



MENTOR EDUCATION

SAFEGUARDING POLICY

1. Mentor Education's commitment to safeguarding children

Mentor Education is committed to safeguarding and promoting the welfare of all children and young people. We aim to ensure that the children and young people participating in tutoring activities delivered by our self-employed tutors feel comfortable and safe.

We believe that it is always unacceptable for a child to experience abuse of any kind and we recognise our responsibility to safeguard the welfare of all children, by a commitment to practice which protects them. Whatever the form of abuse or neglect, Mentor Education will always put the needs of children and young people first when determining what action to take.

All adults interacting with children and young people through Mentor Education's work must comply with the Safeguarding Policy and the Code of Ethics.

2. Aims and application

Mentor Education takes a child-centred approach to safeguarding and promoting the welfare of every child and young person. Safeguarding the welfare of children and all others involved in Mentor Education's activities by protecting them from physical, sexual and emotional harm, as well as neglect is of utmost importance.

All employees, workers, volunteers and self-employed tutors of Mentor Education are expected to be conversant with the content of this document. It is crucial that the Designated Safeguarding Lead, promotes this policy and ensures safeguarding is embedded into the culture of the company.

A Code of Ethics is included in this document to give guidance for all adults working for, or with Mentor Education. All Mentor Education staff, and self-employed tutors are required to follow the Code of Ethics when working with children or young adults.

2.1 Mentor Education is committed to;

- Doing their best to protect children and young people from abuse whilst participating in any tutoring activity
- Promoting and prioritising the safety and wellbeing of children
- Implementing a Code of Ethics for staff and self-employed tutors and ensuring everyone knows their duties and responsibilities regarding safeguarding children
- Making sure appropriate action is taken should an incident or concern regarding child welfare be reported
- Recording and storing information professionally and securely, in line with our Privacy Policy
- Recruiting staff and volunteers safely and ensuring all necessary checks are made
- Maintaining a solid safeguarding structure with clearly assigned roles and responsibilities including the identification of a Designated Safeguarding Lead



3. Roles and Responsibilities

If you have any safeguarding concerns regarding the tuition provided by a Mentor Education, please contact the Designated Safeguarding Lead on the Mentor Education staff team in the first instance.

If you are unable to contact Designated Safeguarding Lead, advice can be sought from the NSPCC Helpline (0808 800 5000 help@nspcc.org.uk).

Designated Safeguarding Lead (DSL):

Mary Lonsdale

mary@mentoreducation.co.uk

020 8883 2519

In the event of the Designated Safeguarding Officer being unavailable please email: hello@mentoreducation.co.uk or call the above telephone number.

3.1 Designated Safeguarding Lead's Responsibilities

- Offer support to all staff and volunteers involved in Mentor Education's work.
- To ensure that all self-employed tutors provide Mentor Education sufficient criminal record check certificates.
- To act as the main point of contact in the event of any allegation or disclosure
- Refer all cases of suspected abuse to the relevant local authority or school child protection officer

4. Recruitment

Everyone has a role to play to support the safeguarding of children. The following policy outlines specific measures taken by Mentor Education to ensure that unsuitable people are not recruited into a position of trust with children, complaints or allegations against staff and tutors are investigated appropriately, and a clear Code of Ethics for staff and tutors is in place.

Mentor Education is committed to preventing people who pose a risk of harm from working with children or young people. All our tutors are thoroughly vetted, and suitable steps are taken to prevent unsuitable tutors being registered with Mentor Education. This includes the following for all applicant tutors:

- Face to face interview when possible. Skype, Zoom or Google Hangouts also acceptable.
- Review of work history and investigation of employment gaps
- At least 2 satisfactory references commenting on the applicant's suitability to work with children
- Enhanced Disclosure and Barring Service police check (DBS) which will be renewed every 3 years
- Overseas Police Check where appropriate

5. Different types of abuse

You must report your concern, whether it relates to a Mentor Education tuition lesson, or not (e.g. neglect at home). You do not need to make a judgement, but you do need to share your concerns as soon as possible with the Mentor Education Safeguarding Lead who will proceed according to the Mentor Education Safeguarding Policy. You might be concerned that a child is subject to one or more of the official categories of child abuse:

- **Physical Abuse:** physical injury to a child where there is knowledge, or a reasonable suspicion, that their injury was inflicted or knowingly not prevented.
- **Neglect:** the persistent or severe neglect of a child that results in serious impairment of the child's health or development (both physical and mental).
- **Emotional Abuse:** the persistent or severe emotional ill-treatment of a child which has severe adverse effect on the behaviour and emotional development of that child.
- **Sexual Abuse:** the involvement of dependent, developmentally immature children and adolescents in sexual activities they do not truly comprehend, to which they are unable to give informed consent.
- **Extremism:** A vocal or active opposition to fundamental human values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.
- **Grooming:** When someone builds an emotional connection with a child or a young person to gain their trust for the purposes of sexual abuse or exploitation.
- **Self-Abuse:** Any means by which a child or young person seeks to harm themselves. This can take lots of physical forms, including cutting, bruising, scratching, hair-pulling, poisoning, overdosing and eating disorders.

Your concerns may be very specific, or they may be more general. Concerns might amount to no further action needed or they could lead to something significant. Concerns must be reported even if they seem insignificant, as they may contribute to a larger case.

6. Safeguarding concern procedure

In all cases related to child protection and safeguarding, the main procedure is to treat the allegation seriously, in strict confidence and immediately contact the Mentor Education Designated Safeguarding Lead.

6.1 Allegations of abuse against a child or young person

All staff and tutors must be aware of how to respond to disclosure of information which leads to child protection concerns. A disclosure can be made by a child or adult about themselves or another child or adult. When information is shared with you which causes concerns of possible abuse, your requirement is to accept the information being shared without influencing it, as well as providing support and reassurance to the child and managing expectations. When information is disclosed you must:

- Be clear that confidentiality cannot be guaranteed. The safety of children overrules confidentiality concerns.

- Avoid leading questions. Listen carefully to what is being said and allow the child to speak without interruption as much as possible.
- Accept what you are being told without judgement and avoid overreacting with a strong emotional response, it is important to remain calm during the disclosure.
- Offer support and explain to the child they have not done another wrong sharing the information with you.
- Clearly and calmly explain what you will do next and that you will need to share what has been discussed with another adult who can help.
- Immediately after the disclosure make a written record of events. Be as clear and precise as you can, use the same words the child used, make note of the date, time, venue, who was present and the behaviours, mood and actions of the child during the disclosure. Do not create this record during disclosure. Your full attention should be given to the disclosure itself and making notes may influence what information is shared.
- It is not your role to investigate. You must always refer, never investigate.

6.2 Allegations of abuse made against an adult

Is it imperative that any allegations made against one of our employees or self-employed tutors or dealt with systematically and promptly. The following procedures are in place first and foremost to protect the child or young person involved. Any child or young person should feel safe, respected and listened to when making an allegation against an adult representing Mentor Education.

Any allegation against an adult representing Mentor Education will be reported directly to the Designated Safeguarding Lead as soon as possible.

6.3 Protocol

In the event of Mentor Education Designated Safeguarding Lead is contacted the following protocol will be followed:

1. The information will immediately be passed on to the relevant child protection and safeguarding authorities.
2. Mentor Education shall support the authorities or school with any action that is deemed appropriate and shall undertake reasonable endeavours to provide the authorities or school with any assistance or documents.
3. Mentor Education shall not, under any circumstances, undertake any independent investigation or questioning (as this may jeopardise any enquiry) unless or until Mentor Education is given authorisation by the school or the Authorities.
4. All allegations or suspicions shall be referred to the school no matter how insignificant they seem to be or when they occur. Any information about suspicious behaviour or circumstances will be passed to the local Police Child Protection Unit or the local Social Services within 24 hours or as soon as shall be reasonably practicable.

7. Code of ethics

MENTOR EDUCATION

CODE OF ETHICS

In your role of a tutor at Mentor Education you are acting in a position of authority and have a duty of care towards the students we work with. This Code of Ethics outlines the behaviour Mentor Education expects from all our staff and tutors.

1. I understand that my role as a tutor is to encourage and enable students to achieve their unique potential as independent learners through acknowledgement, encouragement, understanding and personalised attention.
2. I will demonstrate faith in my students' learning ability and provide honest, positive and constructive feedback.
3. I understand the goal is to assist students in discovering how he/she best learns. I will accomplish this by helping each student develop the skills needed to achieve their best educational outcome. I will also remain flexible to my approach to student learning, respectful of the various learning styles and preferences.
4. I am committed to identifying any challenges or difficulties my students might have with their learning and to assisting them in overcoming those barriers.
5. I will maintain a contemporary approach in both my subject area(s) and learning methodologies and commit to keeping up to date with latest methods and developments relevant to my practice.
6. I will not engage in any form of plagiarism, such as completing students' homework assignments for them.
7. I will be careful to avoid creating any unhealthy dependencies by suggesting a need for tutoring where no such need exists; reporting in a manner that explicitly or implicitly suggests a need for further on-going tutoring or engaging in any practice that undermines the independent learning of students.
8. I will abide by Mentor Education's Safeguarding Policy and Code of Ethics.
9. I will respect a child's or young person's right to personal privacy as far as possible but never promise to keep something secret. Should I need to break confidentiality in order to follow child protection procedures, I will follow the appropriate guidelines and policies.
10. I will share and identify to my client any special educational needs or concerns I have about a student's social, emotional and behavioural difficulties that are beyond my competency to address or resolve.
11. I understand that my relationship to my student is professional and not personal and that I have a duty of care towards them.
12. I will always conduct myself in a professional manner and will not consume alcoholic drinks, illegal substances or smoke either immediately prior to or during a lesson.



13. I will not post or comment on Mentor Education, on any of my students or my interactions with them on any form of Social Media.
14. I will respect cultural or individual differences, including those based on age, sex, gender identity, race, ethnicity, culture, national origin, religion, sexual orientation, disability, language, and socioeconomic status. I will show respect for my student's personal value system and will not impose my personal value system or lifestyle upon any student.
15. I will maintain accurate records of tutoring sessions as expected and required.
16. I will be on time for all appointments, maintaining high standards with regard to language, manners, presentation and preparation ensuring that the time spent with students is a positive experience.
17. I will respect and follow the agreed cancellation policy.
18. I will handle any personal data of students with sensitivity and confidentiality.
19. I will provide Mentor Education with a copy of my Enhanced DBS certificate and agree to keep it up to date.
20. I will provide Mentor Education with proof of my right to work in the UK (such as passport, national insurance number, relevant work permit / visa).
21. I will respect the Mentor Education Terms and Conditions, and in particular, will not seek to provide educational services to students I have been introduced to in this way independently of the company.
22. I will share any concerns I have with Mary Lonsdale, Owner, Mentor Education Ltd.

