK law enforcement of any recording where a criminal offence may have occurred in relation to a specific Lesson.

4.13 Science Clinic Private Tutoring Ltd will endeavor to ensure Complaints are considered promptly and in accordance with our terms and conditions

4.14 Science Clinic Private Tutoring Ltd will regularly review this policy and our terms & conditions to ensure they are best suited to safeguarding all users.

## **5. Student Responsibilities**

**5.1** Students must be at least 18 years old to book a Tutor for themselves or another learner. Learners under the age of 18 must be represented by a parent or legal guardian who gives consent for them to receive tuition. Science Clinic Private Tutoring Ltd is not responsible for any dispute regarding parental consent.

**5.2** Students must ensure that all of their personal details and contact information are accurate and up-to-date.

**5.3** Students must ensure that there is no inappropriate communication between themselves, a Learner they represent and the Tutor outside the Website and report any unsolicited communications from the Tutor if appropriate.

**5.4** Students must exercise their own judgement regarding the accuracy of the information provided on the Website. Science Clinic Private Tutoring Ltd cannot guarantee that all of the content on the Website is complete, accurate or up-to-date.

**5.5** Students must use their own judgement about the services of Tutors detailed on the Website. Although we undertake certain checks to assess the suitability of each Tutor prior to setting their profile live on the Website, Students are responsible for checking any claims made by Tutors with whom they confirm a Booking, which may influence their decision to have Lessons with them (including, but not limited to, the Tutor's identification, Background Check and qualifications). We recommend doing so prior to, or at the beginning of, their first Lesson booked with a Tutor.

**5.6** Students are solely responsible for the material they or the Learner they represent post on the Website, including messages sent, and they must not post defamatory, offensive or illegal material.

**5.7** Students must immediately report to Science Clinic Private Tutoring Ltd any defamatory, offensive or illegal material they view on our website.

**5.8** Any Student who is the parent or legal guardian of a Learner under the age of 18 who has a Lesson with a Tutor should not leave the child in the sole care of that Tutor. They must be available for the Learner to report any inappropriate behaviour or concerns. Learners must report any concerns to a parent or legal guardian immediately.

**5.9** Students must ensure the physical environment is safe.

**5.10** Students must ensure that Tutors are treated with respect and are not subjected to abusive behavior or language.

**5.11** Students must ensure no improper suggestions are made to the Tutor.

**5.12** Students are responsible for their own security in conjunction with our services, both online and offline.

**5.13** Students must report any Complaint in line with our terms and conditions

5.14 Students must report any safeguarding concerns or illegal activity immediately and in line with our terms and conditions

## **6. Tutor Responsibilities**

6.1 Tutors are not employees of Science Clinic Private Tutoring Ltd and are solely responsible for their own actions both on and off the Website.

6.2 If Tutors contact Students who are under 18, they must ensure that these Students are represented by a parent or legal guardian who gives consent for the student to receive tuition.

6.3 Tutors may cancel Lessons if no parent or legal guardian is present during a Lesson with a Learner who is under 18 and they or the Learner do not feel comfortable to continue.

6.4 Tutors are responsible for ensuring that the personal information they provide and their personal statements on the Website are accurate and in no way misleading. They must update this information promptly to maintain its accuracy.

6.5 Tutors are solely responsible for the material they or the Learner they represent post on the Website, including messages sent, and they must not post defamatory, offensive or illegal material.

6.6 Tutors must immediately report to Bak Tutors Hub any defamatory, offensive or illegal material they view on our website.

6.7 Tutors must disclose any criminal convictions or cautions they may have to Tutora, including any criminal convictions or cautions received at any time after having registered a tutor account on the Website and for as long as the Tutor remains registered.

6.8 Tutors must disclose any other relevant information which may lead Science Clinic Private Tutoring Ltd to determine they are not suitable to tutor.

6.9 All tutors must have a background check dated within the last 1 year to be able to tutor. This must meet the requirements set out in clause 19.4 of the terms and conditions

6.10 Tutors must use their own judgement about whether they wish to offer their tuition services to each individual Student.

6.11 Tutors must take every precaution to ensure that they work in a safe environment and are responsible for taking out and maintaining their own insurance policies to cover the work they undertake.

6.12 Tutors must ensure that their environment does not display any inappropriate images or documents when conducting a session.

- 6.13 Tutors must treat students fairly and without prejudice or discrimination: whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.
- 6.14 Tutors must ensure all reasonable steps are taken to protect children from harm, discrimination and demeaning treatment and to respect their rights.
- 6.15 Tutors must value students and take their contributions seriously.
- 6.16 Tutors must ensure they work in partnership with parents and children – which is essential for the protection of children.
- 6.17 Tutors must ensure the language they use is appropriate and not offensive or discriminatory.
- 6.18 Tutors must ensure no improper suggestions are made to the student.
- 6.19 Tutors must ensure that any contact or communication they have with the student is appropriate to their role as a Tutor and confined to the field for which they have been selected to tutor.
- 6.20 Tutors must ensure that there is no inappropriate communication between themselves and the student on or outside of the Website and report any unsolicited communications from the student if appropriate.
- 6.21 Tutors are responsible for their own security in conjunction with our services, both online and offline.
- 6.22 Tutors must report any Complaint in line with our Terms and Conditions
- 6.23 Tutors must report any safeguarding concerns or illegal activity immediately to Science Clinic Private Tutoring Ltd.

## **7. Parent/Responsible adult responsibilities**

Any reference to students in this section is a reference to students who are under the age of 18 years of age.

- 7.1 The parent/legal guardian will be responsible for the selection of the tutor and make any reasonable checks to ensure the tutor is suitable for the student (including, if required, reviewing the tutor's CRB/DBS certification documentation).
- 7.2 The parent/legal guardian will ensure the student is fully aware of the Science Clinic Private Tutoring Ltd's Safeguarding Policy.
- 7.3 The parent/legal guardian will always be responsible for the welfare of the student during the session.
- 7.4 The parent/legal guardian will always be responsible for the physical environment of the pupil during the session, ensuring it is safe and appropriate.

7.5 The parent/legal guardian will 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.

7.6 The parent/legal guardian will use their best endeavors to ensure that tutors will be treated with respect and fairness by the student and will not be subjected to abusive, inappropriate behavior or language.

7.7 The parent/legal guardian will ensure the student has no inappropriate communication with the tutor outside the Online messaging and lesson sessions.

7.8 The parent/legal guardian will report any unsolicited communications between the tutor and student if appropriate.

7.9 The parent/legal guardian will report any dispute with a tutor to Science Clinic Private Tutoring Ltd .

7.10 The parent/legal guardian will report any inappropriate behavior or illegal activity by a tutor.

## **8. Reported Breach**

8.1 Any Student or Tutor reported for a breach of our Safeguarding Policy will be immediately suspended from the site until the matter reported has been investigated by the appropriate authority. We will inform them of their suspension and seek guidance where required. The Student or Tutor reporting the breach may be informed of the resolution, if appropriate.

8.2 Science Clinic Private Tutoring Ltd reserves the right to make a final decision on action taken for minor breaches of our Safeguarding Policy.

8.3 Any Student or Tutor reported for illegal activity whilst using the Science Clinic Private Tutoring Ltd Website may be barred from the service, reported to the police and any other relevant organizations.

## **9. Updating our Policies and Procedures**

9.1 This Safeguarding Policy and our Procedures will be reviewed by Science Clinic Private Tutoring Ltd on a regular basis to ensure it is adequate and relevant to safeguarding standards.

