

Our policy

We understand that entrusting your child's learning with a tutor is a big responsibility and we take this very seriously, as well as having a meaningful concern for the safety, wellbeing and satisfaction of our students and tutors. We ensure that all our tutors are fully vetted and referenced as well as interviewing them in person and assessing their teaching.

Please rest assured that all your contact details will be kept confidential, (see Privacy Policy) and will only be shared with the tutor that we have selected to match your child's needs. The safety of all the children under our care is of the utmost importance; please refer to our Child Protection Policy or do contact us if you have any further questions with which we can help you.

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Privacy Policy

Robinson Tuition maintains a strict policy of client confidentiality. This policy relates to all information you provide to Robinson Tuition and all data that Robinson Tuition holds in relation to your use of the site. It supplements and is in addition to the Terms and Conditions and should be read in conjunction with them.

What do we collect?

Clients - Registration and student details: This includes details such as your name, email address, telephone number, your child's name, your child's school year and your child's educational background.

Tutors – Details: Name, telephone number, email address, relevant qualifications held and details of relevant teaching / tutoring experience. We may also store your bank details for the purpose of making payments to you for work done through Robinson Tuition.

What do we do with your information?

We will use your personal data to fulfil tutoring requests, meet our contractual obligations, and deliver a high-quality service to clients and tutors.

Sharing information with third parties

Clients: After clients have had their initial conversation about their requirements, we will share the student details with the tutor so that the tutor knows when the tutoring will happen and so that the tutor can prepare for the assignment. Other than sharing information with a specific tutor on the basis above, we will keep your personal information confidential within our company and not pass it on to any third parties unless we are required to do so by law.

Tutors: The information that you provide to Robinson Tuition forms the basis of a tutor profile. This includes the following information: a photograph, the subjects that you teach, your teaching experience and a personal biography. This profile may be published on the Robinson Tuition website and Instagram account, with your permission. Robinson Tuition may share your profile with prospective clients. We will pass on your contact details to clients who have chosen to proceed with you as a tutor. Other than sharing information with our clients on the basis outlined above we will keep your personal information confidential within our company and not pass it on to any third parties unless we are required to do so by law.

How do we keep your information safe?

We take reasonable steps to ensure that your information is kept safe and will endeavour to protect it from unauthorised access. Your information will only be kept for a commercially reasonable period of time for the purposes stated above.

Access to your data

You have the right to request a copy of all personal information that we hold about you at no cost. We will also correct any inaccuracies in your information at your request.

Marketing

Occasionally we will contact you with information about courses or other services that we think may be of interest to you. This will usually be by text or email. Some of our emails and newsletters employ tracking so that we can monitor at an individual level whether a recipient has opened the email and what content they have clicked on. We only send our newsletter to recipients where there is a legitimate interest to do so. We will always provide you with the option to opt out of these notices. We will never sell your information to third parties.

Changes to this policy

This policy may be changed or amended at our discretion, so you should review it from time to time so you are aware of any changes.

If you have any questions, please contact us at joe@robinsontuition.com

Child Protection Policy

1. Introduction

Robinson Tuition will ensure that students tutored through them are given tuition in a congenial and safe environment. Each tutor has a moral and legal obligation to ensure that, when given responsibility for young people, these young people are treated with the highest possible standard of care. A child/young person is defined as a person under the age of 18 (The Children's Act 1989 and 2004).

2. Policy Statement

Robinson Tuition's tutors are committed to ensuring that:

(a) the welfare of the child is paramount;

(b) all children, whatever their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity are able to receive the benefit of tutoring in a safe environment;

(c) all reasonable steps are taken to protect children from harm, discrimination and demeaning treatment and to respect their rights, wishes and feelings;

(d) all suspicions and allegations of poor practice or abuse will be taken seriously and responded to swiftly and appropriately in accordance with our complaints procedure;

(e) all tutors who work with children will be recruited with regard to their suitability for that responsibility, and will seek guidance and/or training in good practice and child protection procedures;

(f) they work in partnership with parents and children – which is essential for the protection of children.

3. Monitor and review the policy and procedures

This policy shall be reviewed annually or whenever there is a major change in the organisation or in relevant legislation.

Safeguarding policy

Last reviewed: October 2025

Next review due: October 2026

At Robinson Tuition we recognise our moral and statutory duty to safeguard and promote the welfare of all children. We are committed to ensuring that children and young people are protected from harm and that every adult associated with Robinson Tuition acts in the best interests of those in our care. This policy reflects the requirements of Keeping Children Safe in Education (2025) and Working Together to Safeguard Children (2023).

1. Designated Safeguarding Lead (DSL)

The Designated Safeguarding Lead for Robinson Tuition is:

Joe Robinson – Director and DSL

Phone: 07463 740035

Email: joe@robinson tuition.com

The DSL has overall responsibility for safeguarding and child protection, including maintaining secure records, ensuring all tutors understand and comply with safeguarding procedures, and liaising with schools, Local Authority Designated Officers (LADOs), and other agencies when appropriate.

2. Safer Recruitment and DBS Checks

- All tutors must hold an Enhanced DBS certificate with the Children's Barred List check.
- Tutors must either subscribe to the DBS Update Service (checked annually) or obtain a new DBS every 12 months.
- Identity, qualifications and references are verified before engagement.
- No tutor begins work with students until these checks are satisfactorily completed.

3. Training and Induction

- All tutors complete safeguarding and Prevent training before being assigned to students.
- Training covers recognising abuse, safer working practice, online safety and the procedures for reporting concerns.
- Refresher training is completed annually or whenever national guidance changes.

4. Recognising and Responding to Abuse

Abuse may be physical, emotional, sexual, or neglect. Tutors must remain vigilant for indicators such as changes in behaviour, appearance, or disclosure.

Any concern, allegation, or disclosure must be reported immediately to the DSL. Where a student is enrolled through a partner school, the DSL will liaise with the school's DSL and follow local safeguarding procedures.

5. Whistleblowing

Robinson Tuition promotes a culture of openness. Tutors must report concerns about the behaviour of colleagues, including the DSL, to the Local Authority Designated Officer (LADO) or to the NSPCC Whistleblowing Advice Line (0800 028 0285). No tutor will suffer detriment for making a safeguarding report in good faith.

6. Online Tutoring and Digital Safety

- Sessions are delivered only through approved platforms such as Google Meet.
- Tutors must work from an appropriate, quiet, professional environment and ensure backgrounds are suitable.
- Recording or screenshots are prohibited unless expressly authorised for safeguarding reasons.
- Any online incident or inappropriate communication must be reported to the DSL immediately.

7. Record Keeping and Confidentiality

- The DSL maintains secure, confidential safeguarding records in accordance with GDPR.
- Records are factual, dated and stored in encrypted systems.
- Information is shared only with those who need to know in order to protect a child.

8. Allegations and Escalation

If an allegation is made against a tutor or staff member, the DSL will:

1. Record details immediately.
2. Inform the relevant school DSL (if applicable).
3. Contact the LADO and follow their advice, which may include referral to children's social care or the police.

9. Policy Review

This policy is reviewed annually or following any change in legislation or organisational structure. All tutors and staff will be notified of any updates and must acknowledge receipt of the current version.

Compliment and complaints policy

Compliments and complaints are valuable and important in our ongoing quality assurance process. When compliments and complains are received, we will record these and pass them on to the relevant member of our team. At first instance, please direct all compliments and complaints to Joe Robinson, using the email joe@robinsontuition.com.

Terms and Conditions

In these Terms and Conditions the following definitions apply: 'Tutor' means the person introduced by Robinson Tuition to the Client for an Engagement. 'Client' means the person to whom the introduction of a Tutor is made. 'Agency' means Robinson Tuition Tutoring Agency. 'Student' means the person who receives the tutoring service through sessions of tutoring. 'Session' means the individual contact time between the Tutor and the Student. 'Engagement' means the Client using a Tutor for tuition. 'Introduction' means the passing to the Client of Tutor Information. 'Agreed Hourly Rate' means the rate payable for tuition as agreed between the Agency and the Client.

1. Introduction: The decision of a client to request Tutor Information shall form acceptance of these terms and conditions. Robinson Tuition reserves the right to amend these terms and conditions and associated documentation at any time. No variation or alteration of these terms and conditions and associated documentation by the client shall be valid unless expressly approved in writing by Robinson Tuition. These terms and conditions do not affect your statutory rights. This agreement is governed by the laws of England and Wales and the parties submit to the jurisdiction of the Courts of England and Wales.

2. Booking, Cancellation and Rescheduling:

2.1 Robinson Tuition contracts tutors for sessions and by booking with us, Clients are committing to undertake regular time slots with their Tutor. Exceptions will be made when needed including non-term time.

2.2 Sessions during school holidays are scheduled at the Client/Tutor discretion.

2.3 Bank Holidays and other national or religious holidays that either the Tutor or the Client wish to observe, are considered school holidays and Clients are under no obligation to schedule a Session.

2.4 We will follow the school holiday calendar of the borough in which the student attends school (or lives where the child does not attend school).

2.5 We would like to be as flexible as possible with the rescheduling of sessions and initially leave one-off rescheduling to Client/Tutor discretion.

2.6 The Tutor is never under any obligation to reschedule a pre-arranged session.

2.7 Where it has not been possible to reschedule a Session for any reason, the Session will be cancelled completely and will remain chargeable or not be refunded.

2.8 Where a Client repeatedly cancels or asks to reschedule a Session, Robinson Tuition reserve the right to review the length of this contract with the Client.

2.9 Where a Session results in being cancelled due to the Tutor being unable to attend, the Session will not be chargeable or it will be refunded.

2.10 It is the responsibility of the Client to notify Robinson Tuition immediately and in any event within 24 hours if the Tutor fails to attend the Session or notifies the Client that (s)he is unable to attend the Session for any reason.

2.11 If the Student is late for a Session, the Tutor is not obligated to work beyond the scheduled end time and the Session will be charged at the Agreed Hourly Rate.

2.12 If a Tutor is late for a Session, then the Tutor is obliged to arrange to make up the lost time.

2.13 If the Student or Client chooses to terminate a Session early (for example, after one hour of a two-hour session), the Session will be charged at the usual price.

3. Termination and Replacement:

3.1 The Termination or Conclusion of the Agreement occurs when all of the obligations under this contract are complete or discharged, excluding the ongoing undertakings in section 3 (Prohibition of other Arrangements) of this contract. Conclusion of the Agreement will typically occur at the end of the final lesson but may occur at another time in accordance with section 0 (Introduction) of this contract.

3.2 If the Client wishes to terminate the Sessions mid-course for any reason, no refunds can be granted for the balance of Sessions that have been taught; furthermore, one week's notice must be provided. In that week the Client may choose to

utilise the Session or Sessions that were scheduled to occur during that week, or not, but will not be refunded if the Client chooses not to utilise the Session or Sessions during that week.

3.3 If the Tutor is unable to complete the course of pre-scheduled Sessions, or the Client requests a replacement Tutor because they are not satisfied with the original Tutor assigned to them, Robinson Tuition will endeavour to find up to two suitable replacement tutors with regard to the level and subject for which tuition is required.

3.4 If Robinson Tuition is unable to find such a suitable replacement Tutor within a reasonable time to complete the remaining scheduled Sessions, Robinson Tuition will refund any portion of the fees pre-paid by the Client representing the number of Sessions that the tutor or any replacement tutor has been unable to complete.

3.5 If the replacement Tutors meet Robinson Tuition's criteria for suitability for the job in terms of subject and level knowledge and is available at the same time or another time convenient for the Client, then Robinson Tuition has fulfilled its obligations; if the client then wishes to terminate the tuition mid-course, the provisions of paragraph 3.2 will apply.

4. Prohibition of other Arrangements:

4.1 A Tutor will be deemed to have been introduced to the Client by Robinson Tuition in the event that either the name of the Tutor is provided to the Client by Robinson Tuition following the request for a Tutor by the Client, or Robinson Tuition arranges for a Tutor to contact the Client following such request for a Tutor provided by the Client to Robinson Tuitions.

4.2 The Client or the Student are not permitted to enter into any private arrangements with any Tutor introduced by Robinson Tuition. The Client undertakes to make all bookings with Tutors introduced by Robinson Tuition exclusively through Robinson Tuition.

4.3 The Client will not agree any alternative fees with the Tutor and agrees not to render any direct payments to the Tutor.

4.4 The Client agrees that they will not disclose any confidential information concerning the Tutor or Robinson Tuition to any person for the duration of this agreement and for a period of five years after termination of the agreement, save as required by law, court order or any governmental or regulatory authority.

4.5 Should you wish to recommend one of Robinson Tuition's tutors to any other potential or actual client, that client must contact Robinson Tuition to make a booking through the agency.

4.6 A breach of these terms will render the Client liable to account to Robinson Tuition for all sums received by the Tutor direct from the Client or from a new Client without deduction and Robinson Tuition shall be entitled to seek injunctions against the Client to prevent further breaches. These obligations continue beyond the termination or conclusion of this agreement.

5. Payment:

5.1 The Client agrees to the purchase of tutoring services on behalf of the Student.

5.2 The Client will pay all monies directly to Robinson Tuition by bank transfer within seven days of the Session taking place. Terms of payment may be different for schools due to their central finance systems.

5.3 All monies and payments will be paid to Robinson Tuition, never to the Tutor directly.

6. Expenses:

6.1 Provided the Client gives clear prior consent in writing, the Tutor may obtain educational resources such as textbooks on behalf of the Client/Student. As stated in section 4 – Prohibition of Other Arrangements, the Client agrees not to render any direct payments to the Tutor. Robinson Tuition must be informed of any such arrangement to obtain educational resources and will arrange payment or reimbursement for the Tutor via invoice to the Client.

7. Child Protection:

7.1 Clients are required to honour the Child Protection Policy, see above.

8. Breach of Agreement:

Where Robinson Tuition's Terms and Conditions or Child Protection Policy are breached, Robinson Tuition reserve the right to terminate the contract without refunding monies paid. Clients must provide a safe, clean space in which a lesson can take place.

School organised tutoring – attendance and behaviour policy

Punctuality, Timing & Feedback

Students should be on the google meet at the start of the agreed session. Students should be ready to begin a session at the pre-arranged time. Tutors are not required to add time onto the end of a session to make up for a delay in the start of a session because the student was not present or ready to begin. After the session, tutors will email a report to the requested school staff, providing information about behaviour, attitude and content covered/any concerns. If the school needs more information, they will request it by emailing Joe Robinson at joe@robinsontuition.com.

If a student is absent, then the school will email the tutor and joe@robinsontuition.com to let them know that the session is cancelled. All tutor emails can be found on the google meet invitations.

Attitude

Tutors must be treated respectfully, and appropriate language must be used, swearing or innuendo will not be tolerated. Where there is a problem with the tutor this must be reported to Robinson Tuition immediately.

Mobile Phones

Students should not use mobile phones during contact time. Where a phone is needed for learning purposes then this should be explained to the tutor and the phone use should be exclusively for the learning purpose intended.

Safeguarding Policy

Robinson Tuition Tutoring Agency carries out activities which bring our tutors and people working on behalf of our organisation into regular unsupervised contact with children and/or vulnerable adults. Robinson Tuition takes its responsibilities to safeguard and protect the interests of all young children very seriously. Please see the safeguarding policy on page 4 for more information.

Policy reviewed and approved by: Joe Robinson (Director & DSL)

Date of approval: October 2025

Next review due: October 2026

Version: 1.1