

Online Lessons Policy



Date of Approval: 05/05/2026

Signed: Ruth Minhall

Position: CEO

Next review: 05/05/2027

Purpose of the Online Lessons Recording Policy

Our Commitment

We are committed to delivering safe, high-quality tuition that meets safeguarding standards. If you have any questions or concerns about recordings or online learning, please contact us - we're here to help.

Online lessons are recorded for one overarching reason: to keep children and staff safe. Everything else flows from that.

1. Purpose of the Policy

The purpose of this policy is to ensure that all online tuition delivered by Tuition Extra is conducted safely, transparently, and in full compliance with safeguarding, data protection, and quality assurance requirements. It establishes clear expectations for tutors, students, and parents regarding appropriate conduct, the use of technology, communication standards, and safeguarding practices during remote learning.

Recording online sessions forms a key part of this approach. It provides a secure, reviewable record of lessons that helps protect students, tutors, and the organisation, while supporting accountability and maintaining high standards of professionalism and teaching quality.

This policy is aligned with statutory and organisational requirements, including Keeping Children Safe in Education (KCSIE), and Kent Safeguarding Children Multi-Agency Partnership (KSCMP) procedures, alongside Acceptable Use, Safeguarding, Data Protection, and Lone Working policies.

2. How Recordings Keep Children Safe

- Safeguarding protection - recordings create a clear, reviewable record.
- Dispute resolution - if concerns arise, recordings provide an objective record.
- Quality assurance - senior staff may review recordings to ensure lessons meet expected standards with tutor permission.

3. How Recordings Are Stored

- Secure systems - all recordings are stored on encrypted platforms.
- Restricted access - only authorised safeguarding and senior staff can view them.
- Minimal retention - recordings are kept only as long as needed for safeguarding purposes (120 days).
- Never shared publicly.

4. Privacy Reassurances for Parents

1. Strict access controls - only authorised staff can view recordings.
2. Secure storage - recordings are stored on encrypted systems in line with GDPR.
3. Minimal retention - they are kept only for as long as necessary for safeguarding purposes and automatically delete after 120 days.
4. Purpose - limited use - recordings are never shared publicly.

5. Scope

This policy applies to all:

- Tuition Extra tutors delivering online sessions.
- Students receiving online tuition.
- Parents/carers supporting online learning.
- Staff overseeing safeguarding and quality assurance.

It should be read alongside the Acceptable Use Policy, Child Protection & Safeguarding Policy, Data Protection Policy, and Lone Working Policy.

Online tuition delivery is supported by a documented risk assessment which considers safeguarding, technology use, environment, and communication risks.

This risk assessment is reviewed regularly and updated in line with safeguarding guidance, local authority expectations, and operational changes.

6. Safeguarding Requirements

Online lessons form part of Tuition Extra's safeguarding framework and follow KCSIE and internal safeguarding procedures.

Tutors must:

- Use only Tuition Extra - approved platforms with secure log-ins (Microsoft Teams 365).
- Ensure professional boundaries at all times.
- Keep cameras on unless otherwise agreed for SEND/medical reasons.
- Report any safeguarding concern immediately to the DSL (Emma Sedgwick safeguarding@tuition-extra.co.uk).
- Ensure the environment is neutral, quiet, and free from personal items.

Students must:

- Join lessons from a safe, appropriate space (Where possible, a communal space is preferred).
- Dress appropriately and behave respectfully.
- Keep cameras on unless agreed otherwise for safeguarding or SEND reasons.

Parents/carers must:

- Support safe access to technology.
- Ensure students are supervised appropriately.
- Avoid participating in lessons unless invited for review or support.

7. Recording of Online Lessons

Online lessons may be recorded for:

- Safeguarding
- Dispute resolution
- Quality assurance

This aligns with Tuition Extra's safeguarding and data protection commitments.

Recordings are stored securely and accessed only by authorised senior staff.

8. Technology & Acceptable Use

The Acceptable Use Policy sets the rules for ICT use across the service.

Tutors and students must:

- Use only approved accounts (no personal emails or social media).
- Protect passwords and log-ins.
- Avoid sharing screens unless necessary for learning.
- Not save record lessons on personal device.
- Not share lesson links with anyone else.

Unacceptable use includes:

- Inappropriate language or behaviour.
- Attempting to bypass security settings.
- Using unapproved software or devices.
- Taking screenshots or recordings without permission.

9. Tutor Lone Working Requirements

Online tutoring is included within Tuition Extra's Lone Working Policy.

Tutors must:

- Ensure someone at Tuition Extra knows the time and duration of each session by scheduling on portal.
- Have access to emergency contact details.
- Prioritise personal safety and follow escalation procedures if they feel uncomfortable.
- Keep the virtual "door open" by ensuring visibility and transparency during sessions (camera on, professional environment).

10. Lesson Delivery Standards

Tutors must:

- Inform student and parent/carer that online lessons will be recorded.
- Begin with a clear learning objective.
- Use Tuition Extra's planning and progress-tracking expectations.
- Maintain professional communication at all times.
- End each session by completing the progress report as a plenary with the student.

Students must:

- Arrive on time.
- Have required materials ready.
- Engage respectfully and follow tutor instructions.

11. Data Protection & Privacy

Tuition Extra is committed to protecting personal data.

- All online lesson data is processed in line with GDPR.
- Personal information must not be shared in chat functions.
- Tutors must store no student data on personal devices.

Lawful Basis for Recording

Online lesson recordings are processed in accordance with UK GDPR and the Data Protection Act 2018.

The lawful basis for recording lessons is:

- Article 6(1)(f) – Legitimate Interests (to safeguard children, staff, and the organisation)
- Article 9(2)(g) – Substantial Public Interest (safeguarding of children and individuals at risk)

Recording is considered necessary and proportionate to ensure effective safeguarding, accountability, and quality assurance. A Legitimate Interests Assessment (LIA) is in place to support this approach.

12. Quality Assurance

Tuition Extra monitors online lessons to ensure high standards of safeguarding and learning.

This may include:

- Review of recordings for safeguarding, quality assurance, and compliance purposes
- Lesson observations with prior tutor knowledge or consent where appropriate

All monitoring is proportionate, justified, and in line with safeguarding and data protection requirements

13. If You Prefer Not to Have Lessons Recorded

Because recording is a safeguarding requirement, unrecorded 1:1 online lesson cannot take place.

However, we can explore alternative safeguarding arrangements such as:

- A supervising adult present.
- A 2:1 staffing model.
- Switching to in-person tuition.

If none of these are possible, online tuition may need to be delivered face-to-face instead.

14. Breaches of Policy


Breaches will be managed in line with:

- [Staff Code of Conduct](#)
- [Behaviour Policy](#)
- [Child Protection and Safeguarding Policy](#)
- [Disciplinary Procedures](#)

15. Contact for Safeguarding

Designated Safeguarding Lead:

Emma Sedgwick

 07526 204517

 safeguarding@tuition-extra.co.uk