

# ThePeerTutor.Com Ltd

## Safeguarding Policy

Related artefacts:

1. ThePeerTutor.com Ltd (TPT) [Terms & Conditions](#)
2. TPT [Privacy Policy](#)
3. TPT Safeguarding Statement [Safeguarding Statement](#)
4. TPT Internet & Online Safety & Protection [Child Protection](#)

### 1. Overview

- 1.1. ThePeerTutor.com Ltd (TPT) are passionate about education and accessible online learning for all. We are dedicated to providing a Website that is both an enjoyable and safe environment for all our Users, where no one should be made to feel uncomfortable or unsafe as part of their online learning experience. We have therefore designed our Website with several safety features built in, which can be found in our [Safeguarding Statement](#)
- 1.2. The TPT Website and its policies provide the framework for all Users to have an enjoyable and safe learning environment and experience whilst they Use the Website and its Services.
- 1.3. It is expected that all Users will familiarise themselves with the TPT [policies, processes, & procedures](#) upon first visiting the Website and before Using its Services and on a regular basis thereafter.
- 1.4. TPT will have the final say in all matters relating to Online Safety and Child Protection, which may result in restricted access to the Website or its Services, suspension or termination. Where criminal activities are suspected, this will result in immediate suspension or termination of a Users account, but may be reinstated by Us pending any external investigations.

### 2. Legislation

- 2.1. The TPT Website and its Online Safety & Protection policies have been written to ensure We meet and adhere to all relevant UK online and child safeguarding legislation.
- 2.2. This policy should be read along with our [Terms & Conditions](#).
- 2.3. We reserve the right to amend this policy, our [Terms & Conditions](#) and any related artefacts as legislative changes demand.

### 3. Purpose

- 3.1. The sole purpose of our safeguarding processes, procedures and policy are to ensure that We provide a safe environment for all Users of our Website and its Services, but primarily minors (those under 18) who may be Tutors or Students.
- 3.2. The policies detailed here include the roles and responsibilities of Users of our Website or Services.

- 3.3. It is the responsibility of Tutors, Students and Responsible Adults to read and understand the processes, procedures and this policy and related artefacts that are linked within them, including our [Terms & Conditions](#) before making an informed decision to use the Website and its Services.
- 3.4. Failure to comply and follow with any safeguarding instructions may warrant TPT to restrict, suspend or remove the User(s) from the Website and its Services immediately, without recourse.
- 3.5. Users access and Use the Website and its Services on an as is and as available basis. No warranties of any kind are given or implied. TPT cannot guarantee that all of the material and content on the Website is complete, accurate or up-to-date.

#### 4. ThePeerTutor.com Ltd Obligations

- 4.1. When registering new Tutors to our Website, We conduct a triple-lock system of checks as part of the on-boarding process, comprising:
  - 4.1.1. Verifying original educational certificates and credentials for qualifications claimed
  - 4.1.2. Seeking one or more academic or personal references from verifiable referees from educational institutions attended and previous employers and
  - 4.1.3. Conducting internal cross reference checks on their suitability to Tutor on our Website and follow seeking further vetting information and conduct interviews where it is deemed necessary.
- 4.2. We Welcome and prioritise Tutors who hold current and relevant DBS/CRB or equivalent certifications although it is not a mandatory requirement to Tutor on our Website.
- 4.3. We aim to provide a safe and secure Website for all our Users, including a secure messaging system that is logged and encapsulated within the TPT ecosystem, where no personal details are shared, as well as storing all video recordings (barring technical issues) in accordance with our [Privacy Policy](#) and [Terms & Conditions](#). All recordings and messages on the Website are the property of TPT, as per our [Terms & Conditions](#).
- 4.4. We will endeavour to ensure that any incidents that are reported to Us will be dealt with in a fair, impartial and timely manner and in accordance with our policies and procedures.
- 4.5. Where evidence of inappropriate actions are proven, We will provide our support to the appropriate authorities, including the police and hand over any evidence requested relating to those specific actions.
- 4.6. We will monitor and review our [policies, processes, & procedures](#) on an on-going basis and reserve the right to make changes and amendments as the law requires and following guidance from agencies considered subject matter experts in online and child safety and protection and also as in accordance with our [Terms & Conditions](#).

For Clauses 5 and 6 below, for under 18s, the terms 'Tutors' & 'Student' includes their Parent, Guardian or Responsible Adult in charge of a minor.

#### 5. Tutor Obligations

Tutors at all times are expected to:

- 5.1. Register Using true, accurate and verifiable information as part of the on-boarding and registration process on the TPT Website. **Where it is subsequently found that inaccurate, misleading or false credentials have been provided, TPT reserves the right to restrict, suspend or terminate Your account, if We consider the matter damaging to TPT, its Website, Services or image.**
- 5.2. Tutors are required to disclose any criminal convictions or cautions received prior to registration on the TPT Website. Convictions or cautions received after registration must also be disclosed to TPT. We reserve the right to refuse or terminate Your registration.
- 5.3. Know and understand that all Digital Classroom sessions and messaging channels on the TPT Website may be monitored, recorded and stored for a period of time.
- 5.4. Tutors under the age of 18 can Use the Website and its Services on an invitation-only basis by a Responsible Adult, who has previously registered on the Website and assumes all legal responsibilities for one or more Tutors they invite to the Website.
- 5.5. Tutors over the age of 18 can register and Use the Website and its Services after inviting themselves.
- 5.6. Treat all Students equally and in a fair and considerate manner, without prejudice or bias of any kind including but not limited to, racial, sexual or disability.
- 5.7. Provide a professional and courteous service to at all times and in all formats of communications with Students.
- 5.8. Refrain from using, sharing or displaying inappropriate, inflammatory, offensive language or behaviour
- 5.9. Refrain from using, sharing or displaying offensive or inappropriate images and material or links to such material.
- 5.10. Refrains from communicating with the Student outside of the Website.
- 5.11. Report any activity or interaction encountered that is considered to be harmful, illegal or detrimental to their or their Students well being immediately to their Responsible Adult who in turn will report the matter as detailed in [policies, processes, & procedures](#)

## 6. Student Obligations

Students at all times are expected to:

- 6.1. Know and understand that all Digital Classroom sessions and messaging channels on the TPT Website may be monitored, recorded and stored for a period of time.
- 6.2. Students under the age of 18 can only access the Website and its Services on an invitation-only basis. A Responsible Adult is required to register on the Website initially and assume all legal responsibilities for one or more Students they invite to the Website.
- 6.3. Students under 18 must have Responsible Adult supervision at all times.
- 6.4. Students over 18 can register on the Website and Use its Services, but have to invite themselves to access the Services fully.
- 6.5. Treat all Tutors and Responsible Adults equally and in a fair and considerate manner, without prejudice or bias of any kind including racial, sexual or disability based.

- 6.6. Be courteous at all times and in all formats of communications with Tutors and Responsible Adults.
- 6.7. Refrain from using, sharing or displaying inappropriate, inflammatory, offensive language or behaviour
- 6.8. Refrain from using, sharing or displaying offensive or inappropriate images and material or links to such material.
- 6.9. Refrains from communicating with the Tutor outside of the Website.
- 6.10. Report any activity or interaction encountered that is considered to be harmful, illegal or detrimental to their or their Tutors wellbeing immediately to their Responsible Adult who in turn will report the matter as detailed in [policies, processes, & procedures](#)

## 7. Responsible Adult Obligations

Parents, Guardians and Responsible Adults, collectively referred to here as Responsible Adults and representing Students or Tutors under 18, at all times are expected to:

- 7.1. Ensure that Students or Tutors under 18 must have Responsible Adult supervision at all times.
- 7.2. Know and understand that You, as the Responsible Adult, are fully responsible for the Welfare and safety of Students or Tutors in Your charge at all times whilst Using the Website and its Services.
- 7.3. Take responsibility for ensuring that Tutors or Students in Your charge are fully aware of their behaviours and actions on the Website and that they do not abuse its Services to the detriment of others.
- 7.4. Know and understand that all Digital Classroom sessions and messaging channels may be recorded and stored for a period of time.
- 7.5. Students under the age of 18 can only access the Website and its Services on an invitation-only basis. You, as a Responsible Adult, are required to register on the Website initially and assume all legal responsibilities for one or more Students You invite to the Website.
- 7.6. Treat all Students and Tutors equally and in a fair and considerate manner, without prejudice or bias of any kind including racial, sexual or disability.
- 7.7. Be courteous at all times and in all formats of communications with Students and Tutors.
- 7.8. Refrain from using, sharing or displaying inappropriate, inflammatory, offensive language or behaviour.
- 7.9. Refrain from using, sharing or displaying offensive or inappropriate images and material or links to such material and understand that it is a criminal offence in UK Law to do so with a Minor.
- 7.10. Refrain from communicating with Tutor(s) or Students(s) outside of the Website ecosystem.
- 7.11. For Students and Tutors considered as Minors, report any serious activity or interaction encountered that is considered to be harmful, illegal or detrimental to their wellbeing, immediately to the relevant authorities as detailed in [policies, processes, & procedures](#) and also [inform TPT within 24 hours](#).