

Schools -Safeguarding Procedures

Third Space Learning is committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of every pupil and tutor using our platform is paramount. We take online safety seriously and are committed to ensuring that children using our services do so in a safe educational environment.

Our recruitment processes, safeguarding policies, procedures and training modules have been developed by qualified and DBS checked UK primary school teachers with experience in this area. Our delivery platform has been designed with features built in to ensure that sessions take place in a safe educational environment for children.

The aim of the procedures documented below is to ensure a prompt and sufficient response to any potential incident and to minimise any potential further harm to a pupil or other person(s). The recommended procedure to be followed will depend upon the nature and seriousness of the incident.

The procedures outlined are not an exhaustive list; therefore, if a potential incident occurs that is not covered in this document you are advised to contact Third Space Learning or your own Child Protection Officer as appropriate.

Procedures to be followed if an incident occurs

School

The school has primary responsibility for the welfare and safety of pupils during sessions and a responsible adult (a teacher or other member of staff) should be present or available to deal with any concerns or incidents reported by the pupil during or after sessions.

It is also the duty of the school to ensure the wellbeing of the pupil if they may have been affected by anything said or done by the tutor.

- If the school is notified of a potential safeguarding incident involving a tutor which has not already been notified to the school by Third Space Learning, the school should notify us so we can investigate and decide, with the school, upon the appropriate action to be taken;
- The school, if appropriate, should inform the parent/guardian of the pupil and the school's Child Protection Officer of the incident.

Tutors

Normally a tutor will only ask to speak to the responsible adult during a session if the pupil becomes distressed or is unwell. If a disclosure is made by a pupil, tutors will immediately report their concerns to Third Space Learning and will not, generally, ask to speak to the responsible adult.

- If a pupil uses inappropriate language (verbal or written) or behaves inappropriately towards a tutor, the tutor will request, in a polite manner, that the pupil stops. If the pupil's behaviour does not improve, the tutor may ask to speak to the responsible adult and will "Red Flag"⁽¹⁾ the incident;
- Should a pupil disclose, during a session, information that leads the tutor to reasonably believe that the pupil may be at risk, the tutor must record everything said and "Red Flag" the incident immediately for action by our UK Support team and follow the guidelines given to the tutor during safeguarding training. In line with UK safeguarding guidance this is not to be judgemental/sound shocked/display emotion or ask further/leading questions;
- If a pupil during a session tells the tutor information that the tutor does not need to know (e.g. the pupil's address), the tutor should say that they do not need to know that type of information as it is personal to the pupil and that the pupil should not share that sort of information with the tutor in future. The tutor will "Red Flag" the incident enabling Third Space Learning to notify the school of the disclosure by the pupil.

(1) "Red Flag" is a system whereby a tutor notifies the UK Support Team that a session being delivered requires review and sign-off. Reasons for a tutor to raise a "Red Flag" include the tutor: suspecting a potential safeguarding incident; having issues or concerns about pupil behaviour (i.e. upset or uncooperative etc); has made a mistake in teaching the lesson.

Responsible Adult

The responsible adult has primary responsibility for the welfare and safety of the student during sessions and to deal with any concerns or incidents reported by the student;

The responsible adult should, in a manner and language appropriate to the age of the pupil, before the first session tell the pupil what to do in the event of the tutor behaving in a way that makes the pupil feel uncomfortable. Generally, this will be to raise their hand to gain the responsible adult's attention to tell them of their concern;

- If a pupil tells the responsible adult of inappropriate language or behaviour by the tutor; the responsible adult should ask the tutor to stop. It is for the responsible adult to decide whether the session can continue or should be terminated immediately; and to report the matter to Third Space Learning;
- If the pupil reports the incident to the responsible adult after the end of the session, the responsible adult should report the incident to us as soon as possible;
- If the responsible adult is alerted by the pupil to any inappropriate language/behaviour or they witness any inappropriate language/behaviour by the tutor, they should immediately speak to the tutor and ask the tutor to stop. It is for the responsible adult to decide whether the session can continue or should be terminated immediately; and to report the matter to us;
- The responsible adult should, depending upon the nature of any inappropriate behaviour, notify the school's Child Protection Officer;
- Third Space Learning should be informed of all incidents so that it can be investigated, and recordings of the relevant session be made available to the school if necessary;
- Should a tutor disclose, during a session, sensitive information that the pupil should not be privy to, the pupil should inform the responsible adult who should speak to the tutor to tell them that they should not be telling the pupil that sort of information. Depending upon the type of sensitive information given by the tutor to the pupil, the responsible adult should report the incident to Third Space Learning.

Company

- Third Space Learning is responsible for reviewing and updating, where necessary, our safeguarding policy and procedures to ensure it is in line with latest safeguarding advice and legislation;
- "Red Flag" incidents and any reports by responsible adults or a school of any potential safeguarding incidents or contravention of the safeguarding policy are reviewed and documented by the UK Support Team, who may engage independent consultants to ensure the appropriateness of the course of action;
- All potential incidents will be reviewed as soon as possible to ensure a timely resolution;
- The Head of Support in conjunction with the senior management team at Third Space Learning in the event of a potentially serious safeguarding, will make a decision as to the appropriate action to be taken;
- "Red Flag" Incidents will be communicated, if appropriate, to the school;
- The responsible adult/school will, if appropriate, be informed of the action taken by Third Space in respect of a safeguarding incident; and
- The Head of Support, depending upon the nature of the safeguarding incident, may request that the school acknowledge receipt of notification of the incident;