



121 Tutoring Solutions Ltd | Child Protection Policy

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Introduction

Background

121 Tutoring Solutions is a national tutoring service agency, delivering one-to-one and small group tuition to a wide variety of learners, including children under the age of eighteen. The following document sets out 121 Tutoring Solutions' standards of behaviour, procedures and protocols for child protection. All employed staff and self-employed workers i.e. tutors are mandated to read this document and return the reply slip on the final page to demonstrate that they have understood its contents, and will act in accordance with it in all work undertaken for 121 Tutoring Solutions. This document is also made available to all clients.

121 Tutoring Solutions recognises that this policy is designed to help create a safe and positive environment for all children receiving tuition through us, and that implementing this policy minimises the risk to children from abuse and harm. It also serves the purpose of setting out a code of practice for tutors and staff and, as far as possible, safeguards them from potential difficulties that may occur in a tuition environment.

Children's Rights

All children have needs and rights, and should always be:

- Listened to and heard
- Valued and treated as individuals
- Respected for their identity and uniqueness
- Encouraged and praised
- Involved in decisions, as appropriate, and have their contributions taken into account
- Reassured that their contributions will be acted upon where appropriate

In our provision for children 121 Tutoring Solutions will ensure that:

- The welfare of the child is paramount
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All staff have a responsibility to report concerns to the appropriate child protection lead member of staff.

Policy aims

The aim of the 121 Tutoring Solutions' Child Protection Policy is to promote good practice. This means:

- Providing children and young people with appropriate safety and protection whilst participating in tuition sessions organised by 121 Tutoring Solutions.
- Allowing all staff /tutors to make informed and confident responses to specific child protection issues.

Policy implementation

The 121 Tutoring Solutions' Child Protection Policy will be implemented by adhering to the policy guidelines contained within this document. All staff and tutors working with children must comply with this policy. Failure to do so may incur disciplinary action.

Child Protection Officer

121 Tutoring Solutions, works closely with Child Protection agencies. Our responsible for ensuring that all 121 Tutoring Solutions staff and all 121 Tutoring Solutions tutors are aware of and fully understand the company's Child Protection Policy and their need to comply with it. We are responsible for managing all concerns raised and incidents reported which relate to child protection, and in so doing, we are responsible for liaising with 121 Tutoring Solutions staff, 121 Tutoring Solutions tutors and all people and agencies responsible for the care of the young people referred to 121 Tutoring Solutions.

Definitions

A child is defined as a person under the age of 18 (*The Children Act 1989*).

For the purpose of this policy document:

- The term 'child' will be used to describe all children and young people under the age of 18 years old participating in 121 Tutoring Solutions tuition.
- The term 'tutor' will be used to describe those registered as a tutor with 121 Tutoring Solutions, and working on tuition assignments on a self-employed or employed basis.
- The term 'staff' will be used to refer to all full and part-time employees of 121 Tutoring Solutions, working in capacities other than that of tutor.

Staff and tutors should implement this policy using the following guidelines when conducting work that involves children. This will protect the safety and well-being of children engaging with tutors registered with 121 Tutoring Solutions and our own staff.

Where it states, 121 Tutoring Solutions only in the document - for clarification this is a Limited Company.

Reporting of Child Protection Concerns and Incidents

All 121 Tutoring Solutions staff and tutors must report any concern or incident relating to child protection immediately. Please see Section 3.4 for the procedures to follow.

The guidelines cover three main areas:

1. Tutor recruitment, support and training
2. Tutor conduct
3. Child protection procedures

1. Tutor recruitment, support and training

Safe recruitment will be ensured at 121 Tutoring Solutions by checking the suitability of all tutors to work with children. The following measures, which must be followed by all 121 Tutoring Solutions staff, are in place to address recruitment, support and training of tutors registered with 121 Tutoring Solutions and working with children:

- 121 Tutoring Solutions is a CRB registered body and a Disclosure Scotland registered body. All tutors must have a current enhanced CRB Disclosure or enhanced Disclosure Scotland less than three years old. Tutors are obliged to renew their enhanced CRB Disclosure or enhanced Disclosure Scotland every three years.
- All tutors are required to provide a copy of their passport before completing registration.
- 121 Tutoring Solutions checks all tutors against List 99 before completing registration.
- All tutors are required to provide evidence of their qualifications. For non-UK qualifications NARIC conversions may be requested.
- All tutors with Qualified Teacher Status (QTS) are checked with the General Teaching Council of England (GTCE) for confirmation of qualifications and details of any restrictions imposed on their teaching by the GTC.
- Two references are taken up prior to registration as a tutor, one professional and one character.
- All registration is subject to a telephone interview with a member of 121 Tutoring Solutions staff, who will assess the applicant's suitability as a tutor.
- 121 Tutoring Solutions delivers a nationwide schedule of training workshops for all tutors working with Looked After Children and other vulnerable young people. These are mandatory.
- 121 Tutoring Solutions provides every tutor with the document "Guidelines for Tutors and Terms of Business" on registration as a tutor. The tutor signs their acceptance of these terms before their registration is completed. This document provides clear guidance on the tutor's responsibilities and the processes they must follow.
- All tutors who wish to work with Looked after Children and other vulnerable young people receive a copy of the 121 Tutoring Solutions document "Information Pack and Terms of Practice for Working with Vulnerable Young People" before they start working with these young people. Tutors must confirm in writing that they have read this document before they are allowed to start work in this field.
- 121 Tutoring Solutions' website (www.121tutoringsolutions.co.uk) features a dedicated Tutor Area where tutors can find administrative tools and links to external educational resources. Tutors can also utilise the Tutor Forum, enabling them to network with other tutors.
- The Tutor Support team is available to discuss any issues, concerns or problems that tutors may have.

2. Tutor Conduct

2.1 Tuition Location and Environment

Tuition provided by 121 Tutoring Solutions takes place in a variety of locations. These include:

- Private family residences
- Foster placements
- Children's homes and other residential settings
- Youth centres
- Libraries
- Day and residential schools
- Pupil Referral Units
- Hospitals/Hospices

2.2 Safety and suitability of learning environment

It is essential that a tutor is never alone with a young person under the age of eighteen without another *known* responsible adult being present on the premises. A known responsible adult must be over the age of eighteen and be known to the client and tutor. If the adult present at a tuition session is not the same person who is usually present and the tutor has not been previously informed of this, the tutor is advised to abort the session and inform 121 Tutoring Solutions immediately.

The reference to the other responsible adult being “on the premises” means not only that the other adult is in the same building, but that the other adult must be sufficiently close by that the tutor would be able to attract his/her attention by calling them without shouting. For example, if the tuition was happening in a large building such as a residential care home or in a school, it would not be acceptable for the other adult to be on another floor or separated from the tutor and tutee by several corridors. If there is no known responsible adult present when the tutor arrives, the tutor must not enter the building. If no known responsible adult has arrived within 20 minutes of the lesson start time, the tutor is entitled to leave. The tutor must inform 121 Tutoring Solutions as soon as possible in this situation or in any other case where the suitability of the learning environment becomes a considerable issue. In all cases, where a tutor is required to abort a tuition session prematurely due to an unsuitable learning environment and this has been confirmed by 121 Tutoring Solutions, he/she will be paid for the tuition session in full.

2.3 Tuition location within a premises

Whatever the tuition location within a property, the tutor must insist that the door remains open at all times. Regarding the room itself, tutors must not tutor in bedrooms, except and unless this has been previously authorised in writing by the client and 121 Tutoring Solutions. In the event that tuition in a bedroom has been thus authorised, then it is particularly important that the door remain open at all times and that the other responsible adult be present at all times, ideally in the same room, or in an adjoining room. This is necessary for the protection of both the child and the tutor.

2.4 Trips, activities

Tutors are sometimes asked to take young people on trips or educational visits, or may themselves wish to propose such activities. In this event, tutors must always obtain *written* authorisation from the client, the young person’s parent/s, guardian/s or carer/s, and from 121 Tutoring Solutions. Prior to this, a risk assessment of the activity must be made in writing by the tutor in collaboration with 121 Tutoring Solutions and, in the event that the child is in the care of the local authority or has been excluded from mainstream education, any other appropriate parties such as youth workers, carers or social workers.

2.5 Tutor Behaviour

All tutors should demonstrate exemplary behaviour in order to protect themselves from allegations of misconduct. Tutors should behave in a professional, yet friendly manner when in the company of students. It is important that the tutor is careful not to sit too close to a student or have any physical contact with them, besides shaking hands if appropriate. All children should be treated equally, and with respect and dignity. 121 Tutoring Solutions will take positive action to eliminate discrimination against any person or group of people.

2.6 Practices never to be sanctioned

- Engaging in rough, physical or sexually provocative games.
- Engaging in any form of inappropriate touching.
- Condoning a child’s inappropriate use of language and/or behaviour. This should be challenged whenever possible.
- Making sexually suggestive comments to a child.
- Showing the child images of a sexually explicit or violent nature.
- Showing the child films or allowing the use of computer games classified above their age group without the consent of the parent or carer and 121 Tutoring Solutions.
- Reducing a child to tears as a form of control.
- Allowing allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Doing things of a personal nature for children or vulnerable adults that they can do for themselves (e.g. apply sunscreen).
- Inviting or allowing children to stay with you at your home or arranging meetings outside the tuition sessions.
- Giving of presents to students.

2.7 Tutor responsibilities

The tutor is engaged by the client only to provide tuition and is not directly responsible for the student's safety, welfare, well – being or for the care of the client's house and contents during any teaching session. This is the responsibility of the other known responsible adult who must be on the premises. The tutor is responsible for his/her safety and is therefore required to make judgments with regard to risk assessments.

2.8 Risk assessments

Risk assessments must be carried out in the following circumstances:

1. If there is a proposal to take the young person on a trip or educational visit away from the normal venue for tuition.
2. Whenever it is proposed to hold tuition in a place other than the child's home, foster home, residential care home or school. In these situations there must be an assessment of the level of risk to the child, the tutor, and other children or adults who are or are likely to be on the premises chosen for the tuition. Notwithstanding other factors, in all cases the rule that another responsible adult must be present must be followed.
3. If the child is known to exhibit challenging or aggressive behaviour towards adults or other young people.
4. If the young person is known to be accompanied or visited by other young people or adults who may pose a threat.
5. If the young person is known to have made, or to be in the habit of making, false allegations about adults or other young people.
6. If the young person is known to have any medical condition which could be infectious or contagious, or if they have a medical condition such as epilepsy, a heart condition, or diabetes, which could result in harm to themselves in the event of a sudden occurrence of a heart attack, fit or other kind of seizure.
7. If the child is known to have a physical or mental disability.
8. If the child belongs to a religious group, sect or culture which may bring him or her into conflict with or cause him or her to be in danger from other people.

Note: Notwithstanding the thoroughness of its own Child Protection procedures, 121 Tutoring Solutions is also dependent on receiving full and accurate information about each young person who is being referred for tuition. All 121 Tutoring Solutions staff must help to ensure that this is the case in the following ways:

- **By emphasising to clients the importance of receiving good quality information and by insisting, wherever possible, on receiving information about new students in writing.**
- **By providing clients with related documentation, such as the 121 Tutoring Solutions New Student Referral Form, in which to enter information about new students, or working with clients' existing referral documents, if considered to be adequate for the purpose.**
- **By emphasising to clients the *particular* importance of their warning 121 Tutoring Solutions about any aspects of the assignment, tuition location or student characteristics which involve potential risk to the tutor or young person.**

2.9 Tutor safety/ Terminating sessions prematurely

Should a tutor become concerned for his/her safety during a tuition session, the tutor is advised to leave the session, quickly, calmly and without confrontation. The tutor is not obliged to inform the carer/guardian that they are ending the tuition session prematurely; however, they are obliged to inform 121 Tutoring Solutions as soon as practically possible. Tutors will be paid in full for any tuition sessions which they are forced to end prematurely on account of concerns for their personal safety.

121 Tutoring Solutions suggests that all tutors familiarise themselves with the law relating to self-defence in the United Kingdom (**please see The British Self Defence Governing Body website: www.bsdgb.co.uk for further information**). A tutor should never use physical force against a child, unless it constitutes reasonable restraint to protect him/her or another person. If it is necessary to restrain a child because they are in immediate danger to themselves or others then the minimum amount of force should be used for the shortest amount of time. Tutors should remain calm and attract the attention and support of the parent, carer or other responsible adult present. The incident should be recorded in writing, and 121 Tutoring Solutions must be informed immediately afterwards.

121 Tutoring Solutions accepts that a tutor also has the right to terminate a session prematurely if they believe that a young person is under the influence of drugs or alcohol, and as such, may exhibit unpredictable behaviour. In certain cases a young person may be taking medication or have other conditions which may affect their educational outcomes and/or behaviour. Any information of this nature which is considered necessary for the tutor to be aware of will be provided during the referral process by 121 Tutoring Solutions. Should a tutor become concerned by the behaviour exhibited by a young person, they are advised to contact their 121 Tutoring Solutions account coordinator as soon as possible, as this may be related to an undiagnosed issue. It is vital that tutors inform 121 Tutoring Solutions of any situation where a tuition session needs to be prematurely terminated, as soon as practicably possible.

3. Child Protection Procedures

3.1 Child Abuse

In addition to the procedures set out in the sections above, which are designed to protect children from harm which may be caused by the tutors' conduct or the tuition environment, it is very important that tutors are aware of the signs which could indicate dangers to the child from other adults, particularly involving abuse.

What is child abuse?

Child abuse is a term to describe a range of ways in which people, usually adults, harm children. Often the adult is a person who is known and trusted by the child. Child abuse is neglect, physical injury, sexual abuse or emotional abuse inflicted or knowingly not prevented, which causes significant harm or death. NSPCC (1999) Awareness of actual or likely occurrence of abuse.

There are a number of ways in which possible abuse becomes apparent:

- A child discloses abuse.
- Someone else discloses that a child has told him/her or that he/she strongly believes a child has been or is being abused.
- A child may show signs of physical injury for which there appears to be no satisfactory explanation. An unusually high frequency of such injuries can be a particular cause for concern, but this should not rule out concern over one sudden injury for which there does not appear to be a plausible explanation.
- A child's behaviour may indicate that it is likely that he/she is being abused. This could involve a significant change in behaviour from that which the child normally exhibits.
- A child indulges in sexualised behaviour which is excessive or inappropriate to their age.

A tutor must report any concern about possible abuse of a child to 121 Tutoring Solutions immediately. He/she must do so by phone, or if unable to make contact by telephone, then by email. In both cases, the tutor must make sure that he/she receives a response. He/she must also record the concern in writing and email or post the related document to 121 Tutoring Solutions.

3.2 Disclosures

A tutor may naturally develop a working relationship with a student and, in certain circumstances, the student may come to regard the tutor as trustworthy and wish to disclose and discuss certain confidential details concerning his/her life and previous experiences. It is very important that the tutor is aware of how best to deal with disclosures of this nature.

Becoming aware of abuse can cause a multitude of emotional reactions, which are personal to each individual. Whatever the reaction and however the abuse has become apparent, actual or suspected, it must be responded to in the correct manner according to the procedure outlined here. Even if the truth of the disclosure is uncertain, an appropriate response has to be made. A response in accordance with the procedure outlined here will be supported by the lead member of staff on child protection at 121 Tutoring Solutions.

A tutor should not ask a student leading questions regarding their personal circumstances or encourage the student to disclose confidential or sensitive information. If a student does reveal personal information which leads the tutor to believe that the student's personal safety or well-being may be at risk, then the tutor should remain calm and listen carefully to what the student says.

It is important that the tutor finds an appropriate early opportunity to explain that it is likely that the information disclosed will need to be shared with others. The tutor should not promise to keep secrets for the child. The following guidelines are taken from the NSPCC document [Stop Check: a step by step guide for organisations to safeguard children](#) and should be followed by all tutors and staff:

- Listen to what the child says calmly, without displaying shock or disbelief.
- Allow the child to continue at their own pace.
- Ask questions for clarification only.
- Avoid asking questions that suggest a particular answer.
- Reassure the child that they have done the right thing in making the disclosure.
- Do not criticise the alleged perpetrator of any incident or reported abuse.
- Inform the child of what will be done next and with whom the information will be shared.
- Record in writing what was said using the child's own words, as soon as possible. Note date, time, any names mentioned, and to whom the information was given.

The tutor should inform 121 Tutoring Solutions of the disclosure as soon as possible, if possible on the same day, but in any event no later than the following working day. The tutor should also keep the written record they have made about the disclosure, in case the information is needed by a court. Staff at 121 Tutoring Solutions should do likewise. The appropriate member of staff will pass the information on to the relevant authorities. The tutor should try to be as accurate as possible when passing on sensitive information. Tutors should be familiar with the reporting structure for both urgent and non-urgent information.

3.3 Allegations

If an allegation of abuse or other form of misconduct is made against a tutor or member of 121 Tutoring Solutions' staff, the allegation must be relayed immediately to the 121 Tutoring Solutions Child Protection Officer and other appropriate staff who may need to be involved. Such allegations could be made by parents or carers, or by teachers or social workers and other people who are involved in the care of the young person.

Whether or not the tutor is aware of the allegation, 121 Tutoring Solutions staff must consult with the client and the appropriate authorities to agree a course of action. If the tutor is not aware of the allegation, in some cases so as not to prejudice any official investigations, 121 Tutoring Solutions may be instructed by the relevant authorities not to inform the tutor until further investigations have been carried out by authorities such as the school, social services or police. If there is any suspicion of physical or sexual abuse on the part of the tutor, or other conduct such as accessing web-sites involving child abuse, 121 Tutoring Solutions will immediately suspend the tutor from all his/her assignments pending the outcomes of investigations. Even if there the allegation is not of a physical or sexual nature, 121 Tutoring Solutions must always consider its Duty of Care to the child as the paramount consideration which overrides all other factors and has the right to suspend or cancel any further tuition given by the tutor with the allegation, without giving any reason to the tutor. 121 Tutoring Solutions simply has to give the tutor 24 hours notice or indeed pay the tutor in lieu. This right is stated in the 121 Tutoring Solutions' Guidelines for Tutors and Terms of Business to which the tutor has agreed in writing. All these decisions will be taken in consultation with the client.

In the event that the allegation appears less serious and has not resulted in any police investigation, it may be agreed with the client or appropriate authority for 121 Tutoring Solutions to inform the tutor, so that he or she can provide their version of what occurred which may have given rise to the allegation. That account must be made in writing by the tutor and sent to 121 Tutoring Solutions within 24 hours of the incident in question. In this kind of situation, 121 Tutoring Solutions must suspend the tutor from the assignment in question until the client (parent or local council if the child is in care) have concluded their investigation into the matter. If the client clearly states in writing that the allegation is without foundation or is in their view not something which could cause a continued threat to the child, then the tutor may be reinstated on the assignment. If there has been a case of misconduct not warranting suspension or dismissal, the tutor must first be formally warned in writing not to repeat that conduct, and must respond in writing saying that he/she accepts the warning. If on the other hand the allegation is upheld and the tutor is found to have behaved in a clearly inappropriate manner, then 121 Tutoring Solutions must immediately cancel all existing or potential assignments for that tutor, and must delete his/her records from the active tutor database. If further investigations are to be appropriate, 121 Tutoring Solutions must collaborate with the appropriate authorities to support those investigations.

3.4 Reporting by tutors of concerns, incidents or accidents

Tutors must always immediately report any concerns and incidents related to child protection.

If someone is in immediate serious danger call 999 straight away. In the event of other serious child protection concerns or emergencies, tutors must adopt the following procedure:

- If dealing with a child referred privately, by a parent or relative, contact the Sales Operations Manager for private family clients, Heather Harding. If dealing with a child referred by a local authority or other organisation, contact the account coordinator for that organisation.
- Give clear details of the emergency or concern.
- The Sales Operations Manager or account coordinator will then inform the 121 Tutoring Solutions Child Protection Officer, and, as appropriate, the relevant person or organisation who/which has referred the child. The Child Protection Officer, together with the appropriate 121 Tutoring Solutions staff members and, as appropriate, the person or organisation who/which has referred the child, will then decide on the appropriate course of action. Please note that if the concern about the child implicates the person or agency with the responsibility of caring for that child, then the 121 Tutoring Solutions Child Protection Officer will consult with other responsible authorities such as social workers, police and/or local authority, to decide on the correct course of action.
- If you are unable to get through to the Sales Operations Manager or the government department account coordinator, contact the Child Protection Officer directly, or, if dealing with a child referred by a council or organisation, contact Jackie Deans, the Client Service Manager of that department.

Note: Always contact 121 Tutoring Solutions by telephone in the first instance. As soon as possible after that, when you have access to email, email the appropriate contact person describing the concern or incident. If you do not have access to email, please post us a description of the concern or incident. In all cases make sure that you receive a response; it is not enough just to leave a telephone message or send an email. Whenever possible, you should make sure that you talk directly to someone at 121 Tutoring Solutions on the same day of your raising the concern or responding to an incident. If that is not possible, please follow the steps below.

- If you are unable to contact anyone at 121 Tutoring Solutions, and if you are dealing with a child referred by a council or children's organisation, contact the social worker (the contact number should be on the referral information you originally received – this is why it is essential to check that you have the correct referral information before you begin tuition). If you are dealing with a privately referred child and it is not possible or inappropriate to contact the child's parent/s, relative/s or guardian/s, contact the police (see Step 4 below).
- When dealing with a child referred by a local authority or children's organisation, if you are unable to get through to the child's social worker, contact the Duty Social Worker (every council has a duty social worker who should be contactable 24 hours per day).
- If you are unable to contact the Duty Social Worker, contact the police (in the event of a serious child protection concern or incident, police are able to place a child under a police protection order for up to 72 hours).
- If you have had to contact social services or the emergency services, you MUST notify 121 Tutoring Solutions as matter of urgency. Send the Sales Operations Manager or account coordinator an email with "URGENT, Child Protection" in the subject header and copy the Child Protection Officer and, if dealing with a child referred by a council or organisation, also copy the Client Service Manager for the Government Department.

3.5 Reporting by 121 Tutoring Solutions staff of concerns and incidents.

121 Tutoring Solutions staff may be informed about a child protection incident or concern by a tutor. In this situation the responsible staff members and managers must follow the procedures described in Section 3.4 above concerning their responsibilities following a report made by a tutor. If a member of 121 Tutoring Solutions staff becomes aware of a child protection concern or incident through another channel, he/she must immediately inform both the 121 Tutoring Solutions Child Protection Officer and his/her departmental manager. The Child Protection Officer will then liaise with her colleagues as appropriate and decide on the next course of action.

If the child has been referred privately, the Child Protection Officer or Sales Operations Manager must inform the young person's parents, relatives or guardians about the matter, **unless the concern or incident indicates that the child is at risk from one or more of those people, in which case the police must be informed.**

If the child has been referred by a local authority or other organisation, child protection incidents or concerns must immediately be communicated to the appropriate representative or representative of that organisation. They will then take the appropriate actions depending on their procedures, and all appropriate 121 Tutoring Solutions staff must be available to cooperate in the enquiries which may follow. This collaboration may include attendance at council strategy meetings where appropriate actions are decided upon.

If 121 Tutoring Solutions staff are informed by an agency such as the police or social services that there has been a reported concern or incident involving a tutor and relating to child protection, or that there has been or is an on-going investigation about a tutor relating to child protection, 121 Tutoring Solutions must cooperate in all aspects of ensuing investigations. In these circumstances police or social services may request that 121 Tutoring Solutions do not disclose any details of these investigations to the tutor, and 121 Tutoring Solutions must comply strictly with such instructions. In this type of situation 121 Tutoring Solutions must immediately suspend the tutor from all existing or pending assignments, pending the results of the investigations (see section 3.3 on Allegations). In the case of privately referred children, 121 Tutoring Solutions must inform the parents or other guardians of all the children that the tutor has been tutoring or has tutored that the tutor in question is no longer able to provide tuition, but, as just stated, must not disclose the reason for that. With children referred by councils and other organisations, 121 Tutoring Solutions must inform their representatives of the names and contact details of all the relevant children so that the organisation concerned may inform the carers that the tutor will no longer be available. Our understanding is that it is a matter for the authorities such as the police as to whether or not to inform parents or carers of the reasons for the tutor's ceasing to provide tuition.

3.6 NSPCC Child Protection Hotline

The NSPCC Child Protection Helpline is a free 24-hour service that provides counselling, information and advice to anyone concerned about a child at risk of abuse. Tutors and staff are always advised to speak to the lead member of staff for child protection matters, but if they require further information or advice, or wish to speak to an advisor anonymously, the following services are available:

Telephone 0808 800 5000

Text phone for people who are deaf or hard of hearing 0800 056 0566

Email help@nspcc.org.uk

NSPCC Asian Helpline (Monday – Friday, 11am – 7pm) 0800 096 7719

NSPCC Cymru/Wales Helpline (Monday – Friday, 10am – 6pm) 0808 100 2524

3.7 Statutory Child Protection Procedures

Following a tutor or member of staff reporting an incident or concern regarding a child, all information will be passed on to the relevant local authority or organisation by 121 Tutoring Solutions. How it is then dealt with will depend on the organisation in question.

Sufficient information passed onto the organisation may lead to the suspicion, allegation or actual incident being dealt with quickly, with few complications, or it may lead to thorough checks with several other organisations and possibly a child protection conference. A child protection conference involves as many people as possible, (including the parents/carers and sometimes the child as well), who discuss the issues that have been raised in the suspicions, allegations, or actual abuse that has been reported and investigated. Decisions about further actions are made at the conference.

Quite often, the person who has made the initial report may not be contacted again unless further information is required and it is not usual practice for the relevant statutory agency to feed back developments. However, if a tutor or staff member believes that not enough action has been taken, and the child is still at risk, concerns should be reported again to 121 Tutoring Solutions, or the NSPCC Child Protection Helpline contacted for advice, as above.

3.7 Child Illness

If a child or young person becomes unwell at the start of a tuition session or becomes unwell during the session, the tutor must immediately inform the parent, guardian or carer, when the tuition is taking place in the home or foster home. Where tuition is taking place in another authorised location, and the illness appears serious, the tutor must inform another appropriate adult on the premises (for example, Manager of the youth club or community centre, head librarian). The tutor or other adult must then call an ambulance if the illness (it could be a seizure or attack) is clearly serious.

In no event should the tutor him/herself give the young person any form of medication.

3.8 Use of photographic/filming equipment

Written consent to take and use images of children should be obtained prior to the taking of photographs and/or video footage. Parents/carers should be made aware of when, where and how the images may be used in order to give their informed consent. This includes comprehensive information regarding use of images e.g. in print, multi-media, broadcast; for what purpose e.g. promotion, publicity, evaluation, audit, review; and where possible an indication of who the audience will be e.g. the general public, the participating children and their families, other organisations and institutes.

3.9 Direct contact with students via mobile phones, e-mail, Skype, Chat rooms, MSN etc.

As a general rule, tutors must not engage in direct contact with children through mobile phones, email or any other electronic or internet-based media. Communications regarding session times, cancellations and rearrangements should be made through the parent, guardian or carer. A possible exception could be with young people who have been in care but who are now over 16 and have left care to move into their own accommodation, where it may not be possible to arrange for there to be another responsible adult on the premises when tuition takes place. In this circumstance, the council or other organisation sponsoring the tuition may give authorisation for the tuition to take place in a suitable risk-assessed place such as a community centre, youth club, library or school, where other adults are present. When tuition takes place in such venues, it may be necessary for the tutor and young person to communicate directly by mobile phone to arrange, rearrange or cancel tuition sessions, since there may not be a suitable other adult who will always be able to make these arrangements with the tutor. In these situations, the tutor must contact 121 Tutoring Solutions and obtain written authorisation before initiating contact of this nature.

3.10 Confidentiality

Tutors are advised to treat all sensitive information extremely carefully. Sensitive information includes a child's name, date of birth, address, personal circumstances, parent/carer details, educational background and medical history.

Tutors are asked to contact Child Protection Officer at 121 Tutoring Solutions should they have any queries regarding whether certain information should be treated as confidential, although, as a rule, 121 Tutoring Solutions advises tutors to treat all information relating to children as sensitive. All children have a right to confidentiality and tutors are expected to carry out the following safety measures when handling sensitive data:

- Only share information regarding a child with known contacts. These will include a designated member of 121 Tutoring Solutions staff, (usually an Account Coordinator), and the contacts assigned to a tutor during the referral process (usually the carers/guardians of the child, a social worker and/or an educational officer). It is vital that the tutor does not share information regarding a child with any other party, including other tutors registered with 121 Tutoring Solutions. **Note: 121 Tutoring Solutions accepts and encourages tutors wishing to discuss their tutoring work with fellow tutors. However, tutors must be mindful that it is unacceptable to discuss any sensitive information, as detailed above, relating to individual children or groups of children.**
- It is **especially** important that, in cases where the child is in care, tutors do not disclose any information about a child to any person to whom they have not been officially introduced by 121 Tutoring Solutions or by a known council representative. It is quite common with children in care that one or both of the birth parents, or members of their family or friends, will have been prohibited by a court order from visiting a child, typically where there has been a case of serious abuse.
- In this situation a child's new address may have been withheld, and clearly the unauthorised disclosure of that address could be very dangerous for the child's safety.

- Password protect all personal computers and specific documents, if possible, containing sensitive data regarding a child they are tutoring.
- Dispose of all paper documents containing sensitive information, ideally by shredding.
- Delete all computer files as soon as no longer required
- Avoid using a child's full name in email and written correspondence with 121 Tutoring Solutions and any other parties. Tutors should use the child's initials and name of local authority or children's organisation as identifiers.
- When speaking to a school teacher or other known partnership professional (e.g. youth worker, CAMHS worker etc...) about a child receiving tuition who is 'looked-after' by a local authority or children's organisation, tutors should never disclose that the child is in care, unless the teacher reveals they are already aware of this information. There is always a Designated Teacher in a school who will be aware of which children are 'looked-after', but it is likely that other members of staff will not be aware of this.

121 Tutoring Solutions' commitment to equality and diversity means that this policy has been written using gender-neutral language, jargon-free plain English, recognition of the needs of disabled people, promotion of the positive duty in relation to race and disability and avoidance of stereotypes. This document is available in alternative formats on request.

Reply slip to be completed and returned to 121 Tutoring Solutions Ltd.

All tutors and members of staff should complete the reply slip below to confirm their understanding and acceptance of the 121 Tutoring Solutions Child Protection Policy and return to the following address: **Tutor Support, 121 Tutoring Solutions Ltd, Centurion House, 129 Deansgate, Manchester, M3 3WR.** Alternatively, tutors and staff may fax the reply slip to 0161 261 7402 or email a scanned copy of the signed acceptance slip to tutorsupport@121tutoringsolutions.co.uk.

Any queries should be directed to the lead member of staff, Imran Ilyas - Tutor Support Manager, who can be contacted on telephone number 0161 261 7402, and on imranilyas@121tutoringsolutions.co.uk.

First Name:

Last Name:

Tutor reference:

I confirm that I have read and understood the 121 Tutoring Solutions Ltd Child Protection Policy and that I agree to act in accordance with it.

Signed:

Date: