



Holden Knight Recruitment Ltd

Online Safety Policy

Human Resources v1.2

Review Date: November 2027



Online Safety Policy

1. Overview

- 1.1. Where it is deemed appropriate by the referring body that our provisions are delivered online a switch from face to face to online tuition should only be done with agreement from all parties involved, including parents/carers and the referring school or local authority.
- 1.2. We need to be mindful of the ICT that young people can access from their home, considering different internet speeds, hardware access and the presence of a responsible adult. Being mindful of those with limited access, our online provision is designed to be accessible to the majority of young people.
- 1.3. The minimum technology required will be an internet connection and a camera (accessed through a tablet, laptop or PC). We have ensured our tutors have access to the relevant technology.

2. Online delivery - Zoom

- 2.1. Tutors providing online tutoring with Holden Knight are required to use our company Zoom Education account, which allows tutors and young people to see and hear each other in High Definition, interact via Zoom's whiteboard technology, and do so safely.
- 2.2. We require all tutors to name the topic of each Zoom meeting/ session using the format first name of the YP + surname initial E.g. Josh N, John K-J.
- 2.3. To fulfil our legal safeguarding obligation and legitimate interest to safeguard children, young people and adults, we record all online lessons. We also record lessons to assess the quality of the teaching and learning. It is a legitimate interest of ours to ensure that all lessons meet our high standards.
- 2.4. Please note that you have the right to object to our viewing the recordings. If you would like to object, please put your concerns in writing and send them to intervention@holdenknight.com.
- 2.5. Recordings are encrypted in transit and at rest, stored securely and are only accessible for safeguarding purposes by our safeguarding team and/or Designated Safeguarding Leads.
- 2.6. Stakeholders can ask to "opt out" of lessons being recorded, which we will always consider, but not necessarily comply with if we believe it compromises the safeguarding of children, young people and adults involved.

3. Safeguarding Checklist for Tutors - Zoom

- 3.1. The following checklist exists to protect the safety of young people. We will not compromise on the Health & Safety/Safeguarding Procedures that surround young people.
 - (a) Tutors are required to use Zoom Education to deliver all online sessions for safeguarding purposes, in line with our safeguarding policy. You must not use Zoom Education to deliver sessions to other students referred to you outside of Holden Knight.
 - (b) Tutors must keep their video on at all times for safeguarding purposes.

- (c) Only send documents via Zoom, not via email to students. You must not engage with students via the student's own email addresses or phone. All communication outside of the lesson must be done through the parent or carer's email address.
- (d) The parent or carer will act as an additional appropriate adult throughout the session for safeguarding purposes. If you find that there is no additional adult at home during a session, you must end the session and report this to your line manager.
- (e) Tutors must switch geolocation options off by default when at the young person's home so that the child's location is not visible to others. We recommend that tutors turn on Airplane mode during the session.

4. The loaning of laptops - security controls

- 4.1. In certain circumstances, we may loan a laptop device to a young person. The adult responsible for the young person must sign an Equipment Loan Agreement, where they agree to the following safety measures:
 - (a) that they are present available at the other end during online sessions
 - (b) online lessons with the tutor do not take place in the student's bedroom
 - (c) they organise times of sessions with the tutor
 - (d) the young person does not contact the tutor outside of the lesson time
 - (e) the young person does not contact the tutor via any social media account
- 4.2. Security and privacy settings are installed on these devices to ensure their safe use by the young person, including:
 - (a) Only holdenknight.com domains can sign into the laptop
 - (b) All Holden Knight loaned equipment is subject to our extensive filtering and monitoring processes and software, 24 hours a day.
 - (c) SafeSearch for Google Search queries is turned on
 - (d) Restricted Mode on YouTube is enforced
 - (e) Safe Browsing is always enabled
 - (f) Safe Browsing checks are completed on all downloadable files
 - (g) Users are not able to bypass Safe Browsing warnings or our filtering and monitoring software.
 - (h) Sites are filtered for adult content
 - (i) Devices are forced to automatically re-enrol after wiping. Even if someone wipes a laptop, the device remains managed.
 - (j) If the device is lost or stolen, devices can be disabled remotely and the laptop will display return instructions.
 - (k) Guest access is blocked so that only the student can sign into the device and all the above settings will apply.

5. Safeguarding Checklist - General

- 5.1. If using screen sharing, please ensure nothing else is minimised on your computer that is personal.
- 5.2. Do not hold the tuition sessions in your bedroom and don't allow the student to be in their bedroom either.
- 5.3. Ask anyone else in your house to be mindful that you are holding a session and to keep noise levels down.
- 5.4. Be in a well-lit environment with no personal photos or information visible.
- 5.5. No contact should be made directly with the student via any form of social media account.
- 5.6. No contact should be made directly with the student via their mobile, email or by any other method. All contact should be via the parent or carer's email address and phone number. Contact should relate only to accessing session links. Any further requests from parents should be shared with Holden Knight.
- 5.7. If a parent/carer requests that the tutor contact the young person directly, Holden Knight needs written consent from the parent, and the tutor must cc the parent/carer and Holden Knight into all email communications.
- 5.8. If a student attempts to contact you directly, outside of the agreed tutoring timetable, uses inappropriate language or sends inappropriate images, report this as a safeguarding concern without hesitation to the DSL and block their number immediately.
- 5.9. Be mindful that sessions might not last the usual length; due to unforeseen circumstances we need to be flexible with young people.
- 5.10. Ensure another responsible adult is in the vicinity. Please notify us as soon as possible if another responsible adult is not present at the location you are tutoring.

6. Guidance and Support

- 6.1. Where online provisions become essential, guidance and support is readily available via specialists within Holden Knight. Contact your support contact at Holden Knight for further information.

7. Useful Links for Tutors

- Guidance for Educational Settings www.kelsi.org.uk/child-protection-and-safeguarding/e-safety/e-safety-classroom-materials
- CEOP: www.ceop.police.uk
- Childnet: www.childnet.com
- Internet Matters: www.internetmatters.org
- Internet Watch Foundation (IWF): www.iwf.org.uk
- NSPCC: www.nspcc.org.uk/online-safety
- ChildLine: www.childline.org.uk
- Net Aware: www.net-aware.org.uk

- UK Safer Internet Centre: www.saferinternet.org.uk
- Professional Online Safety Helpline: www.saferinternet.org.uk/about/helpline
- 360 Safe Self-Review tool for schools: www.360safe.org.uk

8. National Links and Resources for Parents/Carers

- Action Fraud: www.actionfraud.police.uk
- Childnet: www.childnet.com
- Get Safe Online: www.getsafeonline.org
- Internet Matters: www.internetmatters.org
- Internet Watch Foundation (IWF): www.iwf.org.uk
- NSPCC: www.nspcc.org.uk/onlinesafety
- ChildLine: www.childline.org.uk
- Net Aware: www.net-aware.org.uk
- UK Safer Internet Centre: www.saferinternet.org.uk