



Online Tutoring Policy

Introduction

This policy should be read in conjunction with the VTO Safeguarding Policy Statement.

The Volunteer Tutors Organisation is committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of each student and tutor using our online tutoring platform is paramount and no less robust than the policy and procedures which support face to face tutoring.

AIMS

- A) The aim of this policy is to safeguard all young people and other persons using the VTO online tutoring platform whilst they are within a lesson session.
- B) This policy document contains the responsibilities of all persons using online tutoring including tutors, young people and parents/guardians.
- C) It is important that all persons using or working on behalf of the VTO are aware of this policy and have familiarised themselves with the detailed safeguarding procedures.

Registration of Volunteer Tutors

As with face to face tutoring, all volunteers must be successfully recruited as per the VTO Volunteer Recruitment Policy, members of the PVG scheme, and have participated in all 3 parts of the induction training program.

Privacy

As covered in the Safeguarding Policy, all tutors must be allocated a VTO tutor email address, e.g. VTOtutor1@vtoscotland.org and must use this when participating in an online tutoring session to ensure that the young person cannot contact the tutor direct.

Equally the young person will be allocated a VTO pupil email address, e.g. VTOpupil1@vtoscotland.org and must use this when participating in an online tutoring session to ensure that the tutor cannot contact the pupil direct.

Recordings

All lessons will be recorded and normally available for play back to the parents and students for up to 3 months. The recordings remain the property of The VTO.

The VTO may review any sessions where a report has been made by any person using the online tutoring service for the purpose of investigating the report.

All data held by the VTO is in accordance with the [Data Protection Act 1998](#) and the VTO Privacy Policy.



Roles and Responsibilities of persons using the VTO online tutoring service.

The Tutor

The tutor shall:

- Ensure that their environment does not display any inappropriate images or documentation capable of being viewed by the pupil or parent/guardian when conducting a session. This includes documentation and pop-ups when sharing your screen with a pupil.
- Always ensure language is appropriate and not offensive or discriminatory.
- Ensure any contact with the pupil 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 pupil or parent/guardian.
- Value and take pupils' contributions seriously.
- Report any dispute with a student or parent/guardian to the appropriate Learning Communities Coordinator or Safeguarding Officer.
- Report any inappropriate behaviour or illegal activity identified within a lesson session by the pupil or third party, in accordance with the VTO Safeguarding Policy.
- Ensure that a parent/guardian is present at the start and end of a lesson 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 3 months.

The Student

Pupils can register with the service but cannot start using the service until sponsor/parent/guardian/carer over the age of 18 has formally registered and agreed to it.

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/guardian who in turn will report it to their LCC.
- Report any inappropriate behaviour or illegal activity by a tutor within a session to a parent/guardian who in turn will report it to their LCC.
- Be aware that the sessions are recorded and they are available for review for a period up to 3 months.



Parent/Guardian

The parent/responsible adult shall:

- Ensure the student is fully aware of the VTO Online Tutoring Policy.
- Always be responsible for the welfare of the pupil during the session.
- Always be responsible for the physical environment of the pupil during the session ensuring it is safe and appropriate.
- Be present at the beginning and the end of a session and be available during a tutor session so any concerns encountered by the pupil can be reported as soon as possible.
- Ensure that tutors will be treated with respect and fairness by the pupil and will not be subjected to abusive behaviour or language.
- Ensure the pupil has no inappropriate communication with the tutor outside the lesson session.
- Report any unsolicited communications between the tutor and pupil if appropriate.
- Report any dispute with a tutor to the VTO Learning Communities Coordinator.
- Report any inappropriate behaviour or illegal activity by a tutor to the VTO Learning Communities Coordinator
- Be aware all lessons will be recorded and made available for play back for up to 3 months

This policy was last reviewed on:

27th April 2020

Approved by Board:

Signed:

Date: 06/05/2020