

Infinite Tutors Ltd

Safeguarding & Child Protection Policy

Version: 1.3

Effective Date: 3 September 2026

Last Reviewed: 3 September 2026

Review Frequency: Annually

1. Policy Statement

Infinite Tutors Ltd is committed to safeguarding and promoting the welfare of every child and young person who uses our services.

We believe that every student has the right to learn in a safe, supportive and respectful environment, free from abuse, neglect, exploitation and discrimination.

Safeguarding is everyone's responsibility. Every tutor, employee and representative of Infinite Tutors is expected to understand and fulfil their safeguarding responsibilities.

This policy has regard to the statutory guidance Keeping Children Safe in Education and Working Together to Safeguard Children, to the London Child Protection Procedures published by the London Safeguarding Children Partnership, and to the published procedures and pathways of the local safeguarding children partnership in each area where we operate. Where we deliver commissioned provision, our internal procedures are aligned to that authority's partnership arrangements, including those of the Hillingdon Safeguarding Children Partnership.

2. Scope

This policy applies to:

- Directors
- Employees
- Self-employed tutors
- Contractors
- Volunteers
- Agency staff

- Anyone representing Infinite Tutors Ltd

The policy applies to:

- Online tutoring
- In-person tutoring
- Group sessions
- Workshops
- Academic mentoring
- Learning support services
- Any educational activity delivered by Infinite Tutors

Compliance with this policy is a contractual condition of engagement for all tutors, including self-employed tutors, and is incorporated into the Tutor Agreement.

3. Safeguarding Principles

Infinite Tutors will:

- Put the welfare of children first.
- Maintain a culture of safeguarding.
- Recruit tutors responsibly.
- Take all safeguarding concerns seriously.
- Respond promptly and appropriately.
- Work with parents, schools and statutory agencies where appropriate.
- Maintain appropriate safeguarding records.
- Review safeguarding procedures regularly.

4. Safer Recruitment

All tutors, whether employed, self-employed or contracted, must hold a valid Enhanced DBS certificate, including a check of the Children's Barred List, before commencing any tuition with Infinite Tutors. This requirement applies equally to online and in-person tuition: working one-to-one with a child by video call is treated as unsupervised contact in the same way as an in-person session, and Infinite Tutors does not distinguish between the two for safeguarding or vetting purposes.

Before teaching students, tutors will also be required to provide:

- Proof of identity.
- Right to work documentation where applicable.
- Professional references.
- Relevant qualifications.
- Signed agreement to comply with Infinite Tutors policies.
- Evidence of completed safeguarding training.

DBS currency

A DBS certificate is a snapshot on the date of issue and is not evidence of continuing suitability. Tutors must either subscribe to the DBS Update Service and authorise Infinite Tutors to carry out an annual status check, or obtain a new Enhanced DBS check every three years. Tutors must notify the Designated Safeguarding Lead immediately of any arrest, caution, charge or conviction arising after their certificate was issued.

Record of checks

Infinite Tutors maintains a central record of vetting checks for every person working with students, recording name, role, DBS certificate number, date of issue, date of last status check, references obtained, and date of safeguarding training. This record is available for inspection by commissioning local authorities and partner organisations on request.

Infinite Tutors reserves the right to decline or terminate engagement where safeguarding requirements are not met.

5. Professional Standards

Tutors are expected to maintain professional boundaries at all times.

Tutors must:

- Treat every student with dignity and respect.
- Maintain appropriate professional language.
- Keep all interactions educational.
- Avoid favouritism.
- Maintain confidentiality where appropriate.
- Follow safeguarding procedures immediately where concerns arise.

Tutors must not:

- Develop personal relationships with students.
- Contact students through personal social media, personal email or personal phone numbers.
- Exchange inappropriate messages.
- Request personal photographs.
- Meet students privately without parental knowledge where under 18.
- Accept or offer inappropriate gifts.
- Transport students in a private vehicle.
- Engage in behaviour that could reasonably be interpreted as grooming.

All communication with students must take place through Infinite Tutors' approved channels so that it is capable of being reviewed if a concern arises.

6. Online Safety

Most Infinite Tutors provision is delivered online, so the following requirements are treated as core safeguarding practice rather than guidance:

- Lessons take place only on the video platform approved by Infinite Tutors, using accounts issued or approved by us. Tutors must not move sessions to personal accounts or alternative platforms.
- A parent or guardian must be present in the home, and aware the lesson is taking place, for all students under 16.
- Students should work in an open family space rather than a bedroom wherever reasonably possible.
- Tutors must teach from an appropriate, non-private professional setting with a neutral background.
- Cameras must remain on for both tutor and student. If a student's camera is off for a prolonged period without explanation, the tutor should end the session and notify the Designated Safeguarding Lead.
- Appropriate clothing must be worn by both tutor and student.
- Lessons must remain focused on educational objectives.
- Tutors must not use screen sharing to display personal files, messages or browser content.

If a tutor sees anything during an online session that raises a safeguarding concern, including anything visible in the student's environment, they must record it factually and report it to the Designated Safeguarding Lead the same day.

Lesson recording is only permitted where all relevant parties, including the parent or guardian and the tutor, have provided prior written consent, where the purpose has been explained in advance, and where a retention period has been agreed. Recordings are stored securely with restricted access and deleted at the end of the agreed retention period. Covert recording by any party is prohibited.

7. Photographs and Images

Tutors must not photograph or film students. Where images of a student's written work are needed for teaching purposes, they must show the work only and must not include the student's face or identifying surroundings. Images must be shared only through approved Infinite Tutors channels and never stored on personal devices or personal cloud accounts.

No image of a student will be used for marketing, social media or promotional purposes without specific, separate written consent from the parent or guardian, which may be withdrawn at any time.

8. Recognising Safeguarding Concerns

Tutors should remain alert to indicators of:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Domestic abuse
- Online exploitation
- Bullying
- Grooming
- Criminal exploitation, including county lines
- Child sexual exploitation
- Radicalisation
- Self-harm
- Significant deterioration in emotional wellbeing

The presence of one indicator does not necessarily indicate abuse; however, concerns should always be reported appropriately.

9. Responding to a Disclosure

If a student discloses information suggesting they may be at risk, tutors should:

- Stay calm.
- Listen carefully.

- Avoid leading questions.
- Never promise confidentiality.
- Reassure the student they have done the right thing by speaking.
- Record only factual information, in the student's own words where possible.
- Report the concern immediately.

Tutors must never investigate allegations themselves.

10. Reporting Safeguarding Concerns

Where a safeguarding concern exists, tutors should:

1. Record the facts objectively.
2. Notify the Designated Safeguarding Lead immediately, and in any event the same day.
3. Preserve any relevant evidence.
4. Cooperate fully with any investigation.

Where there is reason to believe a child is in immediate danger, emergency services should be contacted without delay.

A tutor who believes a concern has not been acted upon appropriately may, and should, refer directly to children's social care or the police. Nothing in this policy prevents any individual from making a direct referral to statutory services.

11. Emergency Procedures

If a child appears to be at immediate risk of serious harm:

- Contact emergency services (999) where appropriate.
- Inform the Designated Safeguarding Lead as soon as possible.
- Notify the parent or guardian where appropriate and where doing so does not increase safeguarding risk.
- Complete a written safeguarding record as soon as reasonably possible.

Tutors should never place themselves at personal risk.

12. Prevent Duty and Radicalisation

Infinite Tutors is alert to the risk of children being drawn into terrorism or extremism. Tutors who are concerned that a student is at risk of radicalisation must report this to the Designated Safeguarding Lead, who will consider a referral to the Channel programme or to the local authority Prevent lead. Concerns about extremism are handled under the same reporting route as other safeguarding concerns and must never be dismissed on the basis of a student's background, religion or ethnicity.

13. Student Welfare During Lessons

Tutors should remain attentive to changes in behaviour or wellbeing. Examples include:

- Visible injuries.

- Distress.
- Sudden withdrawal.
- Signs of neglect.
- Fear of returning home.
- Concerning comments.
- Significant changes in mood or engagement.

Where concerns arise, tutors should follow this safeguarding procedure.

14. Student Non-Attendance

If a student fails to attend a scheduled lesson:

1. Wait approximately ten minutes.
2. Attempt contact using the agreed communication method.
3. Notify the parent or guardian where appropriate.
4. Record the absence.

Repeated unexplained absences must be reported to the Designated Safeguarding Lead. Sudden or unexplained disengagement can be an indicator of a wider safeguarding concern, including a child missing education, and should not be treated as a purely administrative matter.

15. Student Distress During Lessons

If a student becomes distressed:

- Pause the lesson if appropriate.
- Remain calm and supportive.
- Allow the student time to speak.
- Avoid investigating.
- Record factual observations.
- Escalate safeguarding concerns where necessary.

16. One-to-One Tuition Safeguarding

Because Infinite Tutors frequently delivers one-to-one tuition:

- Parents should know when lessons are taking place.
- Tutors should avoid unnecessary communication outside scheduled lessons.
- Communication should remain educational and take place through approved channels only.
- Professional boundaries must always be maintained.
- Tutors should not create dependency or inappropriate familiarity.

17. Low-Level Concerns

Infinite Tutors encourages tutors to report low-level concerns before they become more serious. Examples include:

- Boundary concerns.
- Inappropriate jokes or comments.
- Behaviour that feels unprofessional.
- Minor safeguarding worries.
- Conduct inconsistent with company expectations.

Reports made in good faith are encouraged. Low-level concerns are recorded so that patterns of behaviour can be identified over time, even where an individual concern does not meet the threshold for referral.

18. Allegations Against Tutors or Staff

Any allegation involving a person working for Infinite Tutors will be treated seriously and handled under this section rather than under the Complaints Policy.

Referral to the LADO

Where it is alleged that a person who works with children has behaved in a way that has harmed or may have harmed a child, has possibly committed a criminal offence against or related to a child, or has behaved towards a child in a way that indicates they may pose a risk of harm to children, the Designated Safeguarding Lead will refer the matter to the Local Authority Designated Officer (LADO) in the relevant local authority within one working day of the allegation coming to light.

The allegation must not be investigated internally before the LADO referral is made, and the person subject to the allegation must not be approached for an explanation before consulting the LADO, as doing so may compromise a statutory investigation.

Infinite Tutors may also:

- Suspend tutoring pending the outcome of the LADO process.
- Inform the police or children's social care where appropriate.
- Cooperate fully with external investigations.
- Take disciplinary or contractual action following the conclusion of the statutory process.

Referral to the Disclosure and Barring Service

Where a person is removed from working with children, or would have been removed had they not resigned or ceased to provide services, because they have harmed or posed a risk of harm to a child, Infinite Tutors has a legal duty to make a referral to the Disclosure and Barring Service. Infinite Tutors will not accept a resignation as a reason to avoid making this referral.

19. Confidentiality

Safeguarding information will only be shared with those who need the information to protect a child or fulfil legal responsibilities.

Information will be handled in accordance with UK data protection legislation. Data protection law does not prevent the sharing of information for the purposes of keeping a child safe.

20. Record Keeping and Retention

Safeguarding records should include:

- Student name.
- Date.
- Time.
- Individuals present.
- Objective description of events, using the child's own words where relevant.
- Action taken.
- Person notified.

Safeguarding records will be stored securely with restricted access, separately from general student records.

Safeguarding and child protection records are retained until the student's 25th birthday. Records relating to allegations against adults working with children, and records relating to any child protection referral, are retained for a minimum of 40 years in line with the recommendations of the Independent Inquiry into Child Sexual Abuse. This retention period applies notwithstanding any general request for erasure.

21. Whistleblowing

Any tutor or member of staff who believes safeguarding concerns are not being addressed appropriately should report those concerns to the Director or, where appropriate, directly to the relevant safeguarding authority.

Where an individual does not feel able to raise a concern internally, or has raised one and does not believe it has been acted upon, they may contact the NSPCC Whistleblowing Advice Line on 0800 028 0285 or the local authority children's social care team directly.

No person will be disadvantaged for raising genuine safeguarding concerns in good faith. Concerns about the Director should be raised directly with the LADO or children's social care.

22. Designated Safeguarding Lead

Designated Safeguarding Lead (DSL)

Name: Kaif-Aly Smith

Organisation: Infinite Tutors Ltd

Email: kaif@infinitetutors.org

Telephone: 07931 793164

The Designated Safeguarding Lead is responsible for:

- Receiving safeguarding concerns.
- Maintaining safeguarding records.
- Making referrals to the LADO, children's social care, the DBS and the police as required.
- Liaising with parents where appropriate.
- Reviewing safeguarding procedures.
- Supporting tutors on safeguarding matters.

Deputy Designated Safeguarding Lead

The Deputy Designated Safeguarding Lead is Shahina Janmohamed, appointed August 2026. The Deputy holds an Enhanced DBS certificate including a check of the Children's Barred List and is a serving higher level teaching assistant. Designated Safeguarding Lead training is being completed and will be in place before any commissioned placement begins.

The Deputy Designated Safeguarding Lead acts with the full authority of the DSL whenever the DSL is unavailable, including during periods of absence, illness or leave. Where the DSL is the subject of a concern, all reports should be directed to the Deputy DSL or externally to the LADO.

Independence, and arrangements where neither lead is available

The Deputy Designated Safeguarding Lead is the Director's mother and a Person with Significant Control in the company. The Deputy is therefore never the route for a concern or allegation about the Director. Any such concern is referred directly to the Local Authority Designated Officer for the relevant authority, to children's social care, or to the commissioning authority. Where neither the DSL nor the Deputy can be contacted, tutors must not delay acting on a safeguarding concern.

In those circumstances the tutor must refer the concern directly to the children's social care team for the local authority in which the student lives, or to the police where a child may be at immediate risk, using the contacts listed in section 23. The tutor must then inform the DSL as soon as they are able.

A safeguarding referral must never be delayed because an internal contact is unavailable. No tutor will be criticised for making a direct external referral in good faith where they were unable to reach the DSL.

23. Key Safeguarding Contacts

Always available

- Emergency services, where a child is at immediate risk of harm: 999
- Police non-emergency: 101
- NSPCC Helpline, for adults concerned about a child: 0808 800 5000
- NSPCC Whistleblowing Advice Line: 0800 028 0285
- Childline, for students: 0800 1111

Finding the right local authority

A safeguarding referral must be made to the children's social care team for the local authority in which the student lives, which will not always be the authority in which Infinite Tutors is registered. Because we deliver tuition online to students across the United Kingdom, it is not practical to list every authority.

Tutors must record the student's home local authority and home postcode at the point of onboarding, and this is held on the student's record.

To identify the correct contact for any authority, use the national service at www.gov.uk/report-child-abuse-to-local-council, which returns the correct children's social care contact details for any postcode in England. Equivalent arrangements apply in Scotland, Wales and Northern Ireland.

Where the Designated Safeguarding Lead is available, the tutor should notify them and the DSL will identify the correct authority and make the referral. Where the DSL cannot be reached, the tutor must use the postcode service above and refer directly.

Authorities we most frequently work with

London Borough of Brent

- Professionals' safeguarding advice and referral line (office hours): 020 8937 2228
- Emergency Duty Team (out of hours, professionals only): 020 8359 2000
- Brent Family Front Door: 020 8937 4300, Family.FrontDoor@brent.gov.uk

- Local Authority Designated Officer (LADO): 020 8937 4300

Royal Borough of Kensington and Chelsea

- Children's social care referrals: 020 7361 3013
- Local Authority Designated Officer (LADO): 020 7361 3013 or 020 7361 2120, asking for the Duty Child Protection Adviser

London Borough of Hillingdon

- Stronger Families Hub, for early help and social work referrals: 01895 556 006
- Local Authority Designated Officer (LADO): Hannah Ives, lado@hillington.gov.uk. Hillingdon requires an electronic LADO contact form to be submitted before a concern is discussed. The form is at www.hillingdon.gov.uk/LADO-Contact and must be submitted within one working day. The LADO responds to high-risk matters within 24 hours and to other contacts within 48 hours
- Hillingdon Safeguarding Children Partnership: hillingtonsafeguardingpartnership.org.uk
- Hillingdon Safeguarding Adults Board, where a young person aged 18 or over may be at risk: hillingtonsab.org.uk

Kent County Council

- Front Door Service, for a concern about a child: submit a Request for Support via the Kent Integrated Children's Services Portal at webapps.kent.gov.uk
- Urgent, where a child is in immediate danger: 03000 41 11 11. Out of hours: 03000 41 91 91
- Allegations against staff: LADO Education Safeguarding Advisory Service (LESAS). Referrals are made through the Kent Integrated Children's Services Portal; enquiries to lesasenquiries@kent.gov.uk
- Kent Safeguarding Children Multi-Agency Partnership (KSCMP): kscmp.org.uk, kscmp@kent.gov.uk, Room 2.71, Sessions House, Maidstone ME14 1XQ

Medway Council

- Children's Services First Response, for a concern about a child: 01634 334466. Out of hours: 03000 41 91 91
- Allegations against staff: Local Authority Designated Officer, 01634 331065, 9am to 5pm Monday to Friday
- Medway Safeguarding Children Partnership (MSCP): medwaysep.org.uk

These contact details are checked as part of the annual review of this policy, and tutors should confirm them against the relevant authority's website before making a referral.

24. Training

All tutors must complete safeguarding training to at least an introductory child protection standard before delivering any tuition, and must refresh that training at least every two years. Evidence of training is recorded in the central record of checks.

Additional or updated training will be required:

- Following significant legislative or statutory guidance changes.
- Where additional safeguarding risks are identified.
- Following any safeguarding incident where a learning need is identified.

The Designated Safeguarding Lead will undertake DSL-level training and refresh it at least every two years. Tutors are responsible for familiarising themselves with the latest safeguarding procedures.

25. Related Policies

This policy should be read alongside:

- Tutor Agreement
- Privacy Policy
- Client Terms & Conditions
- Complaints Policy

26. Policy Review

This policy will be reviewed annually or sooner where legislation, guidance or operational requirements change. The latest version supersedes all previous versions.

Approved by:

Kaif-Aly Smith

Director

Infinite Tutors Ltd