



New Way Tuition

New Way Tuition - Company Policy

Written by: Managing Director, Mandy Ward on 6th January 2025

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Table of Contents

Purpose.....	3
Attendance.....	3
Safeguarding.....	3
Identifying Abuse	3
Reporting Safeguarding	4
Reporting Allegations against Staff	4
Reports and Evidence of Work.....	4
Marking scheme:.....	5
Training and Meetings	5
Student Planning Meetings	5
Dress Code.....	5
Confidentiality	5
Holidays and Staff Absence	6
Miscellaneous Guidelines.....	6
Social Media	6
Support for Staff Well-Being	6

Purpose

New Way Tuition is committed to delivering high-quality, one-on-one and group education, both face-to-face and online, to young people. To achieve this, the company has established specific policies for all tutors to maintain the highest standards of educational and professional practice. All tutors, SEN specialists, mentors, and intervention specialists are expected to comply with the following guidelines:

Attendance

- Tutors must pre-plan all lessons before sessions.
- Tutors are expected to arrive on time. If late, they must inform their Lead Tutor with the reason.
- Attendance must be confirmed in the Attendance WhatsApp group within 15 minutes of the session start.
- Reasons for any absences must also be provided and received from an adult /professional responsible for the student.
- If a pupil is absent for three days, a welfare check at their home is required.
- When conducting a welfare check on day three, the tutor must take the attendance letter to the home, if there is no answer, the letter must be posted through the door. Report this information on the WhatsApp group and to your Lead/Area Learning Manager. Continue to visit the student unannounced each day until a welfare check is carried out where you see the student in person and update your Lead/ Area Learning Manager and report this information on the WhatsApp group each day.
- Do not contact parents/carers regarding a child's health unless directed.
- Assume sessions are on if no contact is made.

Safeguarding

- **The welfare of the child is paramount:** The safety and well-being of students are our top priority. All concerns must be acted upon quickly and appropriately.
- **Staff will act in the best interests of students:** Staff should be vigilant and responsive to any signs or disclosures of abuse, neglect, or exploitation.
- **Respect, Dignity, and Equality:** Every student has the right to be treated with respect, dignity, and fairness, free from harm or discrimination.
- **Confidentiality:** Information regarding safeguarding concerns will be kept confidential, shared only with those who need to know and in line with the safeguarding procedures.

Identifying Abuse

Staff should be aware of the following types of abuse and signs to watch for:

- **Physical Abuse:** Injuries such as bruises, burns, or fractures that are unexplained or inconsistent with the student's age and development.
- **Emotional Abuse:** A child suffering from constant criticism, bullying, or verbal threats, leading to a lack of confidence or fear.
- **Sexual Abuse:** Any sexual activity with a child, including exploitation, inappropriate behaviour, or contact.
- **Neglect:** A failure to provide for a child's basic needs, including food, clothing, shelter, education, and emotional support.
- **Bullying:** Physical, emotional, or cyberbullying that negatively affects the student's wellbeing.

Reporting Safeguarding

- Report all safeguarding concerns to the Designated Safeguarding Lead (DSL), Mandy Ward, at 07985 686 992.
- If the DSL is unavailable, refer to the Safeguarding Officers Poster for alternative contacts. The named Deputy NWT DSL.
- Never agree to keep safeguarding information confidential; report all concerns immediately that same day.

Reporting Allegations against Staff

At **New Way Tuition**, any allegation made against a member of staff must be reported immediately to the **Designated Safeguarding Lead (DSL)** or another senior member of staff. Allegations should be recorded in writing, detailing the nature of the allegation and any relevant facts. Staff must follow the **Reporting Allegations Against Staff Policy** for full guidance on how to manage these concerns.

All allegations will be treated seriously and investigated appropriately, ensuring confidentiality and fairness. If necessary, the staff member involved may be suspended or moved to alternative duties during the investigation. For full details of the procedures, please refer to the **Allegations Against Staff Policy**.

Reports and Evidence of Work

- Reports and evidence of work for all pupils must be uploaded to SharePoint by 12 midday every Saturday. Late submissions may result in a £50 salary deduction.
- Weekly reports should include one PSHE session.
- Ensure reports are accurate, comprehensive, and spell-checked. Pupil self-assessment and targets for the following week must be included. After three inadequate reports, additional training is required. New way Tuition provides a resourceful tool called a report checklist and advise all tutors to use this prior to submitting their reports.

- When uploading pupil's evidence of work staff/tutors MUST NOT TAKE/UPLOAD ANY IMAGE of a pupil's face/identify.
- Tutors are responsible to record online sessions to safeguard everyone.

Marking scheme:

- Green pen for tutor comments,
- Pink pen for pupil corrections,
- Purple pen for internal comments.

Training and Meetings

- Required training must be completed on time, typically outside of tuition hours. If a session is cancelled, use that time for training, if necessary.
- Submit training completion certificates to the Business Manager, Rebecca Lain and the CPD Co-ordinator.
- All scheduled meetings (on Zoom/Teams) are compulsory, and notice will be provided.

Student Planning Meetings

Lead Tutors/SLT

- All planning meetings must be conducted before a student starts with us. If a planning meeting is not scheduled, leads must demonstrate their attempt to organise one by requesting the meeting and saving the email in the student's confidential information folder.

Dress Code

- Wear professional, appropriate clothing; no hats, no hoop earrings, flip-flops, or short shorts/skirts.
- Long hair must be tied back for safety.
- Staff ID badges must be always worn.
- New Way Tuition is not liable for injuries due to inappropriate attire. Please refer to the staff handbook or the code of conduct for all information relating to the dress code.

Confidentiality

- Staff discussions are confidential; do not share unless advised.
- Keep relationships with parents/carers professional and refer non-session-related inquiries to relevant staff.

Holidays and Staff Absence

- Book holidays outside term time when possible. Term-time leave requires a one-month notice and approval from both the Lead Tutor and Business Manager.
- Report absences to your Lead/Area Learning Manager due to illness by 7:30 am. Do not contact families directly; Lead Tutors will arrange cover.
- Following illness, sickness and diarrhoea stay home for 48 hours before resuming work.
- Sessions missed due to personal absences are unpaid.
- If a pupil cancels, the tutor is still paid and should remain available for other duties. Unavailability without a valid reason will result in non-payment.

Miscellaneous Guidelines

- Tutors must not transport pupils without required documentation and authorisation.
- Do not take pupils off-site without risk assessments and authorisation.
- Cooking sessions require risk assessments, authorisation, and an allergy form.
- Schedule changes must be approved by the Lead Tutor, not the parent/carer.
- Read and understand each pupil's risk assessment prior to commencing tuition. Any questions, concerns, reporting of any new information and/or updates regarding the risk assessment(s) should be addressed with their Lead Tutor/ Area Learning Manager or Tracy Jordan (Deputy DSL/Head of Risk Assessments).

Social Media

New way takes photographs/videos which may include staff/tutors for the use of social media/ICT purposes. It is the responsibility of the individual to report in writing to Mandy Ward (DSL) Mandy@Newwaytuition.co.uk if they DO NOT give permission to have their photograph/video used at any time on any form of resource/material or use of social media. Please also refer to the E-Safety Policy.

- Do not take or receive pupil photos. If received, delete immediately and notify a Lead Tutor.
- Delete all pupil, parent, and carer contact information from personal devices upon leaving New Way Tuition.

Support for Staff Well-Being

New Way Tuition is dedicated to supporting staff well-being. Tutors facing challenges with pupils or needing guidance can reach out to the Lead Tutors or HR/Management team:

- **Safeguarding Lead:** Mandy Ward
- **Executive Business Manager:** Rebecca Lain

- **Deputy DSL/Head of Risk Assessments:** Tracy Jordan
- **Operations Manager and Curriculum Lead:** Ellen Kerr
- **Head of Teaching and Learning/Senco:** Katherine Steele
- **Lead Tutors/Area Learning Managers:** Claire Spicer, Lynne Taylor, Kamilah Wilson, Mark Hale and Georgia Canavan
- **Thrive Practitioner:** Louise Spicer
- **Attendance Officers:** Laurelle Williams, Dawn Wilson

Acknowledgment

I confirm that I have read, understood, and will adhere to New Way Tuition's Company Policy.

Name: _____

Signature: _____

Date: _____