



POCKET MATHS TUTOR

Safeguarding Policy

Safeguarding and child protection in online GCSE maths support

Status	Approved for publication
Version	2.4
Last reviewed	August 2026
Effective from	1 September 2026
Next review due	August 2027
Policy owner	Michael Thompson

Michael Thompson trading as Pocket Maths Tutor, sole trader
60 Charter Road, Axminster, Devon, EX13 5GR
hello@pocketmathstutor.com
<https://pocketmathstutor.com>

POCKET MATHS TUTOR

Pocket Maths Tutor is committed to safeguarding and promoting the welfare of children and young people. The welfare and best interests of the child are paramount. This version reflects direct Pocket Support communication inside the authenticated PMT platform.

1. Scope

This policy applies to all Pocket Maths Tutor services, including live group lessons, one-to-one tuition, Pocket Support, recordings, website/member-platform access, learning resources and communications with students and families. It applies to Michael Thompson and to any future employee, contractor or volunteer acting on behalf of PMT.

2. Safeguarding lead

The Designated Safeguarding Lead and owner is Michael Thompson. Safeguarding email: hello@pocketmathstutor.com. Correspondence address: 60 Charter Road, Axminster, Devon, EX13 5GR.

Concern about the owner or tutor

Where an allegation or safeguarding concern relates to Michael Thompson, the concern should not be sent only to Pocket Maths Tutor. The parent, student or professional should contact the relevant local authority designated officer, local Children's Social Care or police directly. If a child is in immediate danger, call 999.

3. Safeguarding principles

- the welfare and best interests of the child are paramount;
- children have the right to learn in a safe, respectful and inclusive environment;
- concerns, disclosures and allegations are listened to and recorded accurately;
- information is shared on a need-to-know basis where necessary to protect a child;
- professional boundaries are maintained in all online and in-person interactions;
- parents and guardians receive clear information about platforms, recordings and communication routes; and
- safeguarding practice is reviewed when guidance, risks or operating arrangements change.

4. Safer working and suitability

- Michael Thompson holds an enhanced DBS check appropriate to his work and maintains safeguarding knowledge and professional boundaries.
- Any future tutor, employee or contractor will be subject to proportionate identity, qualification, reference and safeguarding checks before unsupervised work with students.
- Business communication channels and approved platforms are used instead of personal social media accounts.
- Tutors do not form personal, secret or inappropriate relationships with students.
- Gifts, favouritism, private social meetings and unnecessary personal contact are not permitted.

5. Parent and guardian responsibilities

- provide accurate contact and student information;
- ensure the student knows when and how sessions and Pocket Support operate;
- ensure the student uses a suitable device and appropriate learning space;
- remain reasonably available during one-to-one sessions and know when group sessions are taking place;
- understand that Pocket Support allows direct student-to-PMT communication inside the authenticated member platform and explain the key rules to the student;
- tell PMT about relevant safeguarding, access or learning information necessary for safe delivery; and
- raise concerns promptly through the routes in this policy.

6. Live online group lessons

- Sessions use approved online platforms and access links should not be shared.
- Waiting rooms, passcodes or equivalent controls are used where available.
- Students should use a first name or agreed initial rather than unnecessary personal details.
- Cameras are optional. If used, clothing, background and behaviour must be appropriate.
- Microphones should be muted when the student is not speaking.
- Students must not record, screenshot, photograph or share any part of a session.
- Private student-to-student messaging should be disabled or restricted where the platform allows.

POCKET MATHS TUTOR

- The tutor delivers sessions from a professional environment and uses a neutral or appropriate background.

7. Group lesson recordings

All three weekly group sessions are recorded for educational catch-up, revision, quality assurance and safeguarding. Parents and guardians are informed before Membership begins.

- Student cameras are optional and may remain off.
- Student voices, display names, typed chat messages and optional camera images may appear in the recording.
- Students should avoid sharing unnecessary personal information.
- Recordings are restricted to authorised users and normally remain available for up to 12 months.
- A recording may be restricted, edited, preserved or removed where a safeguarding, privacy, complaint or legal issue requires it.

8. Pocket Support inside the PMT platform

Pocket Support is delivered through the authenticated PMT platform. Routine support is a direct digital communication route between the named student and authorised PMT operator(s). The parent is the contracting customer and is informed of this arrangement; routine messages are not automatically copied to the parent.

The platform is designed so the support record is persistent and auditable. Students cannot move routine support to a tutor's personal number or personal social media account.

- Active Membership entitlement is required, and access can be suspended for safeguarding, conduct, security or payment reasons.
- On first use, the student acknowledges the current Pocket Support rules; the version and timestamp are recorded. No separate Pocket Support agreement or external acknowledgement form is required.
- Pocket Support is for focused maths questions and is not an emergency or crisis service.
- Students may send text, maths-work images/screenshots, permitted PDFs/documents and short voice notes. Voice notes are limited to three minutes per recorded note at launch.
- Responses are normally provided within 24 hours on PMT working days during term-time service periods; the service is not monitored continuously.
- Conversation content and protected attachments remain in the PMT platform as the service record.
- Routine communication must stay focused on maths learning and service administration. Personal, secret or inappropriate communication is prohibited.
- PMT may contact a parent, preserve content or share information where necessary for safeguarding, conduct, complaints, legal obligations or safe service delivery.
- A safeguarding message is not automatically copied to a parent if doing so could increase risk or prejudice an appropriate response.
- Where Membership renewal is cancelled, Pocket Support normally remains available until the paid period ends unless earlier restriction is required.

9. One-to-one sessions

- A parent or guardian must know the date and time of the session.
- The student should work in a shared household space where possible.
- The parent or guardian may remain nearby or observe where appropriate.
- Approved business accounts and meeting links are used.
- One-to-one sessions are not routinely recorded unless confirmed in advance for a stated purpose.
- Any concern arising during a one-to-one session is handled under this policy.

10. Professional communication boundaries

- Communication is limited to education, service administration and safeguarding.
- PMT does not communicate with students through personal social media accounts or personal messaging channels.
- Pocket Support is the approved routine direct-support channel and is retained as an auditable service record.
- The tutor will not ask a student to keep an ordinary conversation secret from their parent or guardian.
- Communication should take place at reasonable times, except where an urgent safeguarding response is required.

11. Recognising safeguarding concerns

A concern may arise from something a student says, writes, displays, sends or does; from changes in behaviour; from information provided by another person; or from conduct within a lesson or online platform. Concerns may relate to abuse, neglect, exploitation, bullying, self-harm, online harm, radicalisation, domestic abuse or another risk to welfare.

12. Responding to a disclosure

- listen calmly and take the student seriously;
- do not promise confidentiality or secrecy;
- do not investigate, interrogate or ask leading questions;
- explain that information may need to be shared to keep them safe;
- make an accurate written record as soon as possible using the student's own words where relevant; and
- seek advice or make a referral without unnecessary delay.

13. Reporting and referral

Where a child may be at immediate risk, emergency services will be contacted. Other concerns may be referred to the relevant local authority Children's Social Care, local authority designated officer, police, school safeguarding lead or another appropriate safeguarding body.

Parental involvement will normally be sought where appropriate unless doing so may place the child or another person at greater risk, prejudice an investigation or is otherwise inappropriate.

14. Allegations against a tutor or adult working with children

An allegation that an adult has harmed a child, may have harmed a child, committed a relevant offence, behaved in a way that indicates they may pose a risk, or behaved in a way that questions their suitability to work with children must be treated seriously. Where the concern relates to Michael Thompson, the person raising it should contact the appropriate external safeguarding authority directly.

15. Behaviour and removal from a service

A student may be muted, have their camera disabled, be removed from a lesson or have access suspended where behaviour is disruptive, unsafe, abusive, sexualised, discriminatory or otherwise inappropriate. Safeguarding action takes priority over ordinary behaviour or complaints procedures.

16. Confidentiality, records and data protection

Safeguarding information is recorded accurately, stored securely and shared only where necessary. Relevant Pocket Support text, images, documents, voice notes, timestamps and platform logs may be preserved where required. Safeguarding records may be retained longer than routine educational/support records. Data protection law does not prevent necessary and proportionate information sharing to protect a child.

17. Complaints and whistleblowing

A parent or guardian may use the Complaints Policy for concerns about safeguarding practice, provided doing so does not delay an urgent referral. Anyone who believes a child is at risk may contact the appropriate safeguarding authority directly.

18. Review and monitoring

This policy is reviewed at least annually and sooner where guidance, legislation, platforms, service delivery or a safeguarding incident indicates that an update is required.

Reference framework

- Department for Education: out-of-school settings safeguarding guidance for providers, including private tuition (updated 9 February 2026).
- Department for Education safeguarding and remote education guidance.
- Working Together to Safeguard Children and relevant local safeguarding arrangements.



POCKET MATHS TUTOR

- UK GDPR and Data Protection Act 2018 as amended, including Data (Use and Access) Act 2025 changes and ICO guidance on children's information and safeguarding data sharing.

Michael Thompson, Owner and Policy Lead

Signature: _____ Date: _____