



Pearson
Pearson Tutoring
Programme:
Specific Practices for
Online Tutoring

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Policy Statement

Purpose and scope of policy statement

Pearson puts the learner at the centre of all that we do. We are committed to providing a safe and secure online environment for all our learners, employees, apprentices and stakeholders, particularly those that are under 18 or in some other way vulnerable.

Our primary consideration is to ensure that no learner is at risk of abuse or is harmed. We aim to protect children, young people and vulnerable adults who are engaging with our sessions whether online or face to face with the overarching principles that guide our approach to child protection.

The Pearson Tutoring Programme will usually be delivered via a school. As such we will work closely with the school on all matters regarding Safeguarding and the welfare of the students. The links with the school's Designated Lead for Safeguarding will be particularly important and this is reflected in the document below.

Legal framework and related policies and procedures

This policy is complementary to several existing organisational policies and practices mentioned below. In general, where any reference is made to the physical world in these documents, this will apply in the same way in the online world, or as near to it as is reasonably foreseeable and possible.

- Code of conduct
- Health and safety
- Social media guidelines
- Online safety
- Global information security
- Safeguarding policy
- Recruitment, selection and disclosure policy & procedure

Our beliefs

We aim for all learners to have the same opportunity to use and engage with our materials and therefore all learners should have equality of protection when doing so. This is regardless of their gender, ability, race, sexuality, ethnicity, circumstances or age. Vulnerable children and adults require particular attention in order to optimise their safety needs and promote their access to important opportunities.

Our objective is to do all that we can to ensure that learners are not at risk of abuse while receiving a service from us online or in schools/colleges, whether this is from Pearson employees, peers or contractors. We will recognize and take appropriate action, when a child, young person or vulnerable adult might be abused in the community or family.

How we will help keep children, young people and vulnerable adults safe

This policy defines procedures on specific practices for online tutoring which we expect tutors, learners, schools and parents to follow in order to avoid risk. These procedures are communicated to our employees, contractors, schools, parents and other interested parties and are published on our corporate website. Appropriate training is also carried out to build our people's skills in avoiding, identifying, responding and reporting cases of harm. This activity is monitored by a Designated Safeguarding Lead. We also document all serious safeguarding concerns, reporting them to the Designated Safeguarding Lead and where appropriate to safeguarding agencies.

Contact details

Designated Safeguarding Lead:

James Healey
Director, Strategic Initiatives
James.healey@pearson.com
Tel: 07725 600 857

Designated Deputy Safeguarding Lead:

Heather Rhodes
Principal of Harrow School Online
Heather.rhodes@pearson.com

Pearson Tutoring Programme: Specific practices for online tutoring

Version: 1

Issue date: 11/09/2020

Review date: 30/06/2021

Owner: Shaun Kelly

Tel: 07775979391

Further escalation:

Shaun Kelly
Global Director of Safeguarding
shaun.kelly@pearson.com
Tel: 07808641120

NSPCC Helpline:

0808 800 5000

Childline:

0800 1111

Dates

We review our Policy at least every year to ensure that our commitments remain relevant to the nature of Pearson operations and online practices.

Signature



[shaun kelly \(Sep 18, 2020 11:01 GMT+1\)](#)

Shaun Kelly

Specific Practices for Online Tutoring

It is necessary to understand the online platform that is being used and the risks associated with it. It is the responsibility of all to mitigate these risks wherever possible.

Pearson Tutoring Programme is aware of the specific Safeguarding risks that are associated with online contact with children and young people. These can be seen as falling into three main categories:

- Contact
- Conduct
- Content

These risks can be between tutor and student or between students. The Pearson Tutoring Programme has clear practices in place to mitigate these risks and where an incident takes place, clear processes to appropriately deal with it.

The Pearson Tutoring Programme will use Bramble (an online tutoring platform) for the delivery of all tutoring sessions. The functionality of the platform includes:

- Live audio (and optional video)
- A white board facility

To reduce the Safeguarding risks the following will be applied:

- Clear expectations for both tutors and students regarding the use of the platform and their conduct in the sessions
- All students will use their school email address to log on the tutoring session and will have specifically booked sessions
- The tutor has the ability to delete any inappropriate material from the whiteboard facility (although a record of what was placed on the white board will be kept)
- All sessions will be recorded and kept securely for monitoring and quality assurance purposes
- The Designated Safeguarding Lead (Pearson Tutoring Programme) will select a number of session recordings to monitor and assess any Safeguarding risks
- In the case where the student's conduct or the content they share is of significant concern the session will be ended and contact made with the Designated Safeguarding Lead (Pearson Tutoring Programme) who will refer to the Designated Safeguarding Lead at the student's school to agree appropriate action.

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Tutors

During online live sessions tutors shall:

- Ensure that their environment does not display any confidential information and that no inappropriate images/documents are displayed.
- Ensure that any prerecorded videos used within the tutoring session, or any images to be shared have been thoroughly checked to ensure there is no inappropriate/unwanted content. The content needs to be age and subject appropriate.
- Ensure that language is appropriate and respectful and not discriminatory or offensive.
- Admit only learners that should be present in the session. If a learner has been missed from the original invitation, they may be invited during the session. Only those on the attendance list should be admitted in the session.
- Be responsible for many of the platform's functionalities. These should only be used as part of the session activity or as a behaviour management tool.
- Report any dispute with a child, young person or vulnerable adult, or with a parent/carer in accordance with the relevant safeguarding procedure.
- Report any illegal activity or inappropriate behaviour within the session from a child, young person or vulnerable adult, or a parent/carer or any third person in accordance with the relevant safeguarding procedure.
- Ensure that if the session is to take place outside of school hours that if no parent/carer is present that the learner is comfortable to continue; otherwise the session will be terminated.

Learners

During online live sessions learners shall:

- Attend only the sessions which you have been scheduled to attend.
- Complete any polls, quizzes, worksheets and other such interactive work without using inappropriate, offensive or discriminatory language.
- Possibly share their screen during the session. This must not include inappropriate, offensive or discriminatory material.
- Report any dispute with a tutor to a parent/carer or a staff member within the school in accordance with the relevant safeguarding procedure.
- Report any illegal activity or inappropriate behaviour within the session from the tutor with a parent/carer or a staff member within the school in accordance with the relevant safeguarding procedure.
- Ensure that if the session is to take place outside of school hours that if no parent/carer is present that the learner tells the tutor whether they are comfortable to continue; otherwise the session will be terminated.

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Parents/carers

During online live sessions taking place outside of the school, parents/carers shall:

- Be responsible for the child, young adult or vulnerable adult's welfare during the session.
- Ensure the environment in which the child, young adult or vulnerable adult sits the session is safe and appropriate.
- Ensure the child, young adult or vulnerable adult is attending only the sessions they have been scheduled to attend.
- Report any dispute with a tutor that the child, young adult or vulnerable adult raises with them to a member of staff in the school in accordance with the relevant safeguarding procedure.
- Report any illegal activity or inappropriate behaviour within the session from the tutor that the child, young adult or vulnerable adult raises with them to a member of staff in the school in accordance with the relevant safeguarding procedure.

Schools

During online live sessions taking place at the school, school representatives such as teachers, teaching assistants etc shall:

- Be responsible for the learners' welfare during the session.
- Ensure the environment in which the learner sits the session is safe and appropriate.
- Be available during the session for the learner to raise any issues that occur.
- Inform learners of the roles, responsibilities and procedures for the safe use of online technology through their Acceptable use policy.
- Report any dispute between a tutor and the learner in accordance with the relevant safeguarding procedure.
- Report any illegal activity or inappropriate behaviour within the session from either the tutor or the learner in accordance with the relevant safeguarding procedure.

Photography, session videos and other imaging

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All of the online live tutor sessions will be automatically recorded. There will be no still images taken of children, young people or vulnerable adults within the tutoring session without written consent from parents/carers.

The recordings of tutoring sessions will be stored on the platform's server for six months and can be accessed by student, tutor, teacher and administrator.

If a matter regarding the welfare of a child young person or vulnerable adult is reported to the Designated Safeguarding Lead (Pearson Tutoring Programme) and/or the Police/safeguarding agencies, the recordings of these sessions, and records of any other offending material such as White Board content, will be preserved.

The recordings of tutor sessions and records of any other material such as White Board content relating to suspected online terrorist material will be preserved in the same manner to be made available to the Designated Safeguarding Lead (Pearson Tutoring Programme) and/or the Police/safeguarding agencies.