

COMPANY POLICY

2026

Quality In Tutoring Ltd

LONDON – BIRMINGHAM - MANCHESTER

www.qualitytutoring.org.uk

Quality In Tutoring Ltd is a registered company in England and Wales (Company No. 10050813) with a registered address at 128 City Road, London, EC1V 2NX. We are an approved Crown Commercial Service (CCS) supplier and a UK registered learning provider (UKPRN).

Company Policy

Effective Date: April 2026

Reviewed Annually

1. Introduction

Quality in Tutoring Ltd is committed to maintaining high standards of professionalism, safety, and accountability. Our policies are designed to guide our self-employed tutors and ensure that our tutoring services uphold the best practices in education, safety, and client satisfaction.

This document outlines our policies regarding employment practices, work environment standards, safety procedures, and insurance coverage. Tutors engaged with Quality in Tutoring Ltd agree to adhere to these policies as a part of their contractual obligations.

2. Employment Practices

- **Contract Structure:** Quality in Tutoring Ltd offers tutoring opportunities on a self-employed basis. Tutors are contracted with fixed-hour agreements, providing stability and a predictable schedule.
- **Work Locations:** Tutors deliver sessions at a variety of approved locations, including:
 - Schools
 - Units/PRU
 - Local libraries
 - Students' homes, when deemed safe and appropriate
- **Application and Onboarding:** All tutor applications are processed through our TutorCruncher portal. Applicants undergo a thorough vetting process, including background checks and qualification verification, before assignment to any tutoring sessions.
- **Enhanced DBS Check:** Tutors are required to complete an enhanced DBS check online. All original documents are verified by the Arts and Media School Islington using the DBS Online Application Process to ensure compliance with safety standards.

- To initiate a DBS application, tutors should visit [Matrix Screening](#) and select 'Start Application' under the DBS application box.

3. Safety and Risk Management

- **Home Visit Risk Assessment:** For sessions taking place at a student's home, Quality in Tutoring Ltd requires a risk assessment to be completed in collaboration with the school's Designated Safeguarding Lead (DSL). This assessment ensures the safety of both the tutor and the student within the home environment.
- **Safeguarding Protocols:** All tutors must be familiar with safeguarding policies and procedures, which include:
 - Adhering to designated safety and behavioural standards
 - Reporting any safeguarding concerns to the Designated Safeguarding Lead promptly
 - Completing safeguarding training and refreshers as directed by Quality in Tutoring Ltd.
- **Designated Safeguarding Lead (DSL):** Quality in Tutoring Ltd has a designated DSL available to address any concerns or questions related to the safety and well-being of students or tutors. The DSL is trained to handle reports of concerns in line with safeguarding policies.

4. Insurance Coverage

Quality in Tutoring Ltd provides insurance coverage through Hiscox Business Insurance, protecting tutors during tutoring sessions and any associated responsibilities. Our Hiscox Business Insurance policy includes:

- **Professional Liability:** Coverage for claims related to professional errors or omissions in tutoring services.
- **Public Liability:** Coverage for claims of injury or property damage that may occur in the course of tutoring at schools, libraries, or homes.
- **Employee Protection:** Insurance that covers tutors in the event of an incident while fulfilling duties under the contract with Quality in Tutoring Ltd.

Tutors should direct any queries regarding insurance coverage or incidents to Quality in Tutoring Ltd management.

5. Professional Conduct

All tutors representing Quality in Tutoring Ltd are expected to uphold high standards of conduct. This includes but is not limited to:

- **Respectful Interaction:** Tutors must demonstrate respect and professionalism toward students, families, and school staff at all times.
- **Confidentiality:** Tutors are required to maintain confidentiality regarding all student information, tutoring content, and any proprietary company practices.
- **Commitment to Student Safety and Well-being:** Tutors should prioritize the safety and welfare of students. Any suspicion of abuse or neglect must be reported to the DSL as part of safeguarding compliance.
- **Appropriate Environment:** Tutors conducting sessions in any setting are responsible for creating a safe and conducive learning environment free from distractions or inappropriate content.

Our company policy states the following regarding attendance and lateness:

- If there has been no communication from the parent or guardian, the tutor is required to wait at least half of the scheduled session to allow the student the opportunity to attend. If no contact is made within that time, the tutor may then leave the site.
- If communication has been made, for example, if the parent has informed us that the student is running late, then the tutor is expected to remain on site for the full duration of the scheduled session.

Attendance Management and Tutoring Responsibilities

- Tutors must notify their line management and the commissioning school of any student absences as soon as possible, in accordance with safeguarding and attendance monitoring standards.
- Where necessary, tutors may be reassigned to give the assigned session to another student who is close to the tutoring location. This ensures that commissioned hours are used effectively, service delivery is consistent, and learning provision is disrupted to the least extent possible.

6. Compliance and Policy Updates

This policy will be reviewed annually to ensure it remains up-to-date with any changes in regulations, industry standards, or operational requirements.

Any updates or changes to this policy will be communicated to all tutors. Tutors are responsible for remaining informed of and compliant with the most current policy standards and guidelines provided by Quality in Tutoring Ltd.

7. Acknowledgment

By accepting a tutoring assignment with Quality in Tutoring Ltd, tutors acknowledge that they have read, understood, and agree to adhere to the terms outlined in this Company Policy.

Signature _____

Date _____

This policy document is issued by Quality in Tutoring Ltd for all tutors under contract. Compliance with these guidelines ensures the quality, safety, and professionalism of our services.