

ThePeerTutor.Com Ltd

Safeguarding Processes & Procedures

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. Preamble

- 1.1. ThePeerTutor.com Ltd (TPT) are passionate about education and accessible online learning for everyone. We are dedicated to providing a Website that is both an enjoyable, safe and secure environment for 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. This artefact details the recommended actions and steps that must be followed, should anyone be made to feel unsafe or exposed to unsolicited conduct, approaches or material. Where minors are involved (Students or Tutors under 18 years of age), We strongly mandate Responsible Adult supervision at all times whilst on the Website or using its services. It is the adults responsibility to take the appropriate action to ensure the safety and wellbeing of minors at all times. TPT cannot be held responsible for not complying with the recommendations set out below.
- 1.3. Unsafe, inappropriate or abusive behaviour shall include, but is not limited to:
 - 1.3.1. The language used
 - 1.3.2. The display of unsolicited actions and behaviours
 - 1.3.3. Reference to or display of indecent or pornographic material
 - 1.3.4. The disclosure or sharing of personal or sensitive information

- 1.4. TPT cannot reasonably foresee every unsafe situation that may arise for Users, and where a situation is not covered here, the recommendation is to contact the relevant authorities, including the police, where it is deemed appropriate. If a situation or incident considered sufficiently serious occurs that is not covered in these guidelines, you are advised to contact TPT at the earliest opportunity, after having reported it to the appropriate authorities or police, if any incident is considered serious or harmful to any one or more individuals in nature.
- 1.5. As per our Terms and Conditions, all minors (anyone under the age of 18, whether Tutor or Student) must have responsible trusted adult supervision close to hand, whilst using the TPT Website or its services.
- 1.6. TPT will work with the appropriate authorities and services and will take the appropriate steps and actions as mandated by law to withdraw, suspend or remove any and all services to individuals it considers to have breached our [Terms & Conditions](#) and the [policies, processes, & procedures](#) set forth here and elsewhere on the TPT Website. Reinstatement will be entirely at our discretion based on findings of any internal or external investigations conducted and on the seriousness of the offences and actions.

2. Tutors, Including u18s

- 2.1. Inappropriate and offensive language or behaviour
 - 2.1.1. Where inappropriate or offensive language or behaviour is directed towards a Tutor, the following guidelines will apply:
 - 2.1.2. The Tutor will log the time and date of the incident and inform the Student or adult present that the session will be terminated immediately and why.
 - 2.1.3. Where the Tutor is minor (over 16, under 18), the Tutor will immediately inform the Responsible Adult present of the incident.
 - 2.1.4. The Responsible Adult will log the time and date of the incident and inform the Tutor that the session will be terminated immediately and why. It is the responsibility of the adult to ensure the safety and welfare of the minor at all times whilst using the Website.

- 2.1.5. No further communications must take place between the individuals involved, until such time as TPT have assessed the incident and given their decision.
- 2.1.6. Inform TPT within 24 hours of the incident having occurred. We will review the matter and take the appropriate steps, which may include restricting or terminating further services to the Student or individuals involved and may report the incident to the relevant authorities.

2.2. Pornographic Materials - Images (Including Video)

- 2.2.1. It is a criminal offence to share or display any pornographic material with minors and as such, is strictly forbidden on the TPT Website.
- 2.2.2. If a Student or individual shares or displays such material, the Tutor will inform the Student and their Responsible Adult that the session will be terminated immediately and why.
- 2.2.3. Where the Tutor is a minor (over 16, under 18), the Tutor will immediately inform a Responsible Adult of the incident.
- 2.2.4. The Responsible Adult, on behalf of the Tutor, will log the time and date of the incident and inform the Student that the session will be terminated immediately and why. It is the responsibility of the adult to ensure the safety and welfare of the minor at all times whilst using the Website.
- 2.2.5. No further communications must take place between the individuals involved, until such time as TPT have assessed the incident and given their decision.
- 2.2.6. The incident should be immediately reported to the appropriate authorities including the police and any evidence retained.
- 2.2.7. The Tutor or Responsible Adult representing a minor must inform TPT within 24 hours of the incident having occurred. We will review the matter and take the appropriate steps, including terminating further services to the Student or individuals, following guidance from any external authorities, including the police.

2.3. Disclosure of Personal & Sensitive information

- 2.3.1. A Tutor may see, hear or otherwise come to know about abusive behaviour whilst using the Website and it's services in engaging with Students.

- 2.3.2. Where the Tutor is minor, the Tutor will inform the Responsible Adult present immediately or at the earliest opportunity of the incident.
- 2.3.3. The Responsible Adult will log the time and date of the incident and must inform the relevant authorities, including the police, following which, the matter should also be reported to TPT at the earliest opportunity. It is the responsibility of the adult to ensure the safety and welfare of the minor at all times whilst using the Website.
- 2.3.4. If the Tutor is over 18, it is their responsibility to take the appropriate steps and to log the time and date of the incident and must inform the relevant authorities, including the police, following which, the matter should also be reported to TPT at the earliest opportunity, but within 24 hours.
- 2.3.5. No further communications must take place between the individuals involved, within or outside of the Website until such time as any investigations have been completed by the authorities or police and TPT have been informed of the outcome and assessed the incident and given their decision.
- 2.3.6. TPT will work with the relevant authorities and police services to preserve and provide evidence, where it exists, to allow the matter to be investigated and brought to its conclusion. TPT will take appropriate steps to restrict, suspend or remove the offender(s) from the Website immediately, without recourse pending any decisions.

3. Students, Including Under 18s

- 3.1. Inappropriate, inflammatory or offensive language or behaviour
 - 3.1.1. Where inappropriate or offensive language or behaviour is directed towards a Student by a Tutor, the Student will immediately or at the earliest opportunity, inform the Responsible Adult present of the incident and the following guidelines will apply:
 - 3.1.2. The Responsible Adult will log the time and date of the incident and inform the Tutor that the session will be terminated immediately and why. It is the responsibility of the adult to ensure the safety and welfare of the minor at all times whilst using the Website.
 - 3.1.3. No further communications must take place between the Student and Tutor or individuals involved, until such time as TPT have assessed the incident and given their decision.

3.1.4. The Responsible Adult will Inform TPT within 24 hours of the incident having occurred. We will review the matter and take the appropriate steps, which may include terminating services of the Tutor or individuals involved and may report the incident to the appropriate authorities.

3.2. Pornographic Materials - Images (Including Video)

3.2.1. The sharing or display of any pornographic material is strictly forbidden on the TPT Website. UK Law considers the sharing of images with a minor (anyone under the age of 18) a criminal offence.

3.2.2. If a Tutor shares or displays any pornographic images with a Student, the Student will inform a Responsible Adult immediately of the incident.

3.2.3. The Responsible Adult will log the time and date of the incident and inform the Student or individual present that the session will be terminated immediately and why.

3.2.4. No further communications should take place between the Tutor and Student or individuals involved, until such time as TPT have assessed the incident and given their decision and/or pending any police investigation and outcome.

3.2.5. The Responsible Adult will inform TPT within 24 hours of the incident having occurred. We will review the matter and take the appropriate steps, which may include terminating further services of the Tutor involved and will report the incident to the police.

3.3. Disclosure of Personal & Sensitive information

3.3.1. A Student may see, hear or otherwise come to know about abusive behaviour whilst using the Website and it's services in engaging with Tutors.

3.3.2. Where the Student is minor, they must inform a Responsible Adult immediately of the incident.

3.3.3. The Responsible Adult will log the time and date of the incident and immediately inform the relevant authorities, including the police.

3.3.4. If the Student is over 18, it is their responsibility as an adult to take the appropriate steps and to log the time and date of the incident and immediately inform the relevant authorities, including the police, following which, the matter should also be reported to TPT at the earliest opportunity, but within 24 hours.

- 3.3.5. No further communications should take place between the Student and Tutor or individuals involved until such time as TPT have assessed the incident and given their decision and/or pending any police investigation and outcome.
- 3.3.6. TPT will take the appropriate steps to restrict, suspend or remove the offender(s) from the Website immediately, without recourse.

05 Mar 2021