



New Way Tuition

New Way Online Tutoring Policy

In line with the E-Safety Policy - Behaviour Policy
Safeguarding Policy and Code of Conduct for Staff.

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

To be reviewed: January 2026

Contents

Purpose	3
Scope	3
Key Actions:	3
Session Management	3
Conduct and Professionalism	4
Safeguarding and Privacy	4
Marking Attendance	5
Online student Behaviour	5
Technology and Resources	5
E-Safety	5
Compliance	6
Compliance with UK Guidelines	6
Review	6
Acknowledgement	6

Purpose

The purpose of this Online Tutoring Policy is to establish clear guidelines and expectations for the safe and effective delivery of online tutoring sessions at New Way Tuition. This policy ensures a secure, professional, and productive online learning environment for both students and tutors. It aligns with safeguarding practices, data protection requirements, and professional conduct expectations.

Scope

This policy applies to all members of the New Way Tuition community, including tutors, students, parents, carers, and any other individuals involved in online tutoring sessions.

Key Actions:

Check Documentation:

- When a student is allocated to a tutor, the tutor must review all files in the student's confidential information folder. This ensures a thorough understanding of the student's needs, key background information, and any relevant history.
- Tutors must confirm that the student does not have an Education, Health and Care (EHC) Plan as part of this review.
- Read the Risk Assessment in the Student Risk Assessment folder to be aware of any safeguarding or behavioural concerns.

Reporting:

- **Weekly Report:** Provide updates on progress, behaviour, attendance, and any concerns.
- **End-of-Term Report:** Summarise progress, key achievements, challenges, and recommendations for next steps.

Session Management

- Sessions must be scheduled in advance and agreed upon by both the tutor and the student (or their parent/carer).
- All online tutoring sessions must be conducted using **Microsoft Teams**, the approved and secure platform provided by New Way Tuition.
- Tutors must use their **official** New Way Tuition email accounts to access Teams.
- Sharing of accounts or passwords is strictly prohibited.
- **Session Recording:**
 - All online tutoring sessions must be recorded.
 - Tutors must inform students at the beginning of each session that the session will be recorded.

- Recordings must be saved to the designated New Way Tuition Students folder for safeguarding and monitoring purposes.
- **Attendance:**
 - Tutors and students are expected to be punctual. Any delays or cancellations should be communicated as early as possible.
- **Environment:**
 - Tutors must wear the staff ID (lanyard)
 - Tutors must conduct sessions in a quiet, well-lit, and professional setting.
 - Tutors must check there is an adult present before starting the lesson.
 - Tutors must inform the session will be recorded
 - No sessions are to take place in a student's bedroom. Students should participate from a communal area (e.g., living room, dining room) with an adult in close proximity throughout the session.

Conduct and Professionalism

- **Professional Behaviour:** Tutors must maintain a professional demeanour, which includes:
 - Using formal, respectful language.
 - Dressing appropriately (e.g., no hats, vest tops).
 - Wearing new way tuition lanyard with ID
- **Boundaries:** Tutors must maintain clear professional boundaries. Personal discussions unrelated to the session are discouraged.
- **Respectful Communication:**
 - All interactions must be respectful and inclusive.
 - Bullying, harassment, or inappropriate behaviour of any kind will not be tolerated.

For detailed guidance on professional conduct, please refer to the **Code of Conduct for Staff**.

Safeguarding and Privacy

- **Parental Consent:** Parental consent must be obtained for students under 18 before online tutoring begins.
- **Supervision:** Parents/carers must be aware of the tutoring schedule and remain nearby during sessions.
- **Confidentiality:**

Personal information shared during sessions must remain confidential unless it raises a safeguarding concern, in which case the Designated Safeguarding Lead (DSL) must be informed.
- **Cameras:**
 - Students must have their cameras switched on and be appropriately dressed.

- If a student refuses to turn their camera on, the tutor must:
 - Contact the adult present online for confirmation.
 - Inform the Lead and seek authorisation from the referrer to proceed under these circumstances.
- **Session Content:** Tutors must ensure all content aligns with the student's learning needs and is age appropriate.

For full guidance on safeguarding procedures, please refer to the **Safeguarding Policy**.

Marking Attendance

Attendance & Welfare Checks – Important Guidelines

- Always take attendance in the online group, ensuring this is done both when the session begins and when students leave.
- Important: Never record the student's full name—only use their initials and area for confidentiality.
- If a student is absent, attempt to contact their parents/guardians to confirm their whereabouts.
- If you do not hear from the student, alert the Lead Tutor and the Attendance Team.
- For Essex students:
 - Daily contact must be made.
 - A welfare check must be conducted in line with the Attendance Policy (refer to the full guidance for details).
- For non-Essex students:
 - Follow the 3-day rule, ensuring a welfare check is conducted if the student remains absent for three consecutive days.

Online student Behaviour

For additional guidelines on appropriate behaviour and session management, please refer to the **Behaviour Policy**.

Technology and Resources

- **Technical Requirements:** Tutors and students must have access to a reliable internet connection, a suitable device, and any necessary software.
- **Technical Support:** New Way Tuition provides support to address technical issues that may disrupt sessions.

E-Safety

- **Online Safety Education:** Students will receive guidance on staying safe online, including recognising and reporting inappropriate behaviour.

- **Monitoring:** Tutors are responsible for maintaining a safe and conducive online learning environment.
- **Reporting Concerns:** Any concerns about online safety must be reported immediately to the Designated Safeguarding Lead (DSL) and the Online Lead.

For full guidance on online safety, please refer to the **E-Safety Policy**.

Compliance

Failure to comply with this Online Tutoring Policy may result in:

- Suspension of access to New Way Tuition's services for students or tutors.
- Disciplinary action, including termination of employment or contract, for tutors.

Compliance with UK Guidelines

- **Data Protection and Privacy (GDPR):** All recordings and personal information are handled in accordance with **GDPR**, ensuring confidentiality, transparency, and the protection of student data. All data, including recordings, must be stored securely, and tutors must handle student information with care and respect for privacy.
- **Safeguarding (Children Act 1989):** The policy complies with the legal requirements to safeguard students during online sessions. Tutors are trained to report any safeguarding concerns to the **Designated Safeguarding Lead (DSL)** immediately. The safety and well-being of students are paramount, and all concerns will be treated with the utmost priority.
- **Health and Safety (HSE Guidelines):** Ensures the safe setup of online learning environments and minimises risks for both students and tutors. Tutors must ensure they conduct lessons in a safe and secure environment, free from distractions and hazards, while students are encouraged to set up their environment to ensure safety during sessions.

Review

This policy is reviewed annually by the Directors, with any updates communicated to staff and stakeholders. The next scheduled review date is **January 2026**.

Acknowledgement

By participating in New Way Tuition online tutoring sessions, all parties agree to comply with this policy and understand the importance of maintaining a safe, professional, and productive online learning environment.

For any questions or further information, please contact the **Designated Safeguarding Lead (DSL)**.

Signed:

Mandy Ward – Designated Safeguarding Lead