

POLICY TITLE	Student Health and Safety Policy
VERSION NUMBER	1.0
APPROVAL DATE	30/01/2025
EFFECTIVE DATE	30/01/2025
POLICY AUTHOR	Carol Skitt
REVIEW DATE	31/07/2025
APPROVED BY	Vanessa Leach / Carol Skitt
STATUS	Active
DISTRIBUTION	All company
REVIEW CYCLE	Annual

REVIEWS COMPLETED

ROLE	NAME	SIGNATURE	DATE
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DETAILS OF POLICY UPDATES

DATE	DETAILS
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## 1 Introduction

Tute Education (Tute) is committed to ensuring that all students accessing online learning do so in a safe, structured, and supportive environment. This policy outlines key health and safety considerations relevant to online education, including safeguarding, risk assessments, online security, and student well-being. It is intended to complement our full safeguarding policy, which provides more detailed procedures and protocols.

This policy has been developed in line with the standards set out in the Online Education Accreditation Scheme (OEAS) to ensure compliance with safeguarding, risk management, and online safety best practices.

## 2 Policy aims

This policy sets out Tute Education's approach to ensuring a safe, structured, and supportive online learning environment for all students. It establishes key health and

safety principles, defines responsibilities, and outlines risk management processes to support student welfare. The policy aims to:

- Ensure a safe and structured learning environment for all students engaging in online education.
- Identify and mitigate risks associated with online learning, including safeguarding, well-being, and cybersecurity threats.
- Clarify the roles and responsibilities of Tute, commissioning partners, parents, and other professionals in maintaining student safety.
- Ensure compliance with relevant legislation, including Keeping Children Safe in Education (KCSIE), the Prevent Duty, and data protection laws.
- Provide clear guidance on safe online learning practices, attendance tracking, student engagement monitoring, and risk assessment procedures.

### 3 Scope

This policy applies to all students, parents, guardians, educators, and support staff involved in live lessons, covering all aspects of health, safety, and safeguarding, including technology use, online conduct, and student well-being

### 4 Roles and responsibilities

- **Tute:** Provides a secure online learning environment, ensures safeguarding processes are in place, and works in partnership with commissioners to support student well-being.
- **Commissioning Partners (Local authorities, schools, non-mainstream settings):** Responsible for assessing and managing student-specific risks, providing accurate information about student needs, and engaging with Tute to support safeguarding procedures. The primary responsibility for student supervision and welfare remains with the commissioning partner.
- **Parents/Carers:** Where applicable, should support students in maintaining a safe and appropriate learning environment.

- **Students:** Should follow Tute's online learning expectations and report any concerns they have regarding their safety or well-being.

## 5 Risk assessment for home learning

Tute Education **highly recommends** that commissioning partners complete a risk assessment before enrolling a student in our provision. While this is not mandatory, a structured risk assessment helps to:

- Identify and mitigate potential safeguarding, online safety, and well-being risks.
- Support a collaborative approach between Tute, partners, and other professionals involved in the student's education.
- Ensure that students are set up for success in a safe and structured online learning environment.

To support this process, Tute provides:

- Detailed risk assessment guidance, outlining key areas of risk to consider.
- A risk assessment template, which partners can use if they do not already have their own process in place.

The risk assessment is designed to help identify and mitigate potential risks related to safeguarding, online safety, supervision, mental health, technical access, and student well-being. Completing a risk assessment ensures that:

- Any potential risks are proactively identified.
- The student's individual needs are considered and accounted for.
- There is a collaborative approach to supporting the student's education.

As part of the student enrolment process, we ask commissioning partners whether a risk assessment has been completed. If it has not, we will strongly recommend that one is undertaken and guide partners to do so. If partners require support, our guidance and template are available to help structure the assessment process.

Completed risk assessments should be shared with relevant safeguarding contacts and can also be uploaded to Tute's platform or sent to [admin.support@tute.com](mailto:admin.support@tute.com).

## 6 Safeguarding and student welfare

Tute Education has a comprehensive Safeguarding Policy that outlines our approach to child protection, reporting mechanisms, and safeguarding responsibilities. To avoid duplication, this policy provides a summary of key safeguarding measures:

- **Designated Safeguarding Lead (DSL):** Tute has a DSL and DDSL as well as a wider safeguarding team responsible for overseeing safeguarding concerns.
- **Training:** All Tute staff are trained annually to Level 2 in safeguarding. The safeguarding team is trained to Level 3. Tute has in place a safeguarding training strategy.
- **Safer recruitment:** Tute complies with KCSIE (2024) Part 3 and maintains a comprehensive SCR
- **Incident reporting:** Any safeguarding concerns identified during online lessons will be reported following our safeguarding procedures.
- **Supervision:** While Tute provides a safe online learning environment, we encourage commissioners to ensure appropriate supervision where needed. All lessons are recorded. All platform interaction is recorded.
- **Preventing radicalisation:** All staff receive Prevent Duty training to identify and respond to concerns regarding radicalisation. Any concerns are escalated in line with Tute's safeguarding procedures.

For full safeguarding details, refer to the Tute Safeguarding Policy.

## 7 Safe online learning environment

Tute implements security measures to protect students and ensure safe online learning, including:

### Platform security

- **Secure platform access:** All students access lessons through a controlled, password-protected system with role-based permissions.
- **Profanity filtering and content moderation:** Automated tools flag inappropriate language, spam, and hateful content for moderation.
- **Moderation of shared content:** URLs posted by students are monitored and moderated to prevent access to harmful material.
- **Privacy protection:** Only first names and last initials are displayed in the Learning Cloud to protect student identities.

### Monitoring and reporting

- **Lesson monitoring:** All lessons are recorded, and playbacks are made available to provide a record of any incidents.
- **Safeguarding escalation:** Sessions are monitored for safeguarding purposes, and concerns are escalated as needed.
- **Engagement tracking:** Student activity analytics help monitor participation levels and flag potential concerns.

### Online safety measures

- Students receive ongoing guidance on responsible internet use, recognising risks, and reporting concerns.
- No direct student-to-student contact - students interact only with teachers, ensuring a controlled classroom experience.

- Tute embeds online safety education into its student experience, reinforcing digital literacy and safe online behaviours.
- Teachers lead all lessons, and only teachers can share screens, slides, or external content unless permission is explicitly granted.
- All staff complete online safety training to recognise online risks and implement preventative measures.
- Tute provides an online safety curriculum for students.

#### Online safety education

- Staff are trained to recognise online risks and implement preventative measures.

#### Cybersecurity protections

- Tute complies with Cyber Essentials to protect against cybersecurity threats, ensuring a secure platform for all users.
- Secure infrastructure and best practices in software development help mitigate emerging risks.
- Ongoing security assessments and updates safeguard against unauthorised access.

## 8 Safe home learning environment

Because Tute Education operates as an online provider, the primary responsibility for ensuring a safe physical learning environment lies with the commissioning partner (school, local authority, or organisation) and the parent or guardian. To support this, we provide guidance for parents and carers via our parent website, which includes recommendations on:

- **Ergonomic learning spaces** – Advice on setting up a comfortable and safe learning area, including appropriate seating, desk height, and screen positioning to reduce eye strain and posture-related issues.

- **Minimising distractions** – Encouraging a quiet, focused space where students can engage effectively in lessons.
- **Managing screen time** – Practical guidance on balancing online learning with offline activities to support student well-being.
- **Basic safety checks** – Ensuring students' devices and internet connections are secure and suitable for learning.

Commissioning partners are encouraged to share this guidance with parents and carers where appropriate. Our designated safeguarding team is available to advise on any concerns raised about student safety in the home learning environment.

## 9 Student safety during online lessons

Ensuring student safety during online lessons is a shared responsibility between Tute, commissioning partners, and parents/carers. Key measures include:

### Learning Cloud security (online classroom)

- Audio, video, and chat communication is encrypted to protect student privacy.
- Secure media streaming via WebRTC prevents unauthorised access.
- Ability to lock down features where necessary to maintain lesson security.
- Student activity analytics help monitor engagement and ensure appropriate participation.

### Supervised access and lesson control

- **Supervised access:** Where necessary, a responsible adult should be available to support students during lessons.
- **Secure logins:** Students must access lessons via their secure accounts, and login details should not be shared.
- **Lesson control:** Only teachers have control over lesson content, ensuring students cannot share unauthorised material.

### Reporting concerns and parental involvement

- Students are encouraged to report concerns if they feel unsafe during a lesson.
- Lesson monitoring and recording provide an additional safeguard to track student activity and flag potential issues.
- Parents are encouraged to monitor their child's online activity and discuss online safety.

## 10 Health and wellbeing

Tute is committed to promoting student well-being by:

- Encouraging regular screen breaks to prevent fatigue and maintain focus, particularly for students who may struggle with extended screen time.
- Advising students to use an ergonomic workspace to minimise discomfort.
- Providing access to support services if students are struggling with their mental health, including signposting to relevant resources and ensuring concerns are raised where appropriate
- Making available a mental health and wellbeing curriculum to support students to understand how to look after their mental wellbeing

## 11 Attendance and engagement

Tute captures, tracks, and monitors student attendance and engagement to ensure effective participation in lessons. Key procedures include:

- **Attendance reporting:**
  - Tute's platform captures and reports attendance for each student per lesson, recorded as present, absent, or late.
  - Automated alerts are sent if a student hasn't joined the session within 5 minutes, ensuring timely communication.
  - Tute's platform displays summarised attendance in a dashboard for all stakeholders, including parents and students.

- Stakeholders can download granular attendance data reports.
- **Attendance monitoring:** If a student is consistently absent, this will be reported to the commissioning partner so that any underlying issues affecting attendance can be addressed.
- **Engagement tracking:** Teachers assess student participation, and concerns are raised if a student is disengaged.
- **Parental communication:** if engagement concerns arise, parents/carers may be contacted to discuss support options and potential interventions to help the student remain engaged in learning.

Please refer to Tute's attendance policy.

## 12 Data protection and cybersecurity

Tute Education is committed to protecting student data and ensuring compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Key measures include:

- **Secure data storage and processing:** Tute implements encryption and access controls to protect student data.
- **Cybersecurity protections:** We comply with Cyber Essentials to guard against cyber threats.
- **Data protection policies:** Tute has a robust data protection policy, which outlines responsibilities and procedures for handling personal data.

Please refer to Tute's data protection policy.

## 13 Incident reporting and response

All incidents affecting student health, safety, or safeguarding must be reported promptly.

A structured reporting system is in place, with clear escalation procedures to external agencies if required.

## 14 Communications with parent and guardians

Effective communication with parents and guardians is essential in creating a safe and structured learning experience. Tute provides multiple channels of support to help parents understand and engage with their child's education.

By providing clear access to information, dedicated resources, and regular updates, Tute ensures that parents and guardians are well-equipped to support their child's education and well-being.

- **Provide a Parent Hub** with extensive guidance on supporting their child's learning, using the Tute platform, understanding attendance expectations, safeguarding information, and accessing additional support.
- **Offer a Student Hub** where students can access resources on well-being, online safety, and how to seek support when needed.
- **Ensure parents and students have direct access to the Tute platform**, where they can view lesson schedules, schemes of learning, progress tracking, engagement levels, attendance records, and other key information.
- **Communicate regularly** with schools, parents, and carers regarding attendance, engagement, and safeguarding concerns where appropriate.
- **Promote safeguarding** and online safety through accessible resources and direct communication channels.
- **Encourage parents and carers to reach out** with any concerns regarding their child's well-being or experience in online learning.