



QA Review Feedback

Protection Level:

RESTRICT

Name of Tuition Partner

Tute Education

Name of Reviewer

Adam Lowing

Date of QA Review Completion

08/10/2023

Element	Criteria	All criteria reviewed is met	Assurances required	Reviewer Comments
	e.2	Safeguarding and Safer Recruitment		
e.2	c.2.1	Policies and Procedures		
c.2.1	c.2.1.1	Clear policies and procedures are in place which reflects the robust systems and processes which are in place for safeguarding		<p>The Safeguarding policy is reviewed on an annual basis, with dates recorded within the document. Changes to the policy are tracked. The policy has the names and contact details for the Designated Safeguarding Leader and the Deputy Designated Safeguarding Leader. This shows that this version of the policy makes reference to KSCIE 2023. It contains information relating to key safeguarding issues including child sexual exploitation; child criminal exploitation; female genital mutilation; child-on-child abuse; domestic abuse; mental health; prevent, extremism and radicalisation; serious violence; appropriate safeguarding arrangements in place when students are absent; filtering and monitoring; bullying and cyber bullying. It also has detailed information relating to how stakeholders should recognise, respond to and record safeguarding concerns.</p> <p>The SCR has information relating to: evidence of the right to work in the UK; verified work history checks; teaching prohibition checks; the dates when staff have completed safeguarding training, Prevent training and read part 1 of KCSIE 2023; if staff engage in the DBS update service; the employment start date; fitness to work checks; confirmation of DBS checks; if overseas checks are applicable. The SCR shows at least two pieces of evidence for identity, one of which contains a photograph. The SCR has the position/status of each referee and includes the appropriate professional qualifications.</p>



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c.2.1	c.2.1.2	The safeguarding strategy is aligned with practice to ensure the organisation creates safe environments for pupils			<p>The TP's Safeguarding Policy sets out their safeguarding strategy. The document begins with an introduction whereby the organisation sets out the importance of safeguarding and confirms their commitment to this and the promotion of the welfare of children. In section 2 it is stated that the policy, and therefore overarching strategy, will contribute towards the safeguarding of students through 8 key strategic intentions. The document is a detailed document with information about key processes and procedures.</p> <p>Safeguarding strategies are underpinned by policy.</p>
c.2.1	c.2.1.3	The risk register identifies the most relevant potential risks and has appropriate controls and mitigations			Please see 2.5.2
e.2	c.2.2	Values, culture, and awareness			
c.2.2	c.2.2.1	Safeguarding is an intrinsic part of organisational values and culture and is promoted through all organisational messaging			<p>The Terms and Conditions 2023 document clearly sets out the importance of safeguarding and demonstrates to partner schools how it is an intrinsic part of the culture and values.</p> <p>The organisation's website has a detailed section relating to safeguarding. This includes a statement about the importance of safeguarding, their Safeguarding Policy, the Safeguarding Training and Development Policy, contact details for the DSL and Deputy DSL and information relating to the safer recruitment practices of the organisation.</p>
c.2.2	c.2.2.2	All personnel within the organisation reflect consistent safeguarding messaging			The Safeguarding Training Strategy Sept 2023 document provides details as to how the organisation ensures that staff receive consistent safeguarding messaging including the communication of key updates. Staff are communicated with via in-house training, by email, by Newsletter, and the TP's Safeguarding Channel in MS teams. The Safeguarding Training Strategy confirms that it is the role of the DSLs to ensure that personnel receive safeguarding information.
c.2.2	c.2.2.3	There is clarity of safeguarding messaging between all stakeholder groups engaged with the Tuition Partner			<p>The Terms and Conditions document provided shows that the TP has a clear message relating to safeguarding with their partner schools.</p> <p>Safeguarding is a standing item in meetings between the TP and schools. This allows for safeguarding messages and updates to be shared. This is evidenced by the Partner Review Meeting Minutes which have been submitted.</p> <p>The TP has recognised that providing regular updates on safeguarding to external stakeholders is an area of improvement. They are implementing the following practices to develop this aspect of provision further. These improvements will include practices such as a termly safeguarding newsletter with information on safeguarding initiatives, emerging trends, and any updates relevant to partners and stakeholders.</p>

					In addition, the TP states that it will use efficacy surveys. These will seek feedback and input from stakeholders relating to safeguarding practice. Furthermore, the TP intends to establish a working group relating to safeguarding.
e.2	c.2.3	Recruitment			
c.2.3	c.2.3.1	Robust safer recruitment procedures are in place for all personnel working with or on behalf of the organisation			The Safer Recruitment Policy sets out the steps that the organisation takes in their recruitment and selection processes. These are in line with Part 3 of KCSIE 2023. The organisation undertakes pre-appointment and vetting checks and records this information on their SCR.
e.2	c.2.4	Overseas Tutors			
c.2.4	c.2.4.1	Tuition Partners intending to provide any of their online tuition through tutors based overseas should apply robust checks and policies to ensure both tutors and pupils are afforded comparable protections as with tuition taking place wholly within the UK			The TP confirms, in a supporting statement, that they do not use overseas tutors.
c.2.4	c.2.4.2	Overseas tutors should demonstrate compliance with GDPR, criminal record checks, and policies that ensure fair pay and conditions for overseas staff including the provision of appropriate qualifications			
c.2.4	c.2.4.3	Tuition Partners will be required to obtain and provide an Enhanced UK DBS certificate with a children's barred list check even if they have never been to the UK			
e.2	c.2.5	Monitoring and Reporting			
c.2.5	c.2.5.1	There are accurate and timely monitoring reports which reflect a proactive approach to monitoring and safeguarding the welfare of pupils			<p>The Safeguarding Log shows that the TP records safeguarding concerns that are reported. This record notes the category of concern and includes the date when partner schools are informed.</p> <p>The TP, in a supporting statement, has signposted towards evidence in 2.1.1 that was submitted in the initial review. This includes copies of minutes, agenda and a presentation for a board meeting in May 2023. All show that safeguarding is discussed at the board meeting and that there is an analysis of safeguarding concerns to inform future development of provision.</p>

c.2.5	c.2.5.2	Strategic reporting of safeguarding reporting reflects key indicators of risk and the mitigations in place			<p>The TP has shared their Risk Register. This spreadsheet has 3 tabs. The first explains the processes that the organisation undergoes when assessing risks. This includes reflection by the TP for each issue and consideration of risk criteria, reporting, responsibility, frequency, tools, ongoing assessment, and documentation. The second tab provides further explanation as to the risk matrix that is to be used. The third tab then contains the risk register which includes assessment of individual risks and then control measures to be put in place to provide mitigation.</p> <p>This document states that risks linked to safety should be part of the risk register. It also says that the risk register will be reviewed in monthly management meetings.</p> <p>The TP's Safeguarding Risk Register. This shows that the TP has identified 18 main safeguarding risks associated with delivery. The risk register shows that these are assessed with control measures put in place to act as mitigation. A further assessment is then made of residual risk and further actions are identified. Each risk has a review date/frequency of review stated. This criterion is now met/</p>
c.2.5	c.2.5.3	There is evidence of ongoing review and evaluation of safeguarding practices and action taken to address issues that arise			<p>The Safeguarding Policy shows that the organisation undertakes annual reviews of their safeguarding policies and practices. This is shown by the detailed tracking of changes which are in the document. These are recorded as a result of each annual review. For example, this most recent review has been informed by KCSIE 2023 and the TP has modified some related procedures to ensure that they are compliant and therefore enhancing their safeguarding provision.</p> <p>The TP has provided a copy of slides from a PowerPoint Presentation which is a Report of Risks and Priorities. This shows that there is a management process whereby risks are reviewed. These include safeguarding.</p> <p>There is clear evaluation undertaken and actions are identified to further develop provision.</p> <p>The TP has also contained detail in a supporting statement that this is an area that they will seek to strengthen even further through an enhancement of alignment with the review of policy, practice and strategy.</p> <p>This is evidenced by the revisions detailed in 2.5.2 to the Risk Management Policy.</p>
e.2	c.2.6	Training, Support and Guidance			

c.2.6	c.2.6.1	Proactive training aligned with key legislation is evident across all tiers of the organisation and translated into practice		<p>The Safeguarding Training Strategy Sept 2023 document provides an overview of the safeguarding training that different types of staff undertake. For example, it states that DSLs complete level 3 DSL training every two years and safer recruitment training every two to three years, alongside other training. Other members of staff complete safeguarding CPD which includes level 2 safeguarding training and Prevent training every year. The document also confirms that records of training completion are recorded in a secure online folder. The document confirms it is the role of the designated safeguarding leader to ensure that all staff have completed the required safeguarding training.</p> <p>The TP has shared copies of 2 certificates relating to DSL safeguarding training and 6 certificates for personnel who have completed safer recruitment training.</p>
c.2.6	c.2.6.2	Support and guidance focused on safeguarding priorities are embedded within everyday practice		<p>The Safeguarding Training Strategy Sept 2023 document confirms that, further to the safeguarding training that is provided, staff receive additional information and safeguarding updates via a list of alternative sources.</p> <p>The TP ensures that it is kept abreast of the latest updates and safeguarding best practice including NSPCC, Ofsted, and the North Wales Safeguarding Board. This information is then disseminated to staff via in-house training, by email, by Newsletter, and in the TP's safeguarding Channel in Microsoft teams.</p> <p>The document also confirms that it is the role of the DSL to support staff with having the required knowledge to be effective in their safeguarding practices.</p>
c.2.6	c.2.6.3	Tutors are clear about their roles and responsibilities for keeping pupils safe and apply this understanding to their everyday practice		<p>The TP has provided access to their online training platform. This shows the training modules relating to safeguarding those personnel complete.</p> <p>The training which all staff undertake has a comprehensive section within it on how to safeguard concerns should be responded to and recorded.</p> <p>There is also a section on the organisation's overarching safeguarding policy and procedures.</p> <p>The Safeguarding Training Strategy shows that all levels of personnel complete this training. Dates that personnel complete this safeguarding training are recorded on the organisation's SCR.</p>
e.2	c.2.7	Learning delivery methods		
c.2.7	c.2.7.1	All tutors are aware of the requirements to keep pupils safe online and translate this into their practice		<p>The TP has provided their Safeguarding Training Strategy. This shows that all personnel undertake safeguarding training on at least an annual basis. This document, and the access provided to the online training platform, give an overview of the curriculum content for personnel related to safeguarding.</p> <p>The TP has shared information in relation to an online safety training course that tutors will now undertake. They have provided an overview of the learning outcomes which shows that this CPD will be focused on keeping pupils safe online. In a supporting statement the TP confirms that all tutors will complete this training before the end of January 2024 and that this training will be completed annually.</p>

				example, this could include an overview of the content of this specific piece of training.
c.2.7	c.2.7.2	In-person learning opportunities reflect the key criteria to safeguard pupils		<p>The TP's Safeguarding Training Strategy shows that the DSL conducts in-person safeguarding training at least once a year. This training is focused on updates to statutory guidance.</p> <p>The TP has shared a copy of their company presentation from September 2023. This contains an overview of safeguarding concerns from the previous academic year including what has been learnt as a result of this and how practices might be refined. Further to this the presentation briefly covers updates from KCSIE 2023. There is also a reminder to complete the safeguarding training.</p> <p>Whilst this criterion is met overall, the TP will need to ensure that all personnel have the opportunity to have at least one in-person learning opportunity relating to safeguarding. In-person opportunities can be delivered virtually. They must however include an element of being interactive which allows personnel to ask questions and receive answers. This supports them to raise queries and for the TP to provide clarification and support.</p>
e.2	c.2.8	Partnership		
c.2.8	c.2.8.1	Safeguarding is at the core of the relationship that Tuition Partners (TPs) and Tutors develop with schools		The TP's Terms and Conditions 2023 document, which is shared with schools, shows that safeguarding is at the core of the relationship between the TP and partner schools. There are repeated references to safeguarding throughout this document including a confirmation of the importance of this to the TP. There is also a table which shows that, regardless of the tutoring offer being provided, safeguarding is central. The document includes information which allows school leaders to share their concerns relating to safeguarding.
c.2.8	c.2.8.2	School leaders are confident with the safeguarding practices promoted by the Tuition Partner (TP) through the Tutor		<p>The TP has shared a hyperlink to a survey which is shared with schools to receive feedback. This has questions that allow partner schools to feedback on the quality of tutoring provision they have received.</p> <p>The TP, in a supporting statement, says that they recognise following the initial review that this is an area to develop further. They have in response provided a link to a survey sent for November 2023 and they have shared 15 responses. The survey is a detailed set of questions which allow school leaders to express their satisfaction in the safeguarding practices of the TP. All 15 responses show satisfaction. The survey also invites school leaders to provide feedback which will assist the TP to understand how it might further enhance safeguarding provision in the future. This criterion is now met.</p>
c.2.8	c.2.8.3	School leaders are aware of the policies and procedures for raising safeguarding concerns with the Tuition Partners (TPs)		<p>The TP's Terms and Conditions document shows that school leaders receive documentation which stresses the importance of safeguarding in the tutoring relationship. This document provides contact details for schools if they wish to raise concerns relating to safeguarding.</p> <p>The TP explains in a supporting statement that when schools first engage with the TP that the Engagement Presentation is shared with them. This contains information related to safeguarding. The school then receives a link to an online welcome bank, which contains safeguarding policies, guidance, and key documents. This is evidenced through screen shots provided by the TP. This criterion is now met.</p>

e.2	c.2.9	Compliance			
c.2.9	c.2.9.1	Data relating to safeguarding and safer recruitment checks are properly managed and stored.			<p>The organisation has provided their GDPR Privacy Policy which sets out how they ensure that data is handled securely. The SCR is presented in an Excel spreadsheet.</p> <p>Section 6 of the TP's Safer Recruitment Policy contains information on how the SCR is stored securely.</p>

Overall outcome following review	All criteria reviewed is met
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