



Explore
Apollo Tuition

Safeguarding Handbook

About this Document

Purpose of the Document

The purpose of this Safeguarding Procedures and Policy document is to outline Explore Apollo Tuition's commitment to protecting the safety, welfare, and wellbeing of all children and young people who engage with our services.

This policy aims to ensure that all staff, tutors, volunteers, and any individuals working on behalf of Explore Apollo Tuition understand their responsibilities in recognising, responding to, and reporting concerns about abuse, neglect, or exploitation.

We are dedicated to creating a safe, inclusive, and supportive learning environment where every child is respected, valued, and listened to. This document sets out clear procedures for identifying safeguarding issues, managing disclosures, and escalating concerns in line with statutory guidance and best practice.

Our safeguarding approach is underpinned by current legislation and statutory guidance, including the Children Act 1989, the Children Act 2004, the Education Act 2002, Working Together to Safeguard Children, and the Department for Education's Keeping Children Safe in Education (current edition).

What You'll Find in This Handbook

This document contains:

- Safeguarding procedures
- Safeguarding policy
- Online safety

Safeguarding policy

These policies should be read in conjunction with Explore Apollo Tuition Limited Terms and conditions and the Safeguarding Procedures.

INTRODUCTION: Explore Apollo Tuition Limited is committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of each student and tutor at Explore Apollo Tuition Limited is paramount.

The key foundation of our company is ensuring that lessons take place in a safe environment. This is reflected in several key built-in features and defined a set of Safeguarding Policies and Safeguarding Procedures for the students, parents/responsible adults and tutors who use our company.

Designated Safeguarding Lead (DSL): Explore Apollo Tuition Limited is committed to maintaining the highest standards of safeguarding. Our Designated Safeguarding Lead (DSL) is Finnen Au, who holds Level 3 Safeguarding Training and has overall responsibility for safeguarding and child protection within the organisation.

All safeguarding concerns, disclosures or enquiries from tutors, parents, carers or students should be reported to the DSL as soon as possible.

Email: Finnen@ExploreApolloTuition.co.uk

All tutors working with Explore Apollo Tuition Limited hold an enhanced DBS check and have completed appropriate safeguarding training. Copies of safeguarding and DBS documentation can be provided upon request by contacting the DSL.

DSL Availability: Safeguarding concerns must always be reported without delay. If the Designated Safeguarding Lead is unavailable due to planned or unplanned absence, concerns should not be delayed.

If a child is in immediate danger or is at risk of significant harm, contact 999 immediately.

Where appropriate, concerns should also be referred to the relevant Children's Social Care service for the child's local authority.

For safeguarding advice where there is no immediate danger, individuals may contact the NSPCC Helpline.

Automatic out-of-office replies will include emergency safeguarding contacts.



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AIMS: The aim of this policy is to safeguard and promote the welfare of all children and young people who engage with Explore Apollo Tuition Limited. We are committed to providing a safe, inclusive and supportive learning environment where every student feels respected, valued and protected. Safeguarding is everyone's responsibility, and we expect all staff, tutors and those working on behalf of Explore Apollo Tuition Limited to share this commitment.

This policy reflects current safeguarding legislation and statutory guidance, including Keeping Children Safe in Education (current edition), and sets out our approach to recognising, responding to and reporting safeguarding concerns. It also promotes a proactive culture of safeguarding, including child-on-child abuse (including harassment and violence), online safety, harmful sexual behaviour, mental health, the making or sharing of nudes or semi-nudes (including AI-generated or digitally altered images), and the importance of early support through Family Help where appropriate.

This policy aims to:

1. Clearly define the safeguarding responsibilities of everyone involved with Explore Apollo Tuition Limited, including tutors, students, parents, carers, volunteers (where applicable) and management.
2. Ensure that all individuals working for or on behalf of Explore Apollo Tuition Limited understand their safeguarding responsibilities, are familiar with this Safeguarding Policy and Procedures, and know how to recognise, respond to and report safeguarding concerns promptly.
3. Ensure that safeguarding concerns are managed appropriately through the Designated Safeguarding Lead (DSL), with clear procedures in place for reporting concerns, including arrangements for planned or unplanned DSL absence and emergency safeguarding situations.
4. Promote a culture of vigilance, respect and accountability by ensuring all individuals understand their role in protecting children from abuse, neglect, exploitation and discrimination, both online and offline.
5. Ensure this policy is read, understood and adhered to before engaging in any activity arranged through Explore Apollo Tuition Limited and that all safeguarding procedures are followed at all times.
6. Review this policy regularly to ensure it remains compliant with current legislation, statutory guidance and safeguarding best practice.



Safeguarding policy

LEGISLATIVE FRAMEWORK: These policies and Safeguarding Procedures aim to ensure that all persons using the Explore Apollo Tuition services can do so safely within child safeguarding standards and UK law.

OUR TUTORS: Explore Apollo Tuition Limited conducts a video interview. with all tutors as part of the selection process and will request photo identification documents (such as a passport or driving licence). Explore Apollo Tuition Limited will only transfer payment to tutors holding a personal bank account in the United Kingdom.

1. Explore Apollo Tuition Limited only accepts tutors who hold an enhanced DBS certificate. We check and run enhanced DBS checks and parents or schools are entitled to ask the tutor to verify this during the “meet the tutor” session.

2. Explore Apollo Tuition Limited has a process of continual ratings and will encourage students and parents to provide feedback about the tutors. This enables prospective students and parents/responsible adults to choose the tutor best suited to their needs.

PRIVACY: The tutor will not be aware of the email address/Phone numbers of the student or parent/responsible adult and will not be able to communicate with them directly. The tutor will not be able to initiate first email contact with parents or students.

1. All email communication between Explore Apollo Tuition and student will be copied to the parent/responsible adult (or school/school representative where appropriate).

2. All personal details about the student and parents, including contact address and phone number, will remain private and confidential and will not be available to the tutor.

3. Explore Apollo Tuition processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025. Personal information is only shared where necessary to safeguard children or where required by law.



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Making or Sharing of Nudes or Semi-Nudes: Explore Apollo Tuition recognises that the making or sharing of nudes or semi-nudes by children is a serious safeguarding concern. This includes self-generated images, images shared under pressure or coercion, and AI-generated or digitally manipulated images, including deepfakes.

Tutors must never request, create, possess, copy, store or share such images. Where a tutor becomes aware of any incident involving the making or sharing of nudes or semi-nudes, they must immediately report the concern to the Designated Safeguarding Lead, who will manage the incident in accordance with statutory guidance and, where appropriate, involve the police or children's social care.

Mental Health and Wellbeing: Explore Apollo Tuition recognises that poor mental health can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation.

Tutors should remain alert to indicators including:

- significant changes in behaviour
- ongoing difficulty sleeping
- withdrawal from friends or activities
- reluctance to participate in activities normally enjoyed
- evidence of self-harm or self-neglect

Concerns should always be shared with the Designated Safeguarding Lead, who will consider whether Family Help, external support or safeguarding referrals are appropriate.

Child-on-Child Abuse (including Harassment and Violence): Explore Apollo Tuition recognises that children can abuse other children. All reports will be taken seriously and investigated appropriately. No report will be dismissed as "banter", "part of growing up" or "children being children".

This includes:

- bullying (including cyberbullying)
- sexual harassment
- sexual violence
- misogynistic or misandrist behaviour
- sharing of nudes or semi-nudes
- initiation or hazing behaviours
- physical abuse
- emotional abuse



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Misogyny and Misandry: Explore Apollo Tuition adopts a zero-tolerance approach towards misogyny, misandry and any behaviour motivated by prejudice or discrimination. Tutors are expected to challenge sexist language, discriminatory attitudes and harmful stereotypes whenever encountered.

Harmful Sexual Behaviour: Explore Apollo Tuition recognises that sexual behaviours exist on a continuum from developmentally appropriate behaviour through to harmful sexual behaviour and sexual violence. Tutors receive safeguarding guidance enabling them to identify concerning behaviours early and report concerns immediately to the Designated Safeguarding Lead.

Gender Questioning Children: Explore Apollo Tuition is committed to treating every child with dignity and respect while ensuring safeguarding remains paramount. Where requests relating to facilities, participation or support differ from a child's biological sex, decisions will be considered individually through appropriate risk assessment, taking account of statutory guidance, parental involvement where appropriate and the welfare of all children.

Family Help: Explore Apollo Tuition recognises the importance of providing support to children and families at the earliest opportunity. Where appropriate, and with the child's welfare as the primary consideration, the Designated Safeguarding Lead (DSL) may recommend that families engage with Family Help services or other appropriate support agencies to provide early intervention before concerns escalate. Where there is reason to believe that a child is suffering or is likely to suffer significant harm, appropriate safeguarding referrals will be made without delay.

Volunteers: Explore Apollo Tuition does not currently engage volunteers in regulated activity. Should this change, safer recruitment procedures will be updated to comply with current legislation.



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RECORDING OF SESSIONS: All lessons will be recorded and available for play back to the parents and students for up to three months. The recordings remain the property of Explore Apollo Tuition.

1. Explore Apollo Tuition may review any sessions where a report has been made by any person using Explore Apollo Tuition for the purpose of investigating the report.
2. Explore Apollo Tuition will allow access to UK law enforcement of any recording where it is reported a criminal offence may have occurred in relation to a specific session.

Roles and Responsibilities of persons using Explore Apollo Tuition:

THE TUTOR SHALL:

- Ensure that their environment does not display any inappropriate, offensive or sexual images, child sexual abuse material, or any nudes or semi-nudes (including AI-generated or digitally altered images such as deepfakes) that could be viewed by the student or parent/responsible adult during a tuition session.
- Treat students fairly and without prejudice or discrimination; students who have a disability or come from a minority ethnic or cultural group can easily become victims of discrimination and prejudice which may be harmful to the student's wellbeing.
- Always ensure language is appropriate and not offensive or discriminatory.
- Ensure any contact with the student is appropriate to their role as a tutor and confined to the relevant lesson session.
- Not make any improper suggestions to a student.
- Not send unsolicited communications to the student or parent/responsible adult.
- Report any dispute with a student, parent/responsible adult, or another tutor to the Designated Safeguarding Lead (DSL), in accordance with the Safeguarding Procedures document.
- Value and take students' contributions seriously.

Safeguarding policy

Roles and Responsibilities of persons using Explore Apollo Tuition:

THE TUTOR SHALL:

- Report any inappropriate behaviour or illegal activity identified within an lesson session by the student or third party, in accordance with Safeguarding Procedures set out in Safeguarding Procedures.
- Ensure that if no parent/responsible adult is present during an lesson session if not they can terminate the session. (Please see terms and conditions).

THE STUDENT:Students can register with the service but cannot start using the service until a sponsor/parent/guardian/carer over the age of 18 has formally registered and agreed to be the formal sponsor and to hold legal relationship with the company.

THE STUDENT SHALL:

- Treat the tutor with respect and fairness, and not subject them to abusive behaviour or language.
- Not make any improper suggestions to the tutor.
- Have no inappropriate communication with the tutor outside the lesson.
- Report any dispute with a tutor to a parent/responsible adult in accordance with are Safeguarding Procedures.
- Report any inappropriate behaviour or illegal activity by a tutor within a session in accordance with the Section 3 of Safeguarding Procedures.
- Be aware that the sessions are recorded and they are available for review for a period up to 3 months. (Also see Recording of Sessions).

Safeguarding policy

Roles and Responsibilities of persons using Explore Apollo Tuition:

The parent/responsible adult shall:

- Ensure the student is fully aware of the Safeguarding Policy.
- Always be responsible for the welfare of the student during the session.
- Always be responsible for the physical environment of the pupil during the session ensuring it is safe and appropriate.
- If they consider it appropriate, be present or available during a tutor session so any concerns encountered by the student can be reported as soon as possible and ensure the student and tutor are behaving in an appropriate manner.
- Ensure that tutors will be treated with respect and fairness by the student and will not be subjected to abusive behaviour or language.
- Ensure that no improper suggestions are made by either the tutor or student
- Ensure the student has no inappropriate communication with the tutor outside the lesson session.
- Report any unsolicited communications between the tutor and student if appropriate.
- Report any dispute with a tutor to the designated safeguarding leader in accordance with Safeguarding Procedures set out in this document.
- Report any inappropriate behaviour or illegal activity by a tutor in accordance with Safeguarding Procedures set out in this document.
- Be aware all lessons will be recorded and made available for play back for up to 90 days (Also see Recording of Sessions)



Safeguarding policy

Designated Safeguarding Lead (DSL):

The Management of Explore Apollo Tuition limited shall:

- Conduct a video interview with tutors before they are permitted to join the Explore Apollo Tuition limited company.
- Ensure that any dispute between persons using the services is handled efficiently and fairly without discrimination in accordance with the Safeguarding Procedures set out in this document.
- Deal with reports of possible illegal activity promptly, ensuring the safety and wellbeing of the student and/or tutor in accordance with the Safeguarding Procedures set out in this document.
- If any incident is reported to the police relating to a specific session, make the recording available for the police to use as evidence in any proceedings if appropriate (also see Recording of Sessions).
- If appropriate, employ the services of an independent Child Protection consultant to review a report concerning the welfare of a student ensuring an appropriate course of action is taken.
- Regularly review the Safeguarding Policy and Safeguarding Procedures to ensure they are relevant and adequate to safeguard all persons using the service.

REVIEW: The Safeguarding Policy and Safeguarding Procedures will be reviewed by the company on a regular basis to ensure it is adequate and relevant to safeguarding standards.

Safeguarding policy

COMPLIANCE: All persons using the Explore Apollo Tuition Limited services have a responsibility to familiarise themselves with the Safeguarding Policy.

- Any tutor reported for a breach of the Safeguarding Policy will be suspended from the company until the incident has been investigated by the appropriate authority.
- The reporter may be informed of the resolution if appropriate.
- The final decision on action taken for minor breaches of the Safeguarding Policy will be the responsibility of the Designated Safeguarding Lead (DSL)
- Any person reported for illegal activity whilst using the services will be reported to police and will be barred from the company.
- Any person reported for causing harm to a student or subjecting the student to sexual abuse will be reported to the police and barred from the company.

Summary: The Designated Safeguarding Lead (DSL) is Finnen Au.

Where the DSL is unavailable, safeguarding concerns should still be reported immediately. If unavailable due to planned or unplanned absence, enquiries should be directed to:

- 999 where a child is at immediate risk
- Children's Social Care
- NSPCC Helpline

Automatic out-of-office replies will include emergency safeguarding contacts.

All our tutors at Explore Apollo Tuition Limited have enhanced DBS Checks and have the appropriate safeguarding certificate and training.

Please feel free to contact our Level 3 designated safeguarding leader who can provide our certificate and appropriate document on your request.

Thank you
Explore Apollo Tuition Limited

Safeguarding procedures

These policies should be read in conjunction with the Explore Apollo Tuition Terms and Conditions and the Safeguarding Policy.

INTRODUCTION:

- Explore Apollo Tuition is committed to ensuring the highest possible standard of safeguarding.
- The following sections set out the procedures that should be followed if an incident occurs.
- The safety and wellbeing of any student or other person using Explore Apollo Tuition is paramount. These procedures aim to ensure a prompt response to any incident and to minimise any further harm to a student or other person.
- There are differing severities of behaviour which could be witnessed during during a lesson. Some behaviour would warrant only a report to our Designated Safeguarding Lead (DSL) and other behaviour may be of a more serious nature where a direct report to the police may be necessary.
- Each section below sets out the recommended procedure which should be followed. It is always the responsibility of the person alerted to the incident to take some action to protect the student or other person. Explore Apollo Tuition will not be responsible for any non-compliance with the recommended procedure.
- The procedures are not an exhaustive list; therefore if an incident occurs that is not covered in this document you are advised to contact Explore Apollo Tuition, or the police if you believe that it may be a criminal matter.

Designated Safeguarding Lead (DSL): Designated Safeguarding Lead (DSL) (Level 3) is Finnen Au. In the case of any safeguarding concerns or enquiries for both Tutors and Parent. Please contact our designated safeguard leader immediately.

Email : Finnen@Exploreapollo tuition.co.uk

Safeguarding procedures

TUTORS

If a tutor sees/experiences:

Inappropriate language: The tutor will request, in a polite manner, that the student or other persons using inappropriate language refrains from doing so during a lesson. If the language continues the tutor will explain that they will terminate the session due to the language and will report the matter to the management team. Who will decide on any further use of the service by the student or other person involved. The tutor will have no further contact with the student unless by mutual agreement with management. Any unsolicited contact from the student or other persons following the termination of the session should be reported to Explore Apollo Tuition.

Inappropriate behaviour: The tutor will request, in a polite manner, that the student or other persons involved in the inappropriate behaviour refrains from the behaviour during the lesson session. If the behaviour continues the tutor will explain that they will terminate the session due to the behaviour and will report the matter to the management team who will decide on any further use of the service by the student or other person involved. The tutor should have no further contact with the student unless by mutual agreement with Explore Apollo Tuition. Any unsolicited contact from the student or other persons following the termination of the session should be reported to Explore Apollo Tuition.

Disclosure of inappropriate/sensitive information: During a lesson session sensitive information may be offered by a student or other person present. If the information relates to any kind of abuse the tutor should refer to 'Disclosure of/witness to abuse towards or in the presence of a student', above. The student or other person present should be discouraged from disclosing sensitive information by the tutor. If the information continues to be shared the tutor will determine the impact of the information and decide whether to continue or terminate the session and report the incident to the Designated Safeguarding Lead (DSL). Any information disclosed regarding the safety of a child should always be reported immediately to the police.



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Safeguarding procedures

TUTORS

If a tutor sees/experiences:

Inappropriate or abusive images:

1. Any display of adult pornographic images whilst in the presence of a student may constitute an offence under UK law. Any tutor witnessing the display of adult pornographic images by or towards a student should explain that the images should not be displayed during a lesson, terminate the session and report the matter to Explore Apollo Tuition.

2. Any display, making, possession or sharing of child sexual abuse material, or the making or sharing of nudes or semi-nudes involving a child (including self-generated images or AI-generated or digitally manipulated images such as deepfakes), is a serious safeguarding concern and may constitute a criminal offence. Any tutor who becomes aware of such material must immediately terminate the session where appropriate, preserve any evidence without copying or forwarding images, report the concern to the Designated Safeguarding Lead and, where appropriate, the police or children's social care.

The tutor should have no further contact with the student or any other person involved in the incident. Any unsolicited contact from the student or other persons following the termination of the session should be reported to the police and Explore Apollo Tuition immediately. This action should be taken so that the correct authorities can be alerted and can deal appropriately with the incident.

3. The display of any other images perceived to be inappropriate, either due to the age of the student or the content of the image shall be reported to Explore Apollo Tuition at the discretion of the parent/responsible adult.



Safeguarding procedures

TUTORS

If a tutor sees/experiences:

Disclosure of/witness to abuse towards or in the presence of a student:

1. Any physical or sexual abuse of a child is an offence under UK law. If a tutor receives information about such abuse from the student or other person present they should reassure the person that they can get assistance for them. It is the responsibility of the Designated Safeguarding Lead (DSL) to contact the UK police and report what has been witnessed.
2. If the tutor witnesses any such abuse at first-hand they should immediately contact the police and report the incident. The tutor should also inform designated safeguarding leader of the incident to ensure any recordings can be preserved and made available for any police investigation. The tutor should have no further contact with the student or other person involved in the incident. Any unsolicited contact from the student or other persons following the termination of the session should be reported to the police and Explore Apollo Tuition immediately.

STUDENTS

If a student sees/experiences: Inappropriate language:

The student will inform a parent/responsible adult of the tutor using inappropriate language. The parent/responsible adult should ask the tutor to refrain from using inappropriate language during the lesson session. If the language continues the parent/responsible adult should explain that they will terminate the session and will report the matter to Explore Apollo Tuition, who will decide on any further use of the service by the tutor. The student and parent/responsible adult should have no further contact with the tutor unless by mutual agreement with Explore Apollo Tuition. Any unsolicited contact from the tutor after termination of the session should be reported to the Explore Apollo Tuition. If a parent/responsible adult are not present or readily available the student should report the language as soon as possible to a parent/responsible adult who will take the decision to report the incident.



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Safeguarding procedures

STUDENTS

If a student sees/experiences: Inappropriate language: Inappropriate behaviour: The student will inform a parent/responsible adult of the tutor using inappropriate behaviour. The parent/responsible adult should ask the tutor to refrain from using inappropriate behaviour during the lesson session. If the behaviour continues the parent/responsible adult will explain that they will terminate the session due to the behaviour and will report the matter to the management team who will decide on any further use of the service by tutor. The student, parent/responsible adult should have no further contact with the tutor unless by mutual agreement with Explore Apollo Tuition. Any unsolicited contact from the tutor after termination of the session should be reported to Explore Apollo Tuition.

1. If a parent/responsible adult are not present or readily available the student should report the behaviour as soon as possible to a parent/responsible adult who will take a decision to report the incident.

2. If the behaviour is of a sexual nature towards a student by a tutor, the student should immediately inform a parent/responsible adult and terminate the session. The parent/responsible adult should inform the UK police and the designated safeguard leader immediately.

Disclosure of inappropriate/sensitive information: During an lesson session sensitive information may be offered by a tutor (If the information relates to any kind of abuse the student should refer to 'Disclosure of/Witness to abuse'). The tutor should be discouraged from disclosing sensitive information by the student, parent/responsible adult. The parent/responsible adult will determine the impact of the information and decide whether to continue or terminate the session and report the incident to Explore Apollo Tuition.

1. Any information disclosed regarding the safety of a child should always be immediately reported to the UK police.

2. Any tutor reported by a parent/responsible adult will be suspended from the site until the incident has been investigated by the appropriate authority. The parent/responsible adult may be informed of the resolution if appropriate.



Safeguarding procedures

STUDENTS

Inappropriate or abusive images:

1. Any display of adult pornographic images whilst in the presence of a student may constitute an offence under UK law. Any student witnessing the display of adult pornographic images by a tutor should immediately terminate the session and report this to a parent/responsible adult who should inform the police.
2. Any display, making or sharing of child sexual abuse material or the making or sharing of nudes or semi-nudes involving a child (including AI-generated or digitally altered images such as deepfakes) must be reported immediately to a parent/responsible adult, who should notify the Designated Safeguarding Lead and, where appropriate, the police.
3. The parent/responsible adult should also inform Explore Apollo Tuition of the incident to ensure that any recordings can be preserved and made available for any police investigation. The student, parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited contact from the tutor following the discontinuation of the session should be reported to the police and Explore Apollo Tuition immediately.
4. This action should be taken so that the correct authorities can be alerted and can deal appropriately with the incident. The display of any other images perceived to be inappropriate either due to age of the student or content of the image shall be reported to Explore Apollo Tuition at the discretion of the parent/responsible adult.

Disclosure of/witness to abuse: Any physical or sexual abuse is a crime under UK law. If a student hears about or witnesses such abuse during a session, they must inform a parent or responsible adult immediately.

The adult should then report it to the UK police and notify Explore Apollo Tuition so any recordings can be preserved. The student and their family must avoid further contact with the tutor involved, and any further messages from the tutor should be reported. This ensures the proper authorities can take appropriate action.



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PARENTS/RESPONSIBLE ADULTS: As per the policy document, the parent/responsible adult has primary responsibility for the welfare and safety of the student during a lesson and should be present or available to deal with any concerns or incidents reported by the student.

- It is also the duty of the parent/responsible adult to ensure the wellbeing of the child if they have been affected by anything said or done by the tutor.
- If a parent/responsible adult is alerted by the student to any inappropriate behaviour/language or information by the student or they witness any inappropriate behaviour/language or information by the tutor, they should immediately speak to the tutor, state their concern and inform them they are terminating the session. The incident should then be reported to Explore Apollo Tuition to take appropriate action. As there is a recording of the session available, the parent/responsible adult may review the session before taking further action.
- The parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited communication from the tutor should be reported to the police and Explore Apollo Tuition as soon as possible.
- If a parent/responsible adult is alerted by the student to any inappropriate or abusive images or they witness any inappropriate or abusive images displayed by the tutor, they should immediately speak to the tutor, state their concern and inform them they are terminating the session. The parent/responsible adult should inform the UK police (if appropriate) and (in all cases) Explore Apollo Tuition of the incident to ensure that any recordings can be preserved and made available to any police investigation.
- The parent/responsible adult should have no further contact with the tutor involved in the incident. Any unsolicited communication from the tutor should be reported to the police and Explore Apollo Tuition as soon as possible. As there is a recording of the session available, the parent/responsible adult may review the session before taking further action.
- Any tutor reported by a parent/responsible adult will be suspended from the company until the incident has been investigated by the appropriate authority. The parent/responsible adult will be informed of the resolution if appropriate.

Safeguarding procedures

MANAGEMENT RESPONSIBILITIES: The Safeguarding Policy and Safeguarding Procedures of the Explore Apollo Tuition are the responsibility of the Director and management.

1. Any report of a contravention of the Safeguarding Policy will be reviewed by reviewed by the Designated Safeguarding Lead (DSL), who may engage independent Child Protection consultants to ensure that an appropriate course of action is taken.
2. Any incident reported to Explore Apollo Tuition shall be reviewed as soon as possible to ensure a timely resolution.
3. If a report concerns minor breach of the Safeguarding Policy, Explore Apollo Tuition can make a decision as to appropriate action which may include barring the reported person from using the services.
4. If a report is received by Explore Apollo Tuition which concerns the immediate safety of a student or any illegal activity during a lesson, they will be required to contact UK police and report the incident.

**THANK YOU
EXPLORE APOLLO TUITION TEAM**

Online safety

Mobile Phones and Personal Devices: Explore Apollo Tuition Limited is committed to creating a safe, focused and distraction-free learning environment for all students. In line with current safeguarding guidance and best practice, tuition sessions should be mobile-phone free by default, unless the use of a mobile phone or personal device is required for educational purposes or in an emergency.

Expectations for Tutors:

All tutors must:

- Ensure that their personal mobile phone is kept on silent or do not disturb mode during tuition sessions wherever possible.
- Only use a mobile phone during a lesson where it is necessary to support learning, access lesson resources, or respond to an emergency.
- Never use a personal mobile phone to photograph, video record or audio record a student.
- Never exchange personal mobile numbers with students or communicate with students through personal messaging services, social media platforms or private accounts.
- Immediately report any safeguarding concern arising from the inappropriate use of a mobile phone or personal device to the Designated Safeguarding Lead (DSL).

Expectations for Students: Students are encouraged to keep personal mobile phones out of sight and switched to silent during tuition sessions unless instructed by their tutor to use them for a specific educational activity.

Students must not:

- Use mobile phones to distract from learning.
- Photograph, record or livestream any part of a tuition session without the prior knowledge and permission of all participants.
- Use mobile phones or personal devices to bully, intimidate, harass or discriminate against others.
- Share inappropriate, offensive or illegal content during a lesson.

Online safety

Expectations for Parents and Carers: Parents and carers should support a safe learning environment by encouraging students to minimise unnecessary mobile phone use during tuition sessions.

Where a mobile phone is required for learning, parents and carers should ensure that it is used appropriately and in accordance with this policy.

Safeguarding Concerns The inappropriate use of mobile phones or personal devices may present safeguarding risks, including:

- cyberbullying;
- online grooming;
- harassment or abusive behaviour;
- the making or sharing of nudes or semi-nudes;
- unauthorised photography, audio recording or video recording;
- accessing inappropriate or harmful online content;
- sharing personal or confidential information.

Any concerns relating to the misuse of a mobile phone or personal device during a tuition session will be treated as a safeguarding matter where appropriate and reported immediately to the Designated Safeguarding Lead (DSL).

Where there is reason to believe that a criminal offence has been committed or a child is at immediate risk of harm, the appropriate authorities, including the police or Children's Social Care, will be contacted without delay.

Online Tuition: As Explore Apollo Tuition delivers lessons online, students will normally require access to a computer, laptop or tablet to participate. Mobile phones should only be used to access lessons where no suitable alternative device is available or where their use has been agreed in advance for educational purposes. All tuition sessions are conducted through approved platforms and are subject to Explore Apollo Tuition's safeguarding, recording and online safety procedures.

Failure to comply with this policy may result in safeguarding action being taken, suspension of tuition sessions, or other appropriate action in accordance with Explore Apollo Tuition's Safeguarding Policy and Procedures.



Thank You

Explore Apollo Tuition is a family-run, UK-based online tutoring service offering personalised one-to-one lessons for students from Primary to A-Level. We specialise in Maths, English, and Science, with each session tailored to meet the unique needs of the learner.

Our small team of experienced, DBS-checked tutors are qualified teachers and subject specialists who are passionate about making education both effective and enjoyable. Every student receives a customised lesson plan and tailored learning booklet, supported by evidence-based techniques like active recall and memory strategies to boost understanding, retention, and exam confidence.

We encourage you to revisit this document whenever you have questions about company policies. If you need further clarification, do not hesitate to reach out to Explore Apollo Tuition.

Together, we can create a supportive, inclusive, and inspiring learning environment where every student can thrive. Thank you for being a valued part of the Explore Apollo Tuition family.

Contact Information

Email Finnen@Exploreapollotuition.co.uk
