

Schools - Safeguarding Statement

At Third Space Learning we use technology to enhance and enrich the teaching and learning experience of children.

Safeguarding is paramount for our business and for the schools who are our customers and take online safety very seriously.

As a school that uses, or is considering using, Third Space Learning for one-to-one maths tuition; you want to know the measures we have taken to ensure that children receiving tuition from our tutors, who are employed by one of our tutor centres in Sri Lanka and India, do so in a safe educational environment.

Our recruitment processes, safeguarding policies and procedures, safeguarding training and features built into our delivery platform are all designed with this in mind.

These are summarised below:

Tutor Selection Safeguards

- Third Space Learning's team of DBS checked, UK qualified primary school teachers and educationalists designed the recruitment, induction and training framework, including the material and resources, used by our tutor centres. In addition, the team visit each tutor centre at least once a year to review, advise and give feedback on the recruitment, induction and training processes in place;
- Tutors during induction and training are required to pass safeguarding modules designed and developed by UK DBS checked and qualified teachers, in line with UK standards. These include cultural differences, appropriate behaviour and language;
- All tutors must have a Police Clearance Certificate (PCC). This is an official document, similar to a UK DBS check, certifying that the individual has not, per the district police records, been involved in any criminal activities or come to the adverse notice of the police district. The only scenario in which a tutor will not have a PCC is due to an administrative delay in the issuance of the PCC, however all tutors are supervised during delivery of sessions by Safeguarding Officers;
- Tutors are required to have their Police Clearance Certificate renewed as per any expiry date given on the PCC or if no expiry date is specified then it must be renewed within two years of the issue date;
- If a tutor fails a PCC check, his/her employment by the tutor centre is terminated immediately.
- Tutors have provided original copies of their identification documents, proof of address, and education certificates. Checks are made to ensure that the identification documents are a true likeness of the individual;
- We have written contracts with all three tutor centres setting out, in detail, the terms and obligations of both parties in relation to delivery of the contract including: selection, recruitment, training of tutors; and standards of behaviour expected from tutors; and
- We have written data processing agreements with all three tutor centres, as required by GDPR, setting out the obligations and safeguards in place by both parties in relation to data protection.

Pupil-Tutor Interaction Safeguards

- Only teachers designated by the school can set up pupils on our platform, upload pupil data and assign lessons to pupils;
- Pupils can only participate in online lessons booked by their teacher and when directed by the teacher;
- Pupils and tutors cannot independently set up or start online lessons as they do not have booking or access rights on our platform;
- A responsible adult must be present in the room when the online lessons are taking place. Whilst this is mostly to help reassure children in the unlikely event of a technical issue, it also acts as a safeguard;

- All interactions between pupils and tutors take place on our platform via the whiteboard in our online classroom. This provides an audio connection and shared whiteboard slides only (with no video functionality) so that pupils and tutors cannot see each other;
- Tutors know their pupils only by their first name and initial of surname and are only given access to other personal data relevant to personalising and tailoring lessons for the pupil; academic level, year group, reading difficulties, gender, SEN, and hobbies;
- Tutors are unable to upload or download content or data (i.e. session recordings) to and from the platform;
- On termination of employment, the tutor's credentials are immediately revoked;
- All lessons are recorded and recordings are available to schools on request ⁽¹⁾;
- Our team of qualified and experienced UK maths teachers and educationalists regularly analyse a random sample of lessons for compliance with expected standards and to provide both tutors and tutor centres with feedback for continuing professional development purposes; and
- Each tutor centre has management, academic, operational, technical and administrative staff with appropriate qualifications and experience to manage and support tutors. This includes senior members of staff designated as Safeguarding Officers who are always present when sessions are being delivered.

(1) Excluding any unforeseen malfunction of our recording equipment, in which case a recording of a session may not be available.

Tutor safeguarding concerns

- During the recruitment and induction process and at regular intervals thereafter, tutors undertake safeguarding training designed and developed by UK DBS checked and qualified teachers, in line with UK standards, on how to recognise the signs that could indicate a child is at risk, and how to respond, record and report concerns;
- Tutors, during and/or after sessions, can raise a "Red Flag" ⁽²⁾ if they suspect a possible safeguarding incident or a pupil has disclosed information that the tutor does not need to know; and
- "Red Flag" incidents are reviewed and documented by the UK Support Team. "Red Flag" incidents are communicated, if appropriate, to the school. The Head of Support, depending upon the nature of the safeguarding incident, may request that the school acknowledge receipt of notification of the incident as evidence that Virtual Class has fulfilled its safeguarding obligations.

(2) "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 possible safeguarding incident; having issues or concerns about pupil behaviour (i.e. upset or uncooperative etc); has made a mistake in teaching the lesson.

If you still have questions or concerns, please contact us.