Smile Tutors Policy

REVIEWED: November 2021
NEXT REVIEW DATE: November 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

- Tutors will be required to attend a face to face interview or a video interview with Smile Education upon registering on Smile Tutors.
- Tutors be will 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 our safeguarding training, as well as reading Keeping Children Safe in Education.
- 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 Proof of ID and Proof of Address.
- Tutors must register using their real names. Once your Tutor profile is made public, your profile name will include your first name and last initial.

Tutor approval

All Tutors approved on the Smile Tutors platform have been through a stringent vetting process in line with APSCo Compliance+ Guidelines.

We collect a minimum of two references, as well as the following documents from all Tutors:

- Photographic ID
- Eligibility to work in the UK
- Qualification
- Proof of address
- Visa expiry and restrictions (where applicable)
- Overseas Police Check (where applicable)
- Proof of name change document (where applicable)
- Proof of national insurance

And perform the following checks:

- Enhanced DBS with child/adult barred list checks as appropriate
- Update Service check (every 12 weeks)
- Google search
- Prohibited list
- Verification of any gaps

Smile Education may edit a Tutors profile before approval in order to ensure it meets our standards. Once a Tutors account has been approved, it may be visible to users on the platform and to guests visiting the platform without an account. If you do not wish for your profile to be found via search engine results, a Tutor can request this in writing by contacting Smile Education through your account.

Lesssons

- All Lessons and tutoring services must be arranged directly with Clients via the Platform messaging
- system, or inside the Tutor Room.
- Any Lesson arrangements you make with a Guardian or Student are your responsibility to fulfil. If you need to cancel or rearrange a Lesson you must contact the Client via the messaging
- system as soon as possible.
- All online Lessons must be conducted on the Platform using the Tutor Room.
- Tutors may offer a Free Trial Lesson at their discretion, but they have no obligation to do so, as detailed in the Help Centre. Unless agreed otherwise, Tutors are not permitted to
- provide more than 2 Free Trial Lessons to the same Student.
- Billing occurs automatically after the lesson and is calculated on a pro-rata basis using the Lesson duration and your hourly rate.
- Tutors agree that, for a Client introduced to you via the Platform, for a period of 6 month following your most recent contact with that Client, you will only receive payment from that Client via your Tutor Wallet.

Expectations

- Tutors, Guardians, and Students must not exchange contact details via the platform – if
- this is not adhered to, Smile Education may close your account.
- 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 through your Smile Tutors
- account.
- All tutoring sessions are recorded, and Smile Education may access these recordings
- in the event of a safeguarding concern.
- Tutors must make Guardians aware of what is expected during the tutoring session, if
- guardians are not present during the session, Tutors must take care to ensure
- the student is comfortable during the session.
- Smile Education have the right to close your account if you send excessive messages, fail to reply to messages, fail to attend online lessons, or exchange contact details.

Information for schools

- 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 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 school account administrators in order to
- provide feedback.