

Online Safety

WE TAKE ONLINE SAFETY SERIOUSLY

We're committed to ensuring the highest possible standard of safeguarding

Our child protection policies and procedures have been developed alongside former child protection officers and our site contains a number of built-in features which aim to provide a safe educational environment.

These include the following provisions:

- All lessons are recorded and made available for play back to parents and students.
- All our tutors are DBS-checked.

Safeguarding Policy

These policies should be read in conjunction with the Safeguarding Procedures below.

1.0 INTRODUCTION

- Nurture Durham is committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of each student and tutor is paramount.
- Our site was developed with the aim of ensuring that lessons take place in a safe environment. This is reflected in a number of key built-in features and defined a set of Safeguarding Policies and Safeguarding Procedures for the students, parents/responsible adults and tutors who use this service.

2.0 LEGISLATIVE FRAMEWORK/RELATED POLICIES

- These policies and Safeguarding Procedures aim to ensure that all persons using Nurture services can do so safely within child safeguarding standards and UK law.

3.0 AIMS

- **a.** The aim of this policy is to safeguard all students and other persons using the Nurture system whilst they are within a lesson.
- **b.** This policy document contains the responsibilities of all persons using Nurture, including tutors, students, parents (responsible adults) and teachers.
- **c.** It is important that all persons using or working on behalf of Nurture are aware of this policy and have familiarised themselves with the detailed safeguarding procedures.
- **d.** This policy should be read and understood before engaging in any activity arranged through Nurture and the responsibilities and safeguarding procedures therein adhered to. Contravention of the Safeguarding Policy document could lead to suspension and/or barring from the services.

4.0 REGISTRATION OF TUTORS

- **a.** The Nurture system has been designed so that it will only accept tutors who are at Durham University. In order to be part of the tutoring community, tutors must have an active and current university email address.
- **b.** Nurture conducts an interview with all tutors as part of the selection process. Nurture will only transfer payment to tutors holding a personal bank account in the United Kingdom.

- **c.** Nurture ensures tutors are DBS checked or to be DBS checked shortly after being interviewed. Parents are entitled to ask the tutor to verify this.
- **e.** Nurture has a process of continual ratings and will encourage students and parents to provide feedback about the tutors to ensure the highest quality of tutoring.

5.0 PRIVACY

- **a.** All personal details about the student and parents, including contact address, phone number and email, will remain private and confidential.
- **b.** All data held by Nurture is in accordance with the Data Protection Act 1998.

6.0 RECORDING OF SESSIONS

- **a.** All lessons will be recorded and will be available for playback for 28 days.
- **b.** Nurture may review any sessions where a report has been made by any person for the purpose of investigating the report.
- **c.** Nurture will allow access to UK law enforcement of any recording where it is reported a criminal offence may have occurred in relation to a specific session.

Roles and Responsibilities of persons at Nurture Durham

7.0 THE TUTOR

- **a.** The tutor shall:
 - Ensure that their environment does not display any inappropriate images or documentation capable of being viewed by the student or parent/responsible adult when conducting a session.
 - Treat students fairly and without prejudice or discrimination; students who have a disability or come from a minority ethnic or cultural group can easily become victims of discrimination and prejudice which may be harmful to the student's wellbeing.
 - Always ensure language is appropriate and not offensive or discriminatory.
 - Ensure any contact with the student is appropriate to their role as a tutor and confined to the relevant lesson session.
 - Not make any improper suggestions to a student.
 - Not send unsolicited communications to the student or parent/responsible adult.
 - Value and take students' contributions seriously.
 - Report any dispute with a student or parent/responsible adult to Nurture, in accordance with the Safeguarding Procedures.
 - Report any inappropriate behaviour or illegal activity identified within a session by the student or third party.
 - Ensure that if no parent/responsible adult is present during a lesson that the student is comfortable to continue the session; if not, they can terminate the session.
 - Be aware that the sessions are recorded and they are available for review by a student or parent/responsible adult for a period up to 28 days.

8.0 THE STUDENT

- **a.** Students can register with the service but cannot start using the service until a sponsor/parent/guardian/carer over the age of 18 has formally registered and agreed to be the formal sponsor and to hold legal relationship with the site.
- **b.** The student shall:
 - Treat the tutor with respect and fairness, and not subject them to abusive behaviour or language.
 - Not make any improper suggestions to the tutor.
 - Have no inappropriate communication with the tutor outside the lesson session.
 - Report any dispute with a tutor to a parent/responsible adult in accordance with Section 3 of Safeguarding Procedures.
 - Report any inappropriate behaviour or illegal activity by a tutor within a session in accordance with the Section 3 of Safeguarding Procedures.
 - Be aware that the sessions are recorded and they are available for review for a period up to 28 days.

9.0 PARENT/RESPONSIBLE ADULT

- **a.** The parent/responsible adult shall:
 - Ensure the student is fully aware of the Nurture Safeguarding Policy.
 - Always be responsible for the welfare of the student during the session.
 - Always be responsible for the physical environment of the pupil during the session ensuring it is safe and appropriate.
 - If they consider it appropriate, be present or available during a tutor session so any concerns encountered by the student can be reported as soon as possible and ensure the student and tutor are behaving in an appropriate manner.
 - Ensure that tutors will be treated with respect and fairness by the student and will not be subjected to abusive behaviour or language.
 - Ensure that no improper suggestions are made by either the tutor or student.
 - Ensure the student has no inappropriate communication with the tutor outside the lesson session.
 - Report any unsolicited communications between the tutor and student if appropriate.
 - Report any dispute with a tutor to Nurture in accordance with Safeguarding Procedures.
 - Report any inappropriate behaviour or illegal activity by a tutor in accordance with Safeguarding Procedures.
 - Be aware all lessons will be recorded and made available for play back for up to 28 days.

10.0 DIRECTOR/MANAGEMENT OF NURTURE

- **a.** The Director/Management of Nurture shall:
 - Conduct an interview with tutors before they are permitted to join the Nurture community.

- Ensure that any dispute between persons using the Nurture services is handled efficiently and fairly without discrimination in accordance with the Safeguarding Procedures.
- Deal with reports of possible illegal activity promptly, ensuring the safety and wellbeing of the student and/or tutor in accordance with the Safeguarding Procedures.
- If any incident is reported to the police relating to a specific session, make the recording available for the police to use as evidence in any proceedings if appropriate.
- If appropriate, employ the services of an independent Child Protection consultant to review a report concerning the welfare of a student ensuring an appropriate course of action is taken.
- Regularly review the Safeguarding Policy and Safeguarding Procedures to ensure they are relevant and adequate to safeguard all persons using the Nurture services.

11.0 COMPLIANCE

- **a.** All persons using the Nurture services have a responsibility to familiarise themselves with the Safeguarding Policy.
- **b.** Any tutor reported for a breach of the Safeguarding Policy will be suspended from the site until the incident has been investigated by the appropriate authority. The reporter may be informed of the resolution if appropriate.
- **c.** The final decision on action taken for minor breaches of the Safeguarding Policy will be the responsibility of Nurture.
- **d.** Any person reported for illegal activity whilst using the Nurture services will be reported to police and will be barred from the service.
- **e.** Any person reported for causing harm to a student or subjecting the student to sexual abuse will be reported to police and barred from the service.

12.0 REVIEW

- **a.** The Safeguarding Policy and Safeguarding Procedures will be reviewed by Nurture on a regular basis to ensure it is adequate and relevant to safeguarding standards.