



Safeguarding and Online Safety Policy

Last updated: 22 April 2026

Decimal Education Safeguarding and Online Safety Policy

Decimal Education is committed to creating a safe, respectful and professionally managed learning environment for students, parents, teachers, schools and other users of its services.

This Safeguarding and Online Safety Policy explains how Decimal Education approaches safeguarding, professional boundaries, online safety and the protection of children and young people.

This policy should be read alongside the Decimal Education Terms and Conditions, Privacy and Cookies Policy, and any other relevant service-specific terms.

1. Commitment to safeguarding

Decimal Education takes safeguarding seriously.

The welfare of children and young people is important, and any concerns about safety, wellbeing or appropriate conduct will be treated seriously.

Decimal Education is committed to:

- maintaining a safe and professional learning environment
- setting clear online boundaries
- using appropriate communication channels
- acting reasonably and responsibly if a safeguarding concern arises
- following current law and appropriate safeguarding practice in the United Kingdom

2. Scope of this policy

This policy applies to:

- under-18 students
- parents and guardians
- adult learners where relevant
- Homework Club participants
- 1 to 1 tuition
- revision courses and intensives
- parent guidance sessions

- teacher and school communications where students may be discussed
 - any adult engaged by Decimal Education to work directly with under-18s
3. Booking and responsibility for under-18 students

For under-18 students:

- the parent or legal guardian is the contracting customer
- the parent or legal guardian is responsible for booking, payment and agreeing the relevant terms
- the parent or legal guardian is responsible for ensuring the student is in a suitable environment for online learning
- direct communication with the student by email or WhatsApp will only take place where parental or guardian agreement has been recorded in advance

Parents and guardians remain responsible for the welfare and supervision of under-18 students outside the session itself.

4. Delivery format

Decimal Education delivers tuition and most support services online.

In-person support is not normally provided unless Decimal Education is booked through a school or organisation for work on their premises or under their arrangements.

5. Communication channels

Decimal Education uses the following agreed channels:

- Zoom for online sessions
- email
- WhatsApp

Communication outside agreed channels is not permitted except where reasonably necessary for scheduling or support arrangements.

Decimal Education does not use social media for direct communication with students.

Personal addresses are not exchanged.

Private phone numbers are not shared beyond the agreed Decimal Education contact method.

6. Online session expectations

All online sessions should take place in an environment that is appropriate for learning or professional discussion.

This means:

- the setting should be suitable and not obviously inappropriate
- participants should behave respectfully and professionally
- the session should be used for its intended educational purpose
- the atmosphere should support learning, concentration and wellbeing

Camera use is preferred, but this may be discussed and agreed depending on the needs of the student, parent or other participant. The aim is to create a comfortable and effective learning environment, not to impose pressure unnecessarily.

For adult stakeholders such as teachers, schools and partners, camera use is preferred and the environment should be professional.

7. Conduct expectations

Participants are expected to:

- behave respectfully
- listen to others
- contribute appropriately
- avoid disrupting the session
- use the session for learning, support and constructive discussion
- avoid behaviour that distracts from the purpose of the session

Homework Club is designed to be supportive, collaborative and structured. It is not intended as a social space.

Decimal Education may remove a participant from a session or end support where behaviour is:

- disruptive
- abusive
- inappropriate
- unsafe
- inconsistent with the purpose of the service

Where appropriate, a parent, guardian or school will be informed.

No refund will normally be given where removal is due to behaviour.

8. Recording, screenshots and session content

Decimal Education does not record lessons or sessions as a matter of routine.

Screenshots must not be taken by Decimal Education, students, parents, teachers or other participants unless specifically agreed in advance.

Zoom AI-generated summaries may be used to create internal notes, session overviews and, where relevant, follow-up summaries or reports.

These summaries are used to support service delivery and administration. They are not the same as recording a session.

9. Materials shared during sessions

Any materials shared during a session, including through Zoom chat, email or file transfer, are for the booked client or session attendees only unless expressly stated otherwise.

They must not be copied, uploaded, redistributed or shared outside the agreed use.

10. DBS and adults working with under-18s

Decimal Education will ensure that any adult engaged to work directly with under-18s through Decimal Education has an appropriate DBS check in place.

This is intended to support a safe and professional environment for children and young people.

11. Safeguarding concerns

If a safeguarding concern arises, Decimal Education will take it seriously.

Where appropriate, Decimal Education will usually raise the concern with the parent or legal guardian first.

However, if this is not possible, not appropriate, or may place a child or another person at greater risk, Decimal Education may contact an appropriate safeguarding authority or statutory body instead.

Depending on the nature of the concern, this may include:

- the relevant local authority children's services team
- the police, especially where there is immediate risk
- another appropriate safeguarding or statutory body

Decimal Education will not promise absolute confidentiality where a safeguarding issue arises, because information may need to be shared to protect a child or another person.

12. Concerns about adults

If a concern relates to the behaviour or suitability of an adult working with children, Decimal Education may seek advice from or refer the matter to appropriate safeguarding channels, including relevant local authority or statutory routes where appropriate.

13. Professional boundaries

Decimal Education maintains clear professional boundaries.

This includes:

- agreed contact channels only
- no social media communication with students
- no exchange of personal addresses
- no informal private arrangements outside the agreed service structure
- no sharing of inappropriate personal information
- no communication that is inconsistent with a professional educational relationship

14. Late attendance and non-attendance

For 1 to 1 tuition and similar scheduled sessions:

- if the attendee has not joined within 10 minutes, Decimal Education may send a message
- where relevant, a parent, guardian or school contact may also be contacted within 10 minutes
- the session will still end at the original scheduled time

For Homework Club:

- it is a flexible support option
- non-attendance messages are not routinely sent unless a specific arrangement has been agreed in advance

15. Working with schools

Where Decimal Education is booked by a school or organisation:

- the school or organisation remains responsible for its own safeguarding procedures, behaviour management, supervision and internal policies unless expressly agreed otherwise
- Decimal Education will work professionally within the agreed arrangements
- any safeguarding concern arising in connection with school-based work may need to be raised through the school's safeguarding procedures as well as any wider legal routes if appropriate

16. Complaints and concerns about safety

Any safeguarding, safety or conduct concern should be raised as soon as possible by email to:

support@decimaleducation.co.uk

Concerns will be treated seriously and handled as appropriately and sensitively as possible.

17. Policy review and changes

Decimal Education may update this Safeguarding and Online Safety Policy from time to time.

The latest version will appear on the website.

18. Contact

For safeguarding or online safety concerns, please contact:
support@decimaleducation.co.uk