

Online Safeguarding Policy and Code of Practice

This document sets out the professional practice for all tutors employed by Westcountry SEN Ltd. Every Westcountry SEN tutor is responsible for maintaining these professional standards.

Online tutoring is defined as a live synchronous tutoring session, provided by a human tutor over the internet.

Lesson Geography

Tutors and Clients may purchase online lessons from any geographical location in the world if there is a stable internet. Whilst clients are free to have the session anywhere they choose, Westcountry SEN tutors are only permitted to conduct the session in a Westcountry SEN Practice room, or in the tutor's home. No other setting is permitted without prior permission from your learning manager.

Confidentiality

Westcountry SEN tutors always maintain professional standards and ensure confidentiality. Tutors must maintain this confidentiality and integrity in their dealings with potential, current and past clients while working online also. When working from home, tutors must ensure their tutees and clients have a confidential space where other family members will not interrupt.

Child Safety and protection

Online tutoring involves putting minors in direct contact with adult tutors, over the internet by video and/or audio. Westcountry SEN has clear Child Safety processes and procedures. However, Westcountry SEN has additional codes of practice regarding online sessions.

- Children must be fully clothed (not including footwear). If a session starts and the child is not wearing appropriate clothing, the tutor must request the child to dress. If this request is not met, the tutor must phone the parents/guardian's and request this. The session must switch to audio only if the child cannot comply. Nightwear that covers the torso and lower body is appropriate. All instances of inappropriate dress must be reported without delay to the learning manager.
- Tutors are responsible for alerting parents if the child is deemed to be doing anything that may cause them harm during the session. The tutor must phone the parents in all instances to stop this behaviour and report back to their learning manager.

Technology

All Westcountry SEN's online lessons involve an integration of the login via Westcountry SEN's website, and an integration between Tutorcruncher and Bitpaper. The process of delivering online lessons between Westcountry SEN's tutors and clients must not deviate from the use of this technology, even if this technology fails. No other technology is permitted to be used at any time, such as zoom or facetime.

Deviation from this online code of practice will be viewed as gross misconduct without exception.

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