



**THIRD SPACE
LEARNING**

AI Tutoring Policy for Schools

A practical framework to help you integrate AI tutoring and meet data protection and safeguarding requirements – includes an editable policy template

SLT Guides

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How to use this AI tutoring policy

The range of “AI tutoring” options being offered to schools at the moment can seem overwhelming. Schools are not only expected to be able to compare features, options and functionality but you also need to ensure that any AI tutoring complies with the core Safeguarding and Data Protection policies in your school – just as you do for traditional tutoring.

To help you assess your options, and give you a starting point when looking at your own requirements, we’ve created a template AI tutoring policy.

We’ve designed this policy template to ensure you can embed AI tutoring seamlessly into your school’s existing safeguarding, data protection, and teaching practice. **Here’s what you’ll find:**

1 Concrete guidance

This policy outlines the must-have processes, roles, and responsibilities for safe, effective AI tutoring, from initial vetting of a provider to ongoing monitoring. It’s detailed enough to give staff clear direction but flexible enough to adapt to your school’s needs.

2 Adaptable for any school

Each section can be edited, added to, or removed depending on your context. You can add it as a standalone policy or slot it into your existing policies without duplicating effort or confusing staff about who does what.

3 Evidence-based best practice

The framework here is grounded in proven approaches from both human tutoring and emerging AI solutions. We’ve drawn on insights from teaching, safeguarding and AI professionals to ensure we’ve covered everything.

4 Blank and annotated versions

There are two versions of this policy: one blank one that you can pick up and use immediately; the other is annotated as an exemplification of the sort of process and procedure you should expect from your tutoring provider to check their compliance. The exemplification is taken from Third Space Learning’s own internal documents regarding the build, development and deployment of Skye the AI voice tutor for schools.

More about Skye the AI voice tutor

At Third Space Learning, we've spent over 10 years delivering one-to-one online maths tutoring in **over 4,000 UK schools**. Over the course of these 2 million one-to-one lessons, we've learned exactly what schools need to feel confident in their tutoring partners – whether that's in the alignment with real classroom practice or the safeguarding, data protection and privacy matters.

This experience has led us to develop Skye, our AI voice tutor, with the same research-led approach and robust oversight we bring to all our tutoring. But at a **much lower cost**.

And, crucially, with teachers at the heart of the process.

Skye has been trained to teach maths problems in the same way as our traditional tutors, using tools like modelling, scaffolding, real-life contexts, and encouraging verbal reasoning to help learners solve problems, catch up and excel.

Unlike other AI tools or maths apps that rely on chat-based interactions and generating answers immediately, Skye works by talking pupils through maths problems and lessons that our teachers have created; speaking, listening, and guiding them through step-by-step explanations at their own pace.

Skye cannot see the student and it can only access learning content created and controlled by our academic team of former teachers. The teaching platform is designed to be a secure and closed learning environment that mimics the classroom experience as closely as possible.

If you have any questions about AI tutoring from Third Space Learning or any feedback or questions about these policy documents we'd love to hear from you. Get in touch: hello@thirdspacelearning.com.

AI tutoring policy – annotated version with explanations

1. Introduction

[School Name] recognises that Artificial Intelligence (AI)-powered tutoring (voice-based or text-based) can provide personalised support and reduce staff workload. This policy outlines how AI tutoring systems may be used safely, ethically, and effectively, ensuring compliance with safeguarding, data protection, and educational best practices.



- Skye, the voice-based AI tutor, has been developed by an experienced team of teachers with over 10+ years' experience delivering one-to-one maths tuition in schools.
- It is purpose-built to provide personalised maths tutoring for pupils of all abilities, significantly reducing teacher workload.
- Safeguarding and data protection measures are embedded at every stage.

2. Purpose and Scope

Purpose

- Ensure AI tutoring aligns with curriculum standards and legal/ethical guidelines.
- Protect students from harm or exploitation in AI tutoring contexts.
- Comply with data protection laws (e.g., UK GDPR).
- Clarify lines of accountability so that qualified staff oversee AI tutoring systems.

Scope

- Applies to all AI tutoring tools, platforms, or software used with [School Name] students.
- Covers all staff, volunteers, and external providers who develop, manage, or use AI tutoring on behalf of the school.



- **Curriculum-aligned:** All Third Space Learning lesson content is created by qualified teachers to meet national standards.
- **Legal & ethical compliance:** Third Space Learning has robust GDPR-compliant procedures; Skye only processes necessary student data and does not gather or store extraneous info.
- **Provider accountability:** Schools have a dedicated Account Manager and can oversee usage at all times.

3. Roles and Responsibilities

1 Governing Body / Trust Board

- Approves and reviews this policy.
- Monitors safeguarding, data protection, and educational impact.

2 Headteacher / Principal

- Oversees implementation of AI tutoring.
- Ensures staff have time and training to comply with this policy.

3 Designated Safeguarding Lead (DSL)

- Monitors safeguarding incidents involving AI tutoring.
- Advises on risk assessments for new AI features.
- Oversees flagged or concerning content as per the school's safeguarding procedures.



- **Headteacher & staff support:** Third Space Learning's service includes training resources for staff and ongoing support from a dedicated Account Manager.
- **Safeguarding:** Third Space Learning's AI tutor (Skye) has robust flagging/alerts; DSLs receive flagged-session alerts and can review transcripts.
- **Attendance:** Attendance data is available from the reporting area for your school. You can also review student engagement and progress.
- **Data protection:** Third Space Learning can provide DPIA templates to help your DPO evaluate compliance; we operate within UK GDPR frameworks..
 - Third Space Learning maintains clear internal responsibilities for safeguarding, data protection and operational compliance, including a Designated Safeguarding Lead (DSL) and annual staff training for all employees involved in Skye.

4. Approval Process

Platform Vetting

All AI tutoring platforms, including free trials, must be reviewed by the AI/EdTech Lead in consultation with the DSL and DPO before use. Any provider must demonstrate suitable data protection measures and robust safeguarding features.

Contracts & Agreements

[School Name] must enter into a written contract and appropriate annexures if necessary (i.e. Data Sharing Agreement or Data Processing Agreement if not covered within the contract), outlining:

- How data is stored, processed, and secured.
- Any relevant third-party data sharing.
- Breach notification obligations.

Teacher Oversight

1 Curriculum Lesson Development

- Lessons used by an AI tutor should not be fully machine-generated.
- [School Name] requires the involvement of teaching and curriculum experts in lesson creation and review. This applies to external providers and any teacher-created lessons aided by AI tools.

2 Educational Outcomes

- Where AI tutoring providers set goals for each student's AI tutoring, it is the responsibility of the class teacher to ensure they align with curriculum objectives.
- AI recommendations do not override teacher professional judgment; staff remain accountable for pupils' academic progress and well-being.



- **Safeguarding & data:** Third Space Learning can provide details on data storage, breach notification, or sign Data Sharing Agreements.
- **Data storage:** The systems which we use to process personal data are hosted in the UK or elsewhere in the EU.
- **Personal data:** The Third Space Learning platform, where pupils' personal data is stored, is hosted by Amazon Web Services (AWS) in Ireland and remains under TSL control at all times. We do not hold pupil's personal data other than on the Third Space Learning platform.
- **Human-created lessons:** Third Space Learning's AI tutor uses teacher-designed lesson slides. None of the lesson content is machine-generated on-the-fly.
- **Teacher judgment:** Third Space Learning's platform includes a teacher dashboard so staff can direct or customise topics taught. The teacher remains in control of pupil progress decisions.

5. Safeguarding

Session Supervision

- AI tutoring sessions should be conducted through **school-managed logins**; all sessions should be recorded with staff able to request transcripts.

Flagging & Alerts

- The AI system must have filters or detection features for harmful or explicit content, **automatically flagging** concerns.

Disclosure Handling

- If a pupil discloses potential abuse or harm within AI tutoring, staff respond as they would to any in-person disclosure, escalating to the DSL immediately.

Teacher Oversight

- Staff cannot assume the AI will catch all risks; **human vigilance** remains vital for spotting bullying, grooming, or other unsafe behaviour.

Tutoring at Home

- If AI tutoring is provided off-site or at home, the **same safeguarding and data standards apply**.
- Providers must give the school the same access to session records or transcripts on request
- Parents/carers should be informed about how sessions work, data collection, and the nature of any possible disclosures.

Session Records

- Any AI tutoring platform used by [School Name] must record sessions (or keep transcripts) and have an automated flagging system for harmful content.
- Any AI tutoring platform used by [School Name] must record and transcribe sessions and include an automated red flag system for identifying inappropriate, harmful or safeguarding-related content.
- Flagged interactions should trigger alerts to designated staff for timely review.
- The DSL decides on a monitoring schedule for these records and how any disclosures are handled.



- **Supervised sessions:** All Skye sessions run via school logins in a supervised environment; staff can watch or listen in, as needed.
- **Automated flagging:** Skye's voice-based system automatically flags suspicious or harmful content. Our Account Managers also review and escalate in near real-time.
- **Session transcripts:** Every Skye session is recorded and transcribed. Schools will receive transcripts when required to investigate concerns and share with the DSL if needed.
- **Home use:** At present Third Space Learning is not available for home use but at such time as it becomes available, Third Space Learning's policies will remain the same, and session recordings will still continue to be stored. Third Space Learning also provides schools with a letter to parents which explains the tutoring service and data protection measures in place.
- *For more detail on Third Space Learning's commitment to safeguarding, please see Appendix 1: Third Space Learning Safeguarding In Practice*

6. Equity and Inclusion

SEND / EHC Plans

- If an AI tutor's format, pacing, or scaffolding is unsuitable for a SEND/EHC learner, staff consult with the provider to adapt content (e.g., difficulty level, text vs. voice).
- If no suitable adaptation is possible, staff use more specialised human-led support or an alternative intervention.

Equality and Diversity

- Teachers must watch for **biased or culturally insensitive outputs** from the AI.
- Repeated or concerning patterns of bias should be escalated to the AI/EdTech Lead and the provider.

Digital Divide

- Where AI tutoring extends beyond school hours, the school attempts to **loan devices** or provide onsite sessions for pupils lacking reliable hardware or connectivity.
- Staff confirm platform compatibility with mobile/tablet devices to maximise access.



- **Inclusive by design:** Every element of Skye's design follows strong teaching practices that support a wide range of learners, including those with SEND. Lessons are broken into small, manageable steps, cognitive load is carefully controlled, and pitch and pace are adapted based on pupil responses. The consistent lesson structure and regular checks for understanding help pupils build confidence over time.
- **Age-appropriate and accessible:** Skye uses simplified, age-appropriate language, avoids multi-part instructions, and includes opportunities for pupils to reflect on their learning. Visual design choices also support accessibility, with high-contrast colours, clear fonts, and uncluttered slides guiding pupils' attention and reducing distractions.
- **Feedback-driven improvements:** Schools can flag any issues directly with the team. We continually monitor sessions and use this feedback to refine our support for all learners, including those with specific needs. Although we do not collect individual SEND profiles to guide Skye's teaching, anonymised SEN data is being analysed to inform future developments.



- **Bias checks:** Skye's content is human-authored and monitored to avoid cultural bias. We encourage immediate feedback if staff spot any issues so we can adjust quickly.
- **Accessibility:** Schools can schedule sessions during the school day to minimise digital divide concerns. Third Space Learning also supports standard Chrome browser environments, so older devices typically suffice.

7. Data Protection & Privacy

Lawful Basis

- The school defines a lawful basis (e.g., “public task”) for AI tutoring. If usage extends beyond normal educational provision, parental consent may be needed.

Data Minimisation

- AI tutors must collect only minimal personal data needed for effective support (e.g., first name, year group).
- **No sensitive data** (e.g. health info, EHCP details) may be uploaded into generative AI services unless explicitly anonymised.
- Any data collected for platform development or analysis (e.g. SEND flags) must be anonymised and used solely for internal improvement, not shared externally.

DPIA & Agreements

- A Data Protection Impact Assessment (DPIA) is completed for each AI tutoring platform, identifying any high-risk data practices.
- Platforms should adhere to safeguarding and data protection standards equivalent to those audited under national frameworks such as the Department for Education's National Tutoring Programme.
- The school keeps a record of data sharing agreements.

Security & Breach Reporting

- Providers must not share pupil data with unauthorised third parties.
- If voice data is stored or biometric identifiers are used, the school must obtain consent from parents or carers unless an existing agreement permits the school to provide consent on their behalf.
- Providers must promptly report data breaches to [School Name], enabling the school to follow ICO notification procedures if necessary.



- **Minimal data:** Third Space Learning only requires pupil name, year group, and lesson data. We do not store sensitive data or share with 3rd parties. All usage data is strictly for safeguarding and progress reporting.
- **Sensitive data:** As part of our commitment to inclusive and effective learning, we collect anonymised data on students with Special Educational Needs (SEND). This information allows us to better understand the diverse needs of our learners and ensure the programme is accessible, supportive, and personalised for all students. By analysing SEN data, we hope to refine our AI models and content design to better accommodate a range of learning needs, ultimately leading to a more tailored and equitable learning experience.
- **Lawful basis:** Most schools use 'public task' to deliver tutoring for educational purposes. Third Space Learning is flexible if you need separate parental consent for certain circumstances.
- **DPIA support:** We supply standard details for your DPIA. Third Space Learning was a DfE-approved NTP provider and meets equivalent safeguarding and data-protection standards.
- **Breach reporting:** Third Space Learning follows a robust incident response policy, notifying schools promptly if any breach is identified.

8. Monitoring & Review

Ongoing Monitoring

- The SLT and AI/EdTech Lead regularly collect feedback from staff, pupils, and parents on the AI tutor's educational efficacy, safeguarding reliability, and data compliance.

Risk Matrix & Re-Audit

- The school maintains an "AI Tutoring Risk Matrix" to identify issues (e.g., data misuse, negative learning experiences). The AI/EdTech Lead, DSL, and DPO will re-audit the system every [6 or 12] months or after significant platform updates.

Annual Policy Review

- The Governing Body (or Trust Board) reviews this policy annually or sooner if major AI or legal changes occur.



- **Usage analytics:** Third Space Learning's platform tracks usage and progress. We provide data so SLT/AI Leads can measure impact and gather feedback from teachers, pupils, or parents.
- **Regular updates:** As Skye evolves, Third Space Learning notifies schools of significant changes or new features, so any re-audit can factor them in.
- **Policy alignment:** Third Space Learning is prepared to adapt to any updated school requirements or new national guidelines on AI tutoring.

9. Breaches & Non-Compliance

Staff Disciplinary

- Failure to follow this policy may result in disciplinary action, up to termination of employment.

Provider Violations

- Non-compliant providers risk contract termination or suspension.

Safeguarding & Data Breaches

- Severe safeguarding concerns are referred to external agencies in accordance with statutory guidance.
- Data breaches follow the school's Data Breach Policy and ICO guidelines.



- **Transparency:** If a data or safeguarding issue arises, Third Space Learning works directly with the school's DSL, DPO, or leadership to resolve it swiftly and in accordance with statutory guidance.

AI tutoring policy – editable school template

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- Monitors safeguarding incidents involving AI tutoring.
- Advises on risk assessments for new AI features.
- Oversees flagged or concerning content as per the school's safeguarding procedures.

4 Data Protection Officer (DPO)

- Ensures all AI tutor data processing aligns with UK GDPR.
- Oversees Data Protection Impact Assessments (DPIAs) and data sharing agreements.

5 AI/EdTech Lead

- Evaluates AI tutoring platforms in consultation with the DSL and DPO.
- Coordinates staff training on AI usage.
- Leads any AI tutoring re-audits or risk assessments.

6 Teachers and Support Staff

- Use only approved AI tutoring solutions.
- Remain responsible for final teaching quality and pupil progress decisions.
- Report technical, data, or safeguarding concerns to the DSL, DPO, or AI/EdTech Lead.

4. Approval Process

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7. Data Protection & Privacy

Lawful Basis

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Data Minimisation

- AI tutors must collect only minimal personal data needed for effective support (e.g., first name, year group).
- **No sensitive data** (e.g. health info, EHCP details) may be uploaded into generative AI services unless explicitly anonymised.
- Any data collected for platform development or analysis (e.g. SEND flags) must be anonymised and used solely for internal improvement, not shared externally.

DPIA & Agreements

- A Data Protection Impact Assessment (DPIA) is completed for each AI tutoring platform, identifying any high-risk data practices.
- Platforms should adhere to safeguarding and data protection standards equivalent to those audited under national frameworks such as the Department for Education’s National Tutoring Programme.
- The school keeps a record of data sharing agreements.

Security & Breach Reporting

- Providers must not share pupil data with unauthorised third parties.
- If voice data is stored or biometric identifiers are used, the school must obtain consent from parents or carers unless an existing agreement permits the school to provide consent on their behalf.
- Providers must promptly report data breaches to [School Name], enabling the school to follow ICO notification procedures if necessary.

8. Monitoring & Review

Ongoing Monitoring

- The SLT and AI/EdTech Lead regularly collect feedback from staff, pupils, and parents on the AI tutor's educational efficacy, safeguarding reliability, and data compliance.

Risk Matrix & Re-Audit

- The school maintains an "AI Tutoring Risk Matrix" to identify issues (e.g., data misuse, negative learning experiences). The AI/EdTech Lead, DSL, and DPO will re-audit the system every [6 or 12] months or after significant platform updates.

Annual Policy Review

- The Governing Body (or Trust Board) reviews this policy annually or sooner if major AI or legal changes occur.

9. Breaches & Non-Compliance

Staff Disciplinary

- Failure to follow this policy may result in disciplinary action, up to termination of employment.

Provider Violations

- Non-compliant providers risk contract termination or suspension.

Safeguarding & Data Breaches

- Severe safeguarding concerns are referred to external agencies in accordance with statutory guidance.
- Data breaches follow the school's Data Breach Policy and ICO guidelines.

Appendix 1: Safeguarding procedures for Skye

Safeguarding Information - Skye AI voice tutoring

Third Space Learning (TSL) is committed to ensuring the highest standards of safeguarding in our online tutoring services. This policy outlines the safeguarding measures in place for our AI-powered voice tutor, Skye, ensuring that all interactions are safe, secure, and aligned with UK safeguarding regulations.

Safeguarding Training and Leadership

All staff at Third Space Learning, including developers, receive annual safeguarding training. Our Designated Safeguarding Lead (DSL) and Deputy DSL hold senior roles within the business:

- **Chief Operating Officer** – Oversees operational compliance and safeguarding measures.
- **Head of Operations** – Manages our School Account Managers responsible for school programmes.

Safeguarding Training and Leadership

To ensure a safe learning environment, we have implemented rigorous safeguards in the design of Skye our AI tutor:

- **Controlled Scheduling:** Students cannot schedule sessions independently. All sessions are scheduled by the school at appropriate times and take place in controlled environments under the supervision of a member of school staff.
- **Audio-Only Interaction:** Skye (AI tutor) engages with students through voice interaction only. The visual component consists only of a shared whiteboard displaying TSL-approved learning content.
- **Curated Learning Materials:** All learning content is created and controlled by the TSL academic team, consisting of former qualified teachers. Skye does not pull materials from the wider internet—only from the TSL curriculum.
- **Alignment with the UK National Curriculum:** All content is designed to meet national education standards and is quality-controlled by our academic team of qualified teachers.
- **Session Recording and transcriptions:** Every session is recorded and transcribed, allowing us to review interactions, particularly in the case of safeguarding concerns or disclosures.

- **Closely Moderated:** Skye operates within strict guardrails implemented by TSL that define the scope of its interactions, ensuring appropriate and safe engagement with students.
- **Focused Learning Experience:** Additional safeguards ensure that Skye remains on-task. If a student attempts to divert the conversation in an inappropriate direction, the tutor will respond politely and redirect the discussion back to the lesson.

Red Flag Policy and Reporting Procedures

We have implemented a robust monitoring system to identify and escalate safeguarding concerns using the same processes as we do for human tutoring.

Skye flags any inappropriate comments, disclosures, or safeguarding concerns for review.

- Any safeguarding concerns flagged in session trigger an alert to our Account Managers to review the session.
- School Account Managers review flagged interactions in near-live time.
- Any Safeguarding concerns are escalated to the school's designated safeguarding lead.
- If necessary, we provide session recordings to assist in further safeguarding investigations.

Compliance and Auditing

Third Space Learning's safeguarding processes have been developed in collaboration with schools over the past decade, supporting over 4,000 schools. Our safeguarding protocols were audited every term for four years by the Department for Education (DfE) as part of the National Tutoring Programme (NTP), passing each audit successfully. While these audits focused on human tutoring, our AI tutoring service adheres to the same high standards.

Third Space Learning remains committed to maintaining a secure and supportive learning environment for all students. We will continue to review and enhance our safeguarding practices in line with best practices and regulatory requirements.

Do you have a group of pupils who need a boost in maths this term?


Each pupil could receive a personalised lesson every week from our specialist 1-to-1 maths tutors.

- ✓ Raise attainment
- ✓ Plug any gaps or misconceptions
- ✓ Boost confidence

93% of teachers feel Third Space Learning lessons helped their pupils achieve higher assessment scores

Speak to us

 thirdspacelearning.com

 0203 771 0095

 hello@thirdspacelearning.com



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