

STEFFI HESKETH TUTORING

Online Tuition, Acceptable Use and Recording Policy

Public website policy

Purpose

This policy sets clear expectations for safe, respectful and effective online lessons, including platforms, communication, cameras, recordings, group privacy, technical issues and safeguarding.

Document control	Details
Policy owner	Steffi Hesketh, Founder
Applies to	Parents, carers, students, tutors, applicants and website users as relevant
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Status	Approved and operational - public website version

Important

Parents remain responsible for the child at home during an online lesson. A tutor provides education, not remote childcare or emergency physical supervision.

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This policy should be read alongside our Safeguarding and Child Protection Policy and the other policies available on our website.

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1. Purpose and scope

This policy applies to free trials, one-to-one tuition, groups, masterclasses, home-education sessions, learning platforms, parent-tutor messages, lesson recordings and digital resources arranged through Steffi Hesketh Tutoring.

It should be read with the Safeguarding and Child Protection Policy, Privacy Notice, Parent Terms and Conditions and Tutor Code of Conduct.

2. Approved platforms and accounts

- Lessons may use Google Meet, Zoom, Microsoft Teams or another platform approved for the specific tutor and service.
- Google Classroom, Google Drive, email or another approved learning platform may be used for resources, homework and feedback.
- Routine parent and tutor communication may use a parent-tutor WhatsApp group, email or another agreed channel.
- Tutors should use a professional account or appropriately configured work profile and keep software updated.
- A tutor must not move a student to an unapproved private platform or personal social-media account.

3. Responsibilities of parents and carers

- Provide a suitable device, stable internet connection, required software, headphones if helpful, basic stationery and any agreed resources.
- Ensure the child joins from a safe and appropriate study area and is suitably dressed.
- Remain responsible for the child's welfare, behaviour and emergency needs during the lesson. For younger or vulnerable students, remain available nearby.
- Provide accurate emergency contact details and inform the tutor of any relevant health, SEND, communication or safeguarding need.
- Do not secretly record, photograph or screenshot the tutor or other students.
- Do not share a lesson link, group recording, password or resource outside the household.
- Support punctual attendance and notify the tutor promptly if the child cannot attend.

4. Responsibilities of students

- Join on time using an appropriate first name or agreed display name.
- Use respectful language and follow reasonable tutor instructions.
- Keep personal details private and do not share addresses, passwords or unnecessary information on screen or in chat.
- Do not share harmful, sexual, discriminatory, violent, illegal or age-inappropriate content.
- Do not invite another person into a one-to-one lesson without the parent and tutor knowing.
- Do not record, screenshot, download or redistribute lessons or the work of another participant.
- Tell the tutor or parent if something online makes them feel unsafe or uncomfortable.

5. Responsibilities of tutors

- Use a professional, calm and appropriate environment with reasonable privacy and no avoidable interruptions.
- Be suitably dressed and maintain professional language, boundaries and conduct.
- Use waiting rooms, passwords, controlled screen sharing or other security settings where appropriate.
- Keep the parent included in communication with a child and use approved channels.
- Avoid displaying confidential information about another student, family or tutor.
- Make reasonable adjustments for camera use, chat, processing time, breaks, visual instructions and accessible resources.
- Record attendance, significant incidents, technical problems and any safeguarding concern promptly.
- End or pause a lesson if the environment, behaviour or content becomes unsafe and report the matter.

6. Professional boundaries and communication

- A parent-tutor group or parent-copied email should be used for routine communication about a child.
- A tutor must not communicate secretly or privately with a child, ask a child to delete messages or arrange undisclosed contact.
- A brief direct message may be used only where educationally necessary and proportionate, with the parent included or able to access the communication.
- Tutors and students must not add each other on personal social media, gaming accounts or private messaging accounts.
- Communication should normally relate to lessons, learning, attendance, welfare or administration and take place at reasonable times.
- Any concerning message, image or disclosure must be preserved and reported rather than forwarded widely.

7. Cameras, microphones and accessibility

- Students are not routinely required to use a camera. Camera-off lessons may use audio, chat, shared work or screen annotation.
- A tutor may also keep their camera off briefly for a technical or safeguarding reason but should explain where appropriate.
- A parent and tutor may agree a gradual or flexible camera approach for anxiety, selective mutism, autism, body-image concerns, privacy or other needs.
- Background blur or a neutral virtual background may be used. Inappropriate or distracting backgrounds should be changed.
- Microphones may be muted when not speaking in groups. Students who cannot speak can use chat or another agreed communication method.
- No one should be pressured to disclose a diagnosis as a condition of an ordinary reasonable adjustment.

8. Recording and lesson logs

8.1 When recording may be used

- Safeguarding and professional accountability.
- Quality assurance or resolving a complaint.
- Providing an agreed catch-up or revision resource.
- Accessibility, for example replaying explanations.
- Supporting continuity where a tutor or student is absent from a group.

8.2 Rules for recording

- Parents are informed of the recording arrangements before or at the start of the service and students are told when recording begins.
- Where a parent opts out of routine recording, the tutor will normally keep a written lesson log or transcript-style record instead, unless recording is essential to the specifically purchased service.
- Recordings are stored in an approved restricted-access location. They must not be stored indefinitely on personal devices.
- Routine recordings are normally deleted within 90 days unless a longer period is needed for an active complaint, safeguarding concern, legal claim or agreed course access.
- Access is limited to authorised people, normally the tutor, Steffi Hesketh Tutoring and the relevant parent or student where sharing is appropriate.
- A recording must not be edited misleadingly, posted online, used as a testimonial or used in marketing without separate specific consent.
- Parents and students must not make their own recording or screenshot without written permission.

Camera optional

A lesson can be recorded without requiring the student to turn on a camera. Audio, screen content, chat or a written lesson log may be sufficient for the agreed purpose.

9. Group lessons

- Participants may see display names, hear voices and view work or chat shared in the session.
- Camera use remains optional unless the booking description clearly states otherwise for a justified reason.
- Students should not reveal another participant's personal information or discuss them outside the group.
- Private chat between participants may be disabled. The tutor may remove a participant whose conduct risks the safety or learning of the group.
- A group recording is for the registered student only and must not be shared. Where practical, the tutor will avoid capturing unnecessary participant information.
- Parents should tell the business before booking if group recording or interaction creates an accessibility or privacy concern so alternatives can be considered.

10. Lesson links, security and privacy

- Lesson links are confidential and should be sent only to the registered parent or student.
- Meeting rooms should use appropriate controls such as waiting rooms, authenticated entry, locked rooms or restricted screen sharing where available.
- Students must not enter a tutor's room for another student or remain after their lesson without permission.
- Sensitive information should not be displayed in screen shares, browser tabs, notifications or filenames.
- A misdirected link, unauthorised entry, lost device or suspected account compromise must be reported immediately.

11. Technical problems

- The tutor and student should try basic troubleshooting, such as rejoining, changing browser, turning video off or using a backup approved platform.
- If a tutor-side problem prevents a substantial part of the lesson, missed time will be added, rearranged or credited.
- If a student-side problem prevents attendance, the tutor will offer reasonable help and may provide work, but the lesson may remain payable where the tutor was available and the time could not be reallocated.
- Repeated technical problems should lead to a review of platform, device, lesson format or timing.

12. Safeguarding during an online lesson

- If a child makes a disclosure, the tutor should listen, avoid leading questions, reassure appropriately, record the child's words and report promptly to the Designated Safeguarding Lead.
- If an unsafe adult, harmful content, violence, sexual behaviour, intoxication, serious distress or another immediate risk is visible or heard, the tutor may end the session and contact the parent, safeguarding lead or emergency services as appropriate.
- The tutor should not investigate, promise secrecy or contact an alleged perpetrator.
- Where a student disappears from screen during an urgent concern or cannot be reached, the tutor should use the emergency contact and follow the safeguarding procedure.
- A recording relevant to a safeguarding matter must be preserved securely and not routinely deleted until authorised.

13. Use of AI and digital resources

- Tutors may use AI-assisted tools to help draft generic resources, questions or explanations, but must check accuracy, age suitability, bias, copyright and exam-board relevance.
- A tutor must not enter a child's safeguarding record, medical details, identity documents, full name with sensitive context or confidential work into a public AI tool.
- Students should follow tutor instructions on whether AI is allowed for homework. Work presented as the student's own must reflect their own understanding.
- AI output is not a substitute for professional teaching judgement or safeguarding decisions.

14. Prohibited behaviour

- Secret or sexualised communication, grooming, harassment or sharing intimate content.
- Discriminatory abuse, threats, bullying, intimidation or deliberate humiliation.
- Sharing another person's image, voice, work, contact details or recording without permission.
- Attempting to bypass security, impersonate someone, invite strangers or disrupt a lesson.
- Using lesson time for illegal activity, extremist material, gambling, sexual content or harmful challenges.
- Using personal information or recordings to blackmail, embarrass or target another person.

15. Responding to breaches

- The tutor may give a reminder, mute chat, remove a participant, end a lesson or contact the parent.
- Serious or repeated conduct may lead to a formal warning, group removal, suspension or termination under the Parent Terms and Conditions.
- Safeguarding, criminal or data-protection concerns may be referred to the relevant authority.
- Any response will consider the student's age, SEND, intent, impact, prior incidents and the need for education and support as well as safety.

16. Review

This policy is reviewed at least annually and following a serious online incident, material platform change or relevant change in safeguarding or data-protection guidance. It reflects current Department for Education guidance for out-of-school tuition, relevant Keeping Children Safe in Education principles, UK data-protection law and ICO guidance, and relevant Online Safety Act principles.

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