



Online Tuition Conduct Policy

Minimum standards for safe, professional delivery of online sessions

Version 1.0 · 03/07/2026

1. Purpose and scope

Some Swale tuition is delivered online. This policy sets the minimum requirements for tutors delivering online sessions, to keep pupils and tutors safe and to maintain professional standards. It applies to every tutor and to the Director when teaching online. Failure to comply may affect a tutor's suitability to deliver online.

2. Platform and accounts

- Sessions are delivered only on Swale-approved platforms using a Swale (not personal) account.
- Tutors do not contact pupils through personal social media, personal email or personal phone numbers.
- Meeting links are shared only with the pupil and parent/carer, and are not reused across pupils.

3. Tutor camera and environment

- The tutor's camera remains on for the whole session.
- The background is a plain wall or blurred; the tutor is in a quiet, appropriate room — never a bedroom.
- No other person or pet is within camera or microphone range.
- The tutor is appropriately dressed and presents professionally, exactly as for an in-person session.

4. Pupil camera and supervision

- A parent/carer must be at home and aware the session is taking place.
- The pupil's camera should normally be on. Where it is off for a recorded medical or anxiety-related reason, this is agreed in advance, noted in the session record, and the account manager/DSL is made aware.
- If anything seen or heard raises a safeguarding concern, the tutor follows the Safeguarding & Child Protection Policy and reports to the DSL the same day.

5. Recording and privacy

- Sessions are not recorded unless there is a clear reason and prior written parental consent.
- Any permitted recording is stored securely and handled under the Data Protection and Data Retention policies.
- Screens are shared only when needed for teaching; notifications and other pupils' information must not be visible.

6. Conduct and boundaries

All professional-boundary expectations apply equally online (see Professional Boundaries Policy and Codes of Conduct). Language, tone and content remain professional and age-appropriate at all

times. Concerns about a tutor's online conduct are managed under the Allegations Management Policy.

Approved by Shelley Wilson, Director & Designated Safeguarding Lead.
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