

Safeguarding policy

Language Up Ltd believes that every child and young person has a right to a childhood safe from abuse, neglect, or exploitation and is committed to ensuring the safety and wellbeing of any children and young people it works with. All adults, including in an online context, are responsible for safeguarding and promoting the welfare of the children and young people they interact with. We recognise that Language Up Ltd staff are adults who also have a duty of care to the children and young people they are teaching. This safeguarding policy puts into place steps which help us to ensure the children and young people we work with are safe in our care online and, to the best of our knowledge, safe in the care of those they are with when they are not in our sessions. As per the Memorandum of Understanding available on our website, all staff working for Language Up Ltd are familiar with this policy, know how to look after themselves in our online context and ensure they are above reproach at all times, and know how to act if they are concerned for a child's or young person's wellbeing or welfare.

To safeguard its tutors and ensure the best possible learning environment for the children and young people the company works with, Language Up Ltd has the following guidelines:

Safe recruitment

1. All staff working with children and young people aged 18 and under have valid and clear enhanced Disclosure and Barring Service checks.
2. All staff undertake safeguarding and child protection training by an accredited training provider upon joining the company and repeat the training annually.

Professional distance

1. Staff must never give out personal contact details (mobile number, personal email address, online names) or any personal information which could make them traceable outside of tutoring sessions. Any correspondence outside of lessons should happen through the *languageup.uk* email addresses.
2. Staff must avoid conversations or interactions with tutees about their private life.
3. Staff must apply the highest privacy settings to any social media accounts. If a tutee finds them and requests contact online through platforms such as Facebook or Instagram, the request must be rejected and the tutee blocked. Such eventualities must be reported to office@languageup.uk.
4. If a tutee and/or their family invites a tutor for a social engagement outside of tutoring hours, to their home or otherwise, the tutor must inform the directors by email. In certain cases, and where tutors would not be in a 1-1 situation with a tutee, invitations can be accepted.

5. If a tutor has an existing friendship with a tutee and/or their family before beginning tutoring, the directors of the company must be informed by email.
6. Staff must dress appropriately during sessions and ensure that the room seen behind them on the Zoom sessions is presentable and appropriate.
7. All Zoom calls with minors (defined as participants under the age of 18) are recorded, saved to a password-protected location on the cloud, and automatically deleted after 180 days. If it is necessary to access recordings during the 180-day period of storage, for the purposes of investigating a complaint or safeguarding concern, or for promotional purposes, Language Up Ltd will seek the permission of all those involved in the recorded session first. Zoom calls with adults (participants aged 18 or over) are not recorded.

In the event of a child protection concern or disclosure

Any adult who spends time with a young person on a regular basis is part of a larger group of adults who have joint responsibility for the welfare of the young person. If an adult suspects for any reason that a child or young person may not be safe, they have a responsibility to report this to an authority. Signs of abuse, neglect or exploitation that tutors should look out for in an online context are the same as in a physical context and are detailed by the NSPCC [here](#). All Language Up Ltd staff have a responsibility to be familiar with these signs, and if they suspect a child or young person may not be safe, they should take the following steps:

- a) Report their concern to Language Up Ltd's Designated Safeguarding Lead (DSL), Esther Johnson, by completing this form. The form will be stored securely on Language Up Ltd's systems.
- b) Discuss the concern with the DSL and decide whether further action should be taken.
- c) If it is decided that further action should be taken, the tutor should personally report the concern to the local authority where the child or young person lives (<https://www.gov.uk/report-child-abuse-to-local-council>) or, if they don't know where they live, call the NSPCC helpline at 0808 800 5000.
- d) The tutor should not discuss their concern with anyone else apart from the DSL.

Similarly, Language Up Ltd recognises that, even when guidelines surrounding professional distance are followed closely, young people often develop a relationship of respect and trust with an adult they see on a regular basis. Sometimes, a child or young person may consider an adult outside of their immediate context to be someone they can open up to about things they are worried about. This may include disclosing information which an adult may consider puts the child's or young person's welfare (physical safety or emotional wellbeing) at risk. If a child or young person makes a disclosure, Language Up Ltd should follow the guidance in i) to iv) below, before following the guidance in points a) to d) above.

- i) Accept what is being said without judgement. It is important to create and maintain an environment in which a child or young person feels safe and comfortable to share.
- ii) Reassure the child or young person that they have done the right thing in sharing this with you, but do not promise confidentiality - explain that if what they are saying suggests they are not safe, then you have a responsibility to tell someone whose job it is to keep young people safe.

iii) Ask the child or young person to tell you in their own words what has happened to them. Do not ask closed questions like 'Did it make you feel sad?', but keep questions open, for example 'Is there anything else you would like to tell me?'. When they have finished telling you, explain who you have to tell next.

iv) Make some very brief notes immediately after speaking to the child or young person and then write them out in full later, with as much detail and original language as possible (including slang and swear words. Record the date, time, place and words used by the child young person and how the child or young person appeared to you. Use the company 'Reporting a Safeguarding Concern or Disclosure' form in Appendix 1 by copying it into an email and sending to the DSL at office@languageup.uk.

Document last updated: August 2024. Update required: August 2025.

Appendix 1

Reporting a safeguarding concern or disclosure form

This is a: safeguarding concern report <input type="radio"/> a record of a disclosure <input type="radio"/> (tick relevant box)
Date:
Name of staff reporting concern:
Name of young person:
DOB of young person:
Current Language Up Ltd course (inc days and times of lessons):
Details of concern/disclosure (please include as much detail as possible, including dates, names, behaviour observations, injuries, reported allegations)
Discussed with DSL?: Yes / No Agreed actions:
Name and signature of staff completing form: Date:
To be completed by DSL: Action taken: Reported to local authority? Yes / No Date report to LA made: Signed: Date: