

COMPANY POLICIES

These Policies apply to KCTutors and its subsidiaries hereafter known jointly as the 'Company'.

CHILD PROTECTION/ SAFEGUARDING POLICY

INTRODUCTION

The Company fully recognises the responsibilities and duty placed upon them to have arrangements to safeguard and promote the welfare of all students. We believe in a caring, positive, safe and stimulating environment in which students can learn and which promotes the social, physical and emotional wellbeing of each individual pupil. The Company recognises its responsibility and duty to report Child Protection concerns to the relevant Department in the Local Education Authority. The Company will ensure that all tutors are updated on Child Protection issues, as recommended in the guidance.

The Company Aims:

- To raise awareness of all tutors of the need to safeguard all children and of their responsibilities in identifying and reporting possible cases of abuse to the Company.
- To develop a structured procedure for dealing with issues arising.
- To support all students' development in ways that will foster security, confidence and independence.
- To promote safe practice.
- To develop and promote effective working relationships with other agencies involved with safeguarding and promoting the welfare of children.
- To ensure that all tutors working for the Company have been checked as to their suitability to work with children.
- To take account of and inform policy in related areas, such as anti-bullying; discipline and behaviour; health and safety; procedures for dealing with allegations against tutors and recruitment practice.

DEFINITIONS

Child abuse is taken to refer to any child of under 18 years who, through the actions of adults (with a caring role for that child) or their failure to act, has suffered or is at risk of suffering significant harm.

Abuse is broadly divided into four categories: Neglect, Physical Injury, Sexual Abuse and Emotional Abuse. Brief definitions are given below.

Defining child abuse is not easy. Somebody may abuse or neglect a child by inflicting harm, or by knowingly not preventing harm. Children may be

abused in a family, the community, an institutional setting, or more rarely by a stranger. Most young people who are abused know their abuser.

Physical Abuse: May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning or suffocating. Also includes victims of parents suffering from Munchausen Syndrome by Proxy.

Emotional Abuse: Persistent emotional ill treatment which is likely to cause serious harm to the child's emotional development. May involve conveying to children that they are worthless, unloved, and inadequate and cause children to feel frightened, in danger, be exploited or corrupted.

Sexual Abuse: Forcing or enticing a child to take part in sexual activities, whether or not they are aware of what is happening. This would also include underage sex/consequent pregnancy.

Neglect: Persistent failure to meet a child's basic physical and psychological needs likely to result in serious impairment to their health and development. May include parental failure to provide adequate food, shelter, clothing, and failure to protect from physical harm/danger. May also include neglect of child's basic emotional needs.

Company Targets

- We believe that all children have a right to be protected from harm and /or abuse
- We are aware that abuse occurs in all cultures, religions and social classes and that tutors need to be sensitive to the many differing factors which need to be taken into account depending on the child's cultural and social background.
- We recognise that a child who is abused or witnesses abuse or violence may find it difficult to develop and maintain a sense of self-worth, they may feel helpless and humiliated and may feel self blame.
- We accept that research shows that the behaviour of a child in these circumstances may range from that which is perceived as normal to that which is aggressive, disturbed or withdrawn.
- We know that it is important that there are adults who they can approach if they are worried or unhappy and that the prime concern at all times must be the welfare and safety of the child.

PROCEDURES

We ensure that:-

- All tutors have access to a copy of our Child Protection Policy and understand their responsibilities in passing concerns to the Company
- All tutors know how to respond to a child who discloses abuse.

- Incidents should be reported immediately to the Company.

CONFIDENTIALITY

We recognise that matters related to Child Protection are of a confidential nature. All tutors are aware that they cannot promise a child that they will keep certain information secret.

SAFE RECRUITMENT

- The Company operates a safe recruitment policy to ensure that all tutors are qualified and suitable as far as can be reasonably ascertained.
- Appropriate checks (ie enhanced DBS checks) are carried out on all potential tutors not already checked.

OTHER RELATED POLICIES/ INFORMATION

This policy has clear links to other policies, in particular to anti- bullying, discipline and behaviour, racial incidents and health and safety. Each of these policies is also concerned with the protection of all children in the school from various kinds of harm.

BULLYING PREVENTION POLICY

These Policies apply to KCTutors and its subsidiaries hereafter known jointly as the 'Company'.

Bullying deprives people of the right to make progress and to achieve their full potential. Specifically, it deprives students of the right to an education within a safe, secure and positive environment. We will not tolerate bullying of any kind.

The Company aims to provide a caring, friendly and safe environment for all tutors and students. This is dependent on maintaining high standards of behaviour, care and control so that all our students have the right to enjoy learning free from intimidation. Our students are always treated fairly, and with respect and dignity. If bullying does occur, all students should be free to report incidents and be confident that incidents will be dealt with promptly and effectively.

In line with our Behaviour and Attendance Policy we aim to

- set the boundaries of acceptable behaviour.
- ensure the safety of students and tutors

The Company recognises the importance of maintaining good relations between tutors and students and a creative approach to teaching

The Company is alert to bullying, sexist behaviour and racial harassment.

Definition of Bullying

Bullying is identified as the systematic abuse of power by one person or a group of people over another person or group, which is deliberately intended to hurt, threaten or frighten another person or group of people. It is usually unprovoked and is often repeated and can continue for a long period of time. Bullying can include a wide range of behaviour. This may include:

- Physical aggression: hitting, kicking, pushing, taking or damaging belongings;
- Verbal: name calling, mocking of accents, sarcasm, nasty teasing or spreading rumours
- Racial: racist taunts, graffiti or gestures.
- Emotional: deliberately leaving someone out, tormenting (e.g. hiding books, threatening gestures) or ignoring someone
- Non-verbal: 'dirty' looks, gestures or staring

Why it is important to respond to bullying?

Bullying hurts. No one deserves to be a victim of bullying. Everyone has the right to be treated with respect. Anyone who is bullying needs to learn different ways of behaving.

We have a responsibility to respond promptly and effectively to issues of bullying.

We aim to uphold an anti-bullying ethos in the students' and clients' homes and in other venues where our students are taught.

All tutors and students should be made aware of the nature of bullying and our policy for dealing with bullying.

Procedures for Investigating & Dealing With Bullying

All allegations of bullying will be investigated thoroughly and sensitively. Tutors will take a calm, unemotional problem-solving approach when dealing with incidents of bullying behaviour reported by tutors, students or parents. In any incident of bullying, the Company will speak separately to the parties involved, in an attempt to get both sides of the story. Any conversations or interviews will be conducted with due regard to the rights of the students concerned. It is important to reassure students that the bullying will not get worse as a result of it being reported and it is important that the victim is not made to feel bad about reporting an incident.

If a tutor experiences bullying this should be reported to the Company immediately. Intimidating behaviour will not be tolerated in any form.

When analysing incidents of bullying behaviour, we will seek answers to questions of what, when, who and why, in a calm manner, setting an example in dealing effectively with the conflict in a nonaggressive manner.

Incidents of one-off aggression will be dealt with according to the Company's behaviour management policy. If it is concluded that a student has been engaged in bullying behaviour, it will be made clear to them to see the situation from the victim's point of view.

Students should be encouraged to report incidents of bullying in writing if they initially do not wish to talk directly to an adult. Tutors will ensure that these concerns are dealt with appropriately.

Cyber Bullying

Many children and young people now own a mobile phone and have regular access to a computer, which has given rise to a new form of bullying. Cyber bullying is becoming increasingly more prevalent and it is important that we protect children from this form of harassment.

Incidents of bullying will be pursued until the situation is resolved and everyone involved in the incident feels comfortable and able to continue their learning happily.

POLICIES CROSS REFERENCE

As stated in our Race Equality Policy, when delivering tuition we take into account different learning styles, linguistic needs and cultural backgrounds. It is essential that all those who work with students have a good understanding of how racism can harm children and have the ability to recognise and deal with it.

BEHAVIOUR & ATTENDANCE POLICY

We aim to foster a positive approach to the management of behaviour. We recognise that students learn most effectively when they are well motivated and praised for their achievements. We attempt to deal with any behavioural matters that arise with concern, care and respect.

We strive to

- find a harmonious and effective working environment for tutors and students.
- set the boundaries of acceptable behaviour.
- provide orderly conditions in which students can learn to give their best.
- ensure the safety of students and tutors.

Students' Responsibilities

We expect our students to:

- o accept responsibility for their actions and behaviour.
- o have care, consideration and respect for other children, adults and property.
- o be co-operative and sharing.
- o be independent.
- o behave appropriately in different social contexts.
- o value their own achievements.
- o positive reinforcement of good behaviour

In the event of bad behaviour by a student, the parents would be informed.

Where there is an ongoing problem with a child there will be an ongoing dialogue between the Company and the relevant local authority department.

Monitoring Poor Behaviour

Where a child has significant behavioural problems it is important to keep a record of the nature and frequency of the incidents in order that the child's problems can be analysed and addressed.

Special Educational Needs

We recognise that some children need additional support with their behaviour. The Company will consult the individual PEP or Statement for advice on background and to determine procedure. We recognise that it is necessary to modify our behaviour management strategies according to need.

Attendance and Cancellation Policy

Twenty four hours notice must be given for any cancellations by calling either the Company. Late cancellations will incur the cost of the lesson at the full rate.

Tutors are required to call the Company immediately if a child does not turn up for a tutoring session.

Data Protection Policy

The Company is committed to protecting the privacy of clients, students and tutors. We safeguard any information that we collect and we make every reasonable effort to only use this information as requested. We hold and use client and tutor data for the purposes of the services that we provide. Clients and tutors providing personal data to the Company are consenting to the use of that data by Company for the purpose of effecting introductions to Tutors, for billing and fee collecting purposes and to enable the Company to contact the client and/or student from time to time. Where required, for

legitimate purposes in connection with the Company's business and subject to suitable safeguards, that data may be transferred to others.

For full guidance see online

http://www.ico.org.uk/for_organisations/data_protection/~ /media/documents/library/Data_Protection/Practical_application/the_guide_to_data_protection.ashx

The Company believes in the data protection principles as laid down by the Information Commissioner's Office, namely:

1. Personal data shall be processed fairly and lawfully.
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Security of Computers

All computers have a firewall and virus checking software. All updates are regularly received and installed. All computers have antispyware software installed. All computers are password protected. All information is securely removed from the hard disk before disposing of old computers. Computers are backed up to a remote location on a daily basis.

Security of E-mails

The Company takes the security of e-mails very seriously. The Company uses an email security service which filters email for spam and viruses. Where attachments are sent with password protection the protocol is always followed. When sending e-mails to multiple recipients who have no relationship then emails are Blind Carbon Copied. Tutors receiving email

including personal details of clients are required to have robust computer protection.

Security of database

Our database is password protected and personal details are only visible to the staff at The Company. Tutors cannot see the personal details of the clients and Clients cannot see the personal details of clients

Security of Printed information

Confidential information is shredded when it is no longer required to be held by us. Confidential information given to us in hard copy is not scanned onto computers or reproduced electronically. Tutors holding printed information about their students are required to shred that information when it is no longer needed. Tutors are required to keep any confidential information regarding clients secure.

Health & Safety Policy

Introduction Health and Safety is an important consideration of the Company. The Company will take all reasonable steps to provide a safe and caring environment for students and tutors. All personal data / information will be held in the strictest confidence in line with appropriate legislation.

All Employees will:

- Support the implementation of health and safety arrangements
- Take reasonable care of themselves and each other
- Ensure as far as is reasonably preventable that all work areas are safe
Equipment
- Any equipment and resources should be used in safety and for its intended purpose only. Defective equipment should be taken out of use and labelled appropriately.
- No second hand equipment can be introduced without agreement
- Hazardous substances are to be kept locked in appropriate storage areas

RACE EQUALITY POLICY

The Company recognises and values diversity in people. We aim to promote a positive learning and working climate to ensure good relations between people of different cultures, faith groups and ethnic backgrounds. We aim to promote equality of opportunity. Tutors are recruited on the basis of qualifications and experience only. No discrimination is made against race or gender.

In order to promote racial equality the Company will:

- o Encourage applications from all racial groups

- o Offer jobs on the basis of qualifications and experience
- o Monitor all aspects of recruitment and current tutor data and identify areas for improvement.
- o We welcome enquiries from all students regardless of ethnic or national origin.
- o When delivering tuition we take into account different learning styles, linguistic needs and cultural backgrounds

All students and tutors are expected to adhere to our Race Equality Policy. Any complaints of racial discrimination are dealt with by The Company.

There is a range of measures which an individual can take to deal with harassment, from simply indicating that the behaviour is unacceptable, through to making a formal complaint. If you feel you might be the victim of harassment you should keep a written record of all relevant incidents, including dates and times, and the names of any witnesses.

- a. Act promptly: don't wait until conditions reach an intolerable level or your personal well-being is put in jeopardy. In some case, the person against whom you have a complaint may be unaware that his/her behaviour is inappropriate or objectionable, or it may be that his/her words or actions have been misinterpreted. In such cases, the misunderstanding may be cleared up speedily.

If you feel able:

- o talk to the person who you feel is harassing you (the alleged harasser)
- o inform him/her that his/her behaviour is unacceptable
- o ask him/her to stop the unacceptable behaviour Whether the behaviour was intentional or not, a swift and clear indication that it is unacceptable may well prove sufficient.

- b. If you do not wish to confront the alleged harasser face to face by yourself, you may wish to inform the Company:

The Company may accompany you when you speak to the alleged harasser

The Company may accompany you and speak to the alleged harasser on your behalf

A representative of the Company may go in your place and speak to the alleged harasser on your behalf preserving anonymity if you wish, where this is practicable

It is suggested that the alleged harasser should be contacted in advance and given the opportunity to be accompanied at this informal meeting.

RECRUITMENT POLICY

The Company is committed to ensuring that the recruitment and selection of all tutors will be fair, open and transparent and will comply with all relevant legislation. Personal information received is dealt with in the strictest confidence. Applicants will not be excluded from being considered based specifically on their need, background, culture gender, religion or economic circumstances. Tutors are engaged based on qualification, competency and enthusiasm for the position.

Tutors' Curriculum Vitae are accepted and retained electronically. Potential tutors are required to apply online.

The Company is committed to safeguarding and promoting the welfare of children and young people and all students and tutors are bound to share and honour this commitment.

INTERVIEW

Only those applicants who meet the Company criteria are selected and invited in for a formal face-to face interview.

In addition to a candidate's ability to perform the duties of the post of selfemployed tutor, the interview would also explore issues such as:-

- Motivation to work with young people
- Ability to form and maintain appropriate relationships and personal boundaries with students
- Emotional resilience in dealing with challenging behaviour

PROCEDURE

1. Photo I.D.is checked and details taken.
2. DBS disclosures and degree/qualification certificates are checked and recorded.
3. Potential tutors are given Service Agreements to take away and read. We will provide no connections between tutor(s) and student(s) until we have received signed Service Agreements. We respond to any queries raised.
4. QUESTIONS are asked about

- o a tutor's motivation and reason for becoming a tutor
- o Skills and experience
- o any particular successes they have had with teaching
- o issues or queries arising from the C.V.

5. Tutors are expected to adhere to professional standards of conduct and behaviour, specifically:

- o thoroughly ascertain full details/requirements when contacting the client
- o assess student during first lesson in order to prepare the tuition programme
- o thoroughly prepare all lessons in advance
- o adapt teaching style and content to suit individual needs of student
- o provide their own teaching materials and resources eg. past papers, texts, books, work sheets
- o keep abreast of the latest developments in teaching methods, syllabus updates and changes in education policy
- o research exam board specifications particularly in current climate of changing syllabi
- o report back to the Company with any problems or concerns
- o be punctual and dress neatly.

6. The Company is not liable for any claims arising between tutor(s) and client(s). The Company is also not responsible for tutors' own insurance arrangements.

7. Tutors must read and adhere to all policies which are listed on the website.

8. All tutors understand they must report any concerns regarding the well being of a student to the Company immediately. If a child is deemed to be in immediate danger during the lesson a tutor should contact the Children's Social Care Services or the police. Tutors keep all information relating to their students confidential.

9. The Company ensures that tutors are aware that they are not restraint trained and therefore clearly understand never to apply physical interventions unless to avoid immediate danger of accident or injury to student or others.

10. Tutors are told that there should ALWAYS be a third party present during a lesson with a student. The location for the tuition should always be entirely suitable and appropriate.

11. Tutors are reminded of the Company's 24 hour cancellation policy.

DISCLOSURE CHECKS & APPROVAL

In the event that relevant information (whether in relation to previous convictions or otherwise) is volunteered by an applicant during the recruitment process or obtained through a disclosure check, the Company will consider the following factors before reaching a recruitment decision:

- o whether the conviction or other matter revealed is relevant to the position in question;
- o the seriousness of any offence or other matter revealed;
- o the length of time since the offence or other matter occurred;
- o whether the applicant has a pattern of offending behaviour or other relevant matters;
- o whether the applicant's circumstances have changed since the offending behaviour
- o the circumstances surrounding the offence and the explanation(s) offered by the convicted person.

Once all checks have been completed, a tutor will then be approved as suitable to be called upon to work for the Company.

ONGOING

Any tutors not maintaining high standards of teaching and professional behaviour are permanently removed from the database.

SOCIAL INCLUSION POLICY

Overall Aims

The aim of the Company is to make sure that our tuition services are easily made accessible to all who want or need them. We recognize it is our moral and indeed legal imperative to prevent the possibility of any kind of Social Exclusion. Put simply, we want to provide a friendly and efficient service that makes sure no one is left out.

Causes of Social Exclusion

We have identified the following as the most common barriers to Social Inclusion:

Lack of Communication

The Company's staff are ready for consultation on all aspects of individual tuition – in person, by telephone, by letter, fax or email. In the absence of staff the office answer machine will take your details and we will respond as quickly as possible.

If you are concerned at your level of English we can usually find a language tutor or translator to help.

Discrimination

The Company is an organization which offers equal opportunities to all - students, parents and tutors - regardless of race, gender, religion, cultural heritage, age, disability, or sexual orientation, based on the guidelines set out in the new disability legislation, the Special Educational Needs and Disability Act.

Conclusion

We are conscious of the issues involved in the term “social inclusion” and the way we handle them in the daily delivery of our services. If you have any questions or worries about our services please feel ready to call us and we will do our utmost to respond.