



# Smile Tutors Policy

REVIEWED: July 2021  
NEXT REVIEW DATE: July 2022  
REVIEWED BY: Katy Rees

Smile Education are committed to the safeguarding of Students, Guardians and Tutors to the highest standard possible when using the Smile Tutors online platform.

## Tutor registration

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- Tutors will be required to attend a face to face interview or a video interview with Smile Education upon registering on Smile Tutors.
- Tutors will be required to complete a full profile that includes accurate information about their experience and qualifications.
- Tutors will be required to present Smile Tutors with a Safeguarding certificate or complete a Safeguarding questionnaire, as well as reading Keeping Children Safe in Education.
- Tutors will be required to attend training
- Tutors will be required to provide reference details to cover the last 24 months of employment.
- Tutors will be required to provide ID documents such as Proofs of ID and Proofs of Address.

## Tutor approval

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All Tutors approved on the Smile Tutors platform have been through a stringent vetting process in line with APSCo Compliance+ Guidelines. All Tutors will have met the following minimum requirements:

- 2 Full Employment References
- DBS
- Barred List/Prohibited List Checks
- Face to Face or Video Interview
- Interview ID Checks and original documents verified in person or through Video Interview
- Qualifications Confirmed
- Overseas Police Check if necessary

## Expectations for online lessons

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- Tutors and Students must not exchange contact details via the platform.
- All online Lessons must be conducted on the Platform using the Tutor Room.
- Tutors must ensure their background is free of any inappropriate and personal items during sessions.
- All parties using Smile Tutors must treat each other with respect and use appropriate language throughout all communication.
- All parties must ensure disturbances and distractions are minimized when in the Tutor Room to get the most out of the session.
- You must inform Smile Education of any safeguarding concerns immediately. You can do this by contacting Smile Education directly on 0121 3926570 or by emailing our trained DSL Katy Rees [Katy@smile-education.co.uk](mailto:Katy@smile-education.co.uk)
- All tutoring sessions are recorded, and Smile Education or the school may access these recordings in the event of a safeguarding concern or to assess quality.
- Tutors must work with schools to ensure pupils are aware of what is expected during the tutoring session. Tutors must take care to ensure the student is comfortable during the session.
- Tutors will be expected to provide feedback after every session.

## Information for schools

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- Schools can set up accounts for students and set up usernames without having to use a students' email address.
- Unique logins can be set for each individual student.
- Schools can control student login details and access to Smile Tutors.
- Schools can opt to set up completely anonymous student profiles.
- Schools can opt for students to complete tutoring sessions without a webcam.
- Schools will be provided with separate admin logins with full visibility over student activity.
- Support can be provided for both 1:1 sessions and small groups of up to 7 students.
- All online lessons will be recorded including audio, video, and presentation streams which can be accessed in the event of a safeguarding issue.
- All online lessons are automatically logged and visible on the school admin account, including information about student attendance.
- All Tutors are fully vetted in line with APSCo Compliance+.
- Linked Tutors can share files and provide feedback to students through safeguarding messaging on the platform.
- Linked Tutors can share files and messages with school account administrators in order to provide feedback.