

# Procedures

## Introduction

Infinity Education Limited is committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of each student and tutor using Infinity Education Limited's services is paramount to us. We aim to ensure that Online Lessons take place in a safe environment. This is reflected in our use of several key built-in features of Zoom and defined in our policies and procedures for the students, parents/responsible adults and tutors who use this service.

The following sections set out the procedures that should be followed if an incident occurs. These procedures aim to ensure a prompt response to any reported incident and to minimise harm to all concerned. There are differing degrees of behaviour which could cause concern which are witnessed during an Online Lesson. Some behaviour would warrant only a report to Infinity Education Limited's services; other behaviour maybe of a more serious nature where a direct report to the police may be necessary. Each section below sets out the recommended procedure which should be followed. It is always the responsibility of the person alerted to the incident to take some action to protect the individuals concerned.

Infinity Education Limited will not be responsible for any non-compliance with the recommended procedure.

The procedures are not an exhaustive list; therefore if an incident occurs that is not covered in this document you are advised to contact Infinity Education Limited, or the police if you believe that it may be a criminal matter.

## Tutors

### **If a tutor sees or experiences:**

#### **Inappropriate language**

The tutor will request, in a polite manner, that the student or other persons using inappropriate language refrains from doing so during the Online Lesson session. If the language continues the tutor will explain that they will remove the student from the session and will report the matter to Infinity Education Limited who will decide on any further use of the service by the student or other person involved. The tutor will have no further contact with the student unless by mutual agreement with Infinity Education Limited. Any unsolicited contact from the student or other persons following the termination of the session should be reported to Infinity Education Limited.

#### **Inappropriate behaviour**

The tutor will request, in a polite manner, that the student or other persons involved in the inappropriate behaviour refrains from the behaviour during the Online Lesson session. If the behaviour continues the tutor will explain that they will remove the student from the online session and will report the matter to Infinity Education Limited who will decide on any further use of the service by the student or other person involved. The tutor should have no further contact with the student unless by mutual agreement with Infinity Education

Limited. Any unsolicited contact from the student or other persons following the termination of the session should be reported to Infinity Education Limited.

### **Inappropriate or abusive images**

Any display of adult pornographic images whilst in the presence of a student may constitute an offence under UK law. Any tutor witnessing the display of adult pornographic images by or towards a student should explain that the images should not be displayed during an Online Lesson session, terminate the session and report the matter to Infinity Education Limited.

Any display of child abuse images or indecent images of a child (for these purposes, a 'child' is defined as anyone under the age of 18 years) is an offence under UK law. Any tutor witnessing a display of indecent images of a child by or in the presence of a student should explain that due to the nature of the images they will terminate the session. The tutor should then inform the UK police. The tutor should also inform Infinity Education Limited of the incident to ensure any recordings can be preserved and made available for any police investigation. The tutor should have no further contact with the student or any other person involved in the incident. Any unsolicited contact from the student or other persons following the termination of the session should be reported to the police and Infinity Education Limited immediately. This action should be taken so that the correct authorities can be alerted and can deal appropriately with the incident.

The display of any other images perceived to be inappropriate, either due to the age of the student or the content of the image shall be reported to Infinity Education Limited at the discretion of the parent/responsible adult.

### **Disclosure of or witness to abuse towards or in the presence of a student**

Any physical or sexual abuse of a child is an offence under UK law. If a tutor receives information about such abuse from the student or other person present, they should reassure the individual that they can get assistance for them but also make them aware that they are unable to keep the information confidential. It is the responsibility of the tutor to inform Margaret Charlton (Safeguarding Officer) who will contact the UK police and assist the tutor in reporting what has been witnessed.

If the tutor witnesses any such abuse first-hand, they should immediately contact the police and report the incident. The tutor should also inform Infinity Education Limited of the incident to ensure any recordings can be preserved and made available for any police investigation. The tutor should have no further contact with the student or individual involved in the incident. Any unsolicited contact from the student or individual following the termination of the session should be reported to the police and Infinity Education Limited immediately.

### **Disclosure of inappropriate or sensitive information**

During an Online Lesson session sensitive information may be offered by a student or other individual. If the information relates to any kind of abuse the tutor should refer to 'Disclosure of/witness to abuse towards or in the presence of a student', above. The student

or individual should be discouraged from disclosing sensitive information by the tutor. If the information continues to be shared the tutor will determine the impact of the information and decide whether to continue or terminate the session and report the incident to Infinity Education Limited.

Any information disclosed regarding the safety of a child should always be reported immediately to the UK police

## **Students**

### **If a student sees or experiences:**

#### **Inappropriate language**

The student will inform a parent/responsible adult of the tutor using inappropriate language. The parent/responsible adult should ask the tutor to refrain from using inappropriate language during the Online Lesson. If the language continues the parent/responsible adult should explain that they will terminate the session and will report the matter to Infinity Education Limited, who will decide on any further use of the service by the tutor. The student and parent/responsible adult should have no further contact with the tutor unless by mutual agreement with Infinity Education Limited. Any unsolicited contact from the tutor after termination of the session should be reported to the Infinity Education Limited.

If a parent/responsible adult are not present or readily available, the student should report the inappropriate use of language as soon as possible to a parent/responsible adult who will take the decision to report the incident.

#### **Inappropriate behaviour**

The student will inform a parent/responsible adult of the tutor using inappropriate behaviour. The parent/responsible adult should ask the tutor to refrain from using inappropriate behaviour during the Online Lesson session. If the behaviour continues the parent/responsible adult will explain that they will terminate the session due to the behaviour and will report the matter to Infinity Education Limited who will decide on any further use of the service by tutor. The student, parent/responsible adult should have no further contact with the tutor unless by mutual agreement with Infinity Education Limited. Any unsolicited contact from the tutor after termination of the session should be reported to Infinity Education Limited.

If a parent/responsible adult are not present or readily available, the student should report the behaviour as soon as possible to a parent/responsible adult who will take a decision to report the incident. If the behaviour is of a sexual nature towards a student by a tutor, the student should immediately inform a parent/responsible adult and terminate the session. The parent/responsible adult should inform the UK police and Infinity Education Limited immediately.

#### **Inappropriate or Abusive images**

Any display of adult pornographic images whilst in the presence of a student may constitute an offence under UK law. Any student witnessing the display of adult pornographic images

by a tutor should immediately terminate the session and report this to a parent/responsible adult who should inform the UK police.

Any display of child abuse images or indecent images of a child (for these purposes, a 'child' is defined as anyone under the age of 18 years) is an offence under UK law. Any student witnessing a display of indecent images of a child should immediately terminate the session and report this to a parent/responsible adult, who should inform the UK police. The parent/responsible adult should also inform Infinity Education Limited of the incident to ensure that any recordings can be preserved and made available for any police investigation. The student, parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited contact from the tutor following the discontinuation of the session should be reported to the police and Infinity Education Limited immediately.

This action should be taken so that the correct authorities can be alerted and can deal appropriately with the incident.

The display of any other images perceived to be inappropriate either due to age of the student or content of the image shall be reported to Infinity Education Limited at the discretion of the parent/responsible adult.

#### **Disclosure of or witness to abuse**

Any physical or sexual abuse of a person is an offence under UK law. If a student receives information about such abuse from the tutor or other person present they should immediately inform a parent/responsible adult. It is the responsibility of the parent/responsible adult to contact the UK police and report what was witnessed. If the student witnesses any such abuse at first-hand, they should immediately contact a parent/responsible adult who should immediately inform the UK police. The parent/responsible adult should also inform Infinity Education Limited of the incident to ensure that any recordings can be preserved and made available for any police investigation. The student, parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited contact from the tutor following the termination of the session should be reported to the parent/responsible adult immediately. This action should be taken so the correct authorities can be alerted and can deal appropriately with the incident.

#### **Disclosure of inappropriate or sensitive information**

During an Online Lesson session sensitive information may be offered by a tutor (If the information relates to any kind of abuse the student should refer to 'Disclosure of/Witness to abuse'). The tutor should be discouraged from disclosing sensitive information by the student, parent/responsible adult. The parent/responsible adult will determine the impact of the information and decide whether to continue or terminate the session and report the incident to Infinity Education Limited.

Any information disclosed regarding the safety of a child should always be immediately reported to the UK police.

Any tutor reported by a parent/responsible adult will be suspended from the site until the incident has been investigated by the appropriate authority. The parent/responsible adult may be informed of the resolution if appropriate.

### **Parents/Responsible Adults**

As per the policy document, the parent/responsible adult has primary responsibility for the welfare and safety of the student during an Online Lesson session and should be present or available to deal with any concerns or incidents reported by the student. It is also the duty of the parent/responsible adult to ensure the wellbeing of the child if they have been affected by anything said or done by the tutor.

If a parent/responsible adult is alerted by the student to any inappropriate behaviour/language or information by the student or they witness any inappropriate behaviour/language or information by the tutor, they should immediately speak to the tutor, state their concern and inform them they are terminating the session. The incident should then be reported to Infinity Education Limited to take appropriate action. As there is a recording of the session available, the parent/responsible adult may review the session before taking further action.

The parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited communication from the tutor should be reported to the police and Infinity Education Limited as soon as possible.

If a parent/responsible adult is alerted by the student to any inappropriate or abusive images or they witness any inappropriate or abusive images displayed by the tutor, they should immediately speak to the tutor, state their concern and inform them they are terminating the session. The parent/responsible adult should inform the UK police (if appropriate) and (in all cases) Infinity Education Limited of the incident to ensure that any recordings can be preserved and made available to any police investigation.

The parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited communication from the tutor should be reported to the police and Infinity Education Limited as soon as possible. As there is a recording of the session available, the parent/responsible adult may review the session before taking further action.

Any tutor reported by a parent/responsible adult will be suspended from the site until the incident has been investigated by the appropriate authority. The parent/responsible adult will be informed of the resolution if appropriate.

### **Director/Management Infinity Education Limited**

The Safeguarding Policy and Procedures of the Infinity Education Limited website and services are the responsibility of the Director and management. Any report of a contravention of the Safeguarding Policy will be reviewed by Infinity Education Limited, who may engage its safeguarding officer or independent Child Protection consultants to ensure that an appropriate course of action is taken.

Any incident reported to Infinity Education Limited shall be reviewed as soon as possible to ensure a timely resolution.

If a report concerns minor breach of the safeguarding policy, Infinity Education Limited can decide as to appropriate action which may include barring the reported person from using the Infinity Education Limited services.

If a report is received by Infinity Education Limited which concerns the immediate safety of a student or any illegal activity during an Online Lesson session, they will be required to contact UK police and report the incident.