



Safeguarding Policy

The Confident Paramedic LLP

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	Policy created.	23 Apr 25
	Designated safeguarding lead changed.	27 Sept 26

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1. Introduction

The Confident Paramedic LLP is committed to providing a safe, respectful, and inclusive online learning environment for all university students who use our services. We recognise that safeguarding is as important in virtual spaces as it is in physical settings. This policy outlines our approach to preventing and responding to any concerns related to abuse, exploitation, harassment, or misconduct in the context of online-only tutoring.

2. Scope of Policy

This policy applies to all individuals involved in the delivery or administration of our tutoring services, including:

- Online tutors (self-employed or contracted).
- Administrative/support staff.
- Clients/students (university students aged 18 and over).
- Third-party platform providers (where applicable).

3. Our Commitment

We will:

- Promote a culture of safety and respect in all online interactions.
- Take all safeguarding concerns seriously and respond promptly.
- Use secure and GDPR-compliant technology for tutoring sessions.
- Maintain clear professional boundaries in digital communications.

4. Safeguarding in the Online Environment

While our clients are legal adults, they may still be at risk due to mental health challenges, digital abuse, or vulnerabilities associated with online environments. Therefore, we prioritise:

- Respectful digital conduct.
- Safe use of technology.
- Clear boundaries in tutor-student communication.
- Privacy and data protection compliance.

5. Recognising Digital Safeguarding Risks

Risks we aim to mitigate include:

- Inappropriate communication or grooming behaviour
- Exposure to harmful or offensive content
- Cyberbullying or harassment
- Breaches of personal privacy or data

6. Roles and Responsibilities

Designated Safeguarding Lead (DSL)

- Name: [Alice Cheeseman]
- Email: [alice@theconfidentparamedic.com]

The DSL manages safeguarding issues, provides support to tutors, and ensures procedures are followed.

Tutors & Staff

- Adhere to this policy when representing The Confident Paramedic LLP.
- Maintain professional conduct in all digital interactions.
- Report any concerns to the DSL.

7. Online Session Conduct

All tutoring sessions must be conducted in line with these standards:

- Use of pre-approved video platforms with secure login (e.g., Zoom, Microsoft Teams, Google Meet).
- Cameras should be on, unless a student opts out, and backgrounds should be the provided The Confident Paramedic background.
- No recording of sessions unless with explicit, written consent from both tutor and student.
- Tutors must dress and behave professionally, just as they would in an in-person setting.
- Sessions must never be conducted from bedrooms unless the background is neutral and professional.

8. Professional Boundaries Online

Tutors must:

- Communicate only via official platforms and email addresses.
- Avoid friending or following students on social media.
- Refrain from engaging in personal conversations unrelated to the tutoring subject.
- Be cautious about humour or comments that could be misunderstood digitally.

9. Safe Recruitment Practices

To ensure the safety of our online environment, we conduct:

- Right-to-work and identity checks.
- Qualification verification.
- Reference checks.
- Enhanced DBS checks (when relevant – e.g., if tutoring 17-year-olds on university pathways)

10. Handling Concerns and Disclosures

If a tutor or staff member becomes aware of or is told about a concern:

- Listen calmly and without judgment.
- Do not promise confidentiality.
- Note the facts and report immediately to the DSL.

****If someone is in immediate danger, call 999.****

11. Confidentiality and Data Protection

All safeguarding records are held securely in line with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Information will only be shared where legally required or to protect someone from harm.

12. Training and Awareness

All tutors and staff will:

- Be provided with this policy and required to adhere to its content whilst working in any capacity for The Confident Paramedic LLP.

13. Policy Review

This policy will be reviewed bi-annually or sooner if there are changes in safeguarding legislation, technology, or our service model.