



Online Tuition Policy

ELITE TUITION CENTRE LIMITED

Effective from 18 September 2026

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Purpose. This policy explains how online tuition is delivered safely, professionally and consistently through Google Meet. It sets expectations for students, parents or guardians, tutors and the centre before, during and after an online lesson.

1 Scope and status of online tuition

This policy applies to all one-to-one and group tuition delivered remotely by or on behalf of Elite Tuition Centre Limited. It applies to students, parents or guardians, tutors, employees, contractors and any authorised observer or support person.

Online tuition is supplementary academic support. Elite Tuition Centre is not a school, online school or home-education provider and does not assume responsibility for a child's full-time education, daily supervision or welfare outside scheduled tuition sessions. Parents or guardians remain responsible for these matters.

2 Approved platform and lesson access

Online lessons are delivered through Google Meet unless the centre gives written notice of an approved alternative. Tutors must use an account approved for centre business. Personal accounts, unapproved platforms and private social-media accounts must not be used to deliver or arrange lessons.

The centre will provide or confirm the joining link and timetable. Links are intended only for the named student and must not be published, forwarded or shared with another person without permission. The tutor may refuse entry to an unidentified or unauthorised participant.

- Students should join using their recognisable name and, where possible, the account notified during enrolment.
- Parents must tell the centre promptly if an email address, device user or authorised adult changes.
- Participants must not attempt to bypass waiting-room, admission, account or access controls.

3 Before each lesson

The parent or guardian should provide a suitable device, stable internet connection, power supply, working audio, required learning materials and a quiet, appropriately supervised learning space. Software and equipment should be tested before the lesson begins.

The student should join a few minutes before the scheduled start. The tutor is not responsible for delays caused by the student's device, connection, account permissions or forgotten login details.

4 Attendance lateness and absence

Online lessons follow the agreed timetable. Late arrival does not extend the scheduled finishing time. If a student does not attend, the parent should contact the tutor or centre to discuss appropriate ways to cover missed learning.

A request to cancel or reschedule must normally be made at least 24 hours before the lesson and remains subject to the Tuition Terms and Conditions and Cancellation and Refund Policy. If the centre or tutor cancels, a replacement lesson will be arranged for a mutually agreed alternative time.

5 Student conduct during online lessons

Students must behave respectfully and participate in a way that allows teaching to continue safely. The same standards of behaviour apply online as at the centre.

- Use respectful language and follow reasonable tutor instructions.
- Do not display, send or screen-share unlawful, offensive, sexual, discriminatory, violent or unrelated material.
- Do not disrupt the lesson, impersonate another person or invite an unauthorised participant.
- Do not photograph, record, livestream, copy or redistribute any part of the lesson without written permission.
- Protect passwords, joining links, worksheets and other centre materials from unauthorised use.

6 Tutor conduct and professional boundaries

Tutors must conduct online lessons professionally, from an appropriate location and through an approved business account. Their clothing, language, background and visible materials must be suitable for working with children and young people.

Tutors must keep communication focused on tuition, safeguarding and necessary administration. They must not use personal social-media accounts, engage in secret or inappropriate communication, request unnecessary personal information, or establish a relationship that falls outside professional boundaries.

Where practicable, routine administrative communication about a child should be directed to or copied to the parent or guardian or handled through the centre's approved channels.

7 Parental or guardian responsibility and supervision

A requirement for an appropriate home environment and reachable adult, while expressly retaining the tutor's and centre's safeguarding responsibilities during the session. **"No automatic refund"** is qualified by the agreed terms and statutory rights. The responsible adult does not need to sit beside the student throughout every lesson unless agreed or reasonably required, but must remain available and able to respond where appropriate.

The parent should know when and where the lesson is taking place, ensure the environment is suitable and explain how the student can obtain help. The tutor provides academic tuition and cannot provide childcare, continuous home supervision or emergency attendance.

8 Cameras microphones and learning environment

Students should have working audio. Camera use may be encouraged where it supports engagement, identity, communication or safeguarding, but a student will not ordinarily be required to keep a camera on where there is a reasonable privacy, accessibility, welfare or technical concern. The tutor may agree an appropriate alternative.

Participants should use a neutral or appropriate background and avoid revealing sensitive information about the home. Other household members should avoid appearing or speaking in the lesson unnecessarily. Headphones may be used where safe and suitable, but the parent remains responsible for supervision.

9 Recording lessons

An online lesson will be recorded only where the centre has identified a legitimate purpose and has obtained prior consent from the relevant adult participants and, for a child, the parent or guardian. The student should also be told in an age-appropriate way. Joining an unannounced recording is not treated as consent.

Before recording begins, the centre will explain the purpose, intended users, access arrangements and expected retention period. Consent may be withdrawn for future recording, although withdrawal does not automatically make earlier lawful use invalid. A refusal to consent will not normally prevent tuition where the lesson can reasonably proceed without recording.

Students, parents and tutors must not make their own audio, video, screen or photographic recording unless the centre has given written permission and all required consents have been obtained.

10 Privacy data protection and confidentiality

Personal information used for online tuition may include student and parent contact details, Google Meet identifiers, attendance, communications, learning records, technical information and, if authorised, lesson recordings. Information will be handled in accordance with the centre's Privacy Notice and applicable UK data-protection law.

Participants must respect the confidentiality of others. In group tuition, names, voices, images, contributions or contact details of other students must not be copied, disclosed or used outside the lesson. Parents should not permit screen capture or observation by an unauthorised person.

Google and other authorised service providers may process limited information to provide the service. The centre will use appropriate account settings, permissions and contractual arrangements and will not sell student information.

11 Learning materials and intellectual property

Worksheets, presentations, recordings, links, assessments and other learning materials supplied by the centre or tutor are for the enrolled student's personal educational use. Unless the centre agrees otherwise, they must not be uploaded, sold, published, shared with another tuition provider or used commercially.

Students retain rights in their own original work. By submitting work for tuition, the student and parent permit the centre and tutor to view, annotate and use it as reasonably necessary to provide the service and maintain learning records.

12 Safeguarding and online safety

The Safeguarding and Child Protection Policy applies fully to online tuition. Tutors must remain alert to signs of abuse, neglect, exploitation, harmful online activity, inappropriate contact or immediate danger and must report concerns through the centre's safeguarding procedure without delay.

If a tutor becomes concerned about the lesson environment, an unexpected person, inappropriate behaviour, a disclosure or the student's immediate safety, the tutor may pause or end the lesson and contact the centre, the parent or guardian, the Designated Safeguarding Lead, children's social care, the police or emergency services as the circumstances require.

Parents should report any safeguarding concern promptly to the centre. In an emergency or where a child is in immediate danger, call 999. Safeguarding concerns must not be investigated informally by students, parents or tutors outside the approved procedure.

13 Group tuition

In a group lesson, the tutor controls admission, participation, chat, screen sharing and removal of participants. Students must not contact another student privately using details obtained through tuition unless their parents or guardians have independently agreed.

The centre may change group arrangements, mute or remove a participant, or end a session where this is reasonably necessary for safety, privacy, behaviour or effective teaching. A student removed for serious or repeated misconduct may be managed under the Student and Parent Code of Conduct and relevant tuition terms.

14 Technical disruption

If the student experiences a technical problem, they should try to reconnect and notify the tutor or centre. Where the problem is caused by the student's equipment, internet connection or home environment, the lesson will normally continue to its scheduled end and no automatic refund or extension is due.

If a material failure of the tutor's or centre's system prevents the lesson from being delivered, the centre will normally arrange a replacement or other fair remedy in line with the Cancellation and Refund Policy. Short interruptions that do not materially reduce the lesson may be managed within the session.

The centre may provide reasonable troubleshooting but cannot guarantee uninterrupted access to third-party services or compatibility with every device and network.

15 Additional needs and reasonable adjustments

Parents should tell the centre about accessibility, communication, special educational need, disability or welfare adjustments relevant to online participation. The centre will consider reasonable adjustments and may agree alternatives such as breaks, captions, camera flexibility, adapted materials or an adult's presence.

An adjustment must remain safe, practical and consistent with the academic service. Online tuition may not be suitable for every student or circumstance; where necessary, the centre will discuss another arrangement without guaranteeing that every requested adjustment can be provided.

16 Concerns breaches and ending a session

A tutor may warn, mute, remove or end a session where conduct, content, access, privacy, safeguarding or technical conditions make continuation unsafe or ineffective. Serious incidents may be reported to the parent, Centre Manager, Designated Safeguarding Lead, platform provider or appropriate authority.

Suspected misuse of links, unauthorised recording, harassment, threats, discriminatory conduct, sexualised behaviour, attempts to access accounts, or sharing of harmful material may result in restricted access, suspension or termination, subject to the relevant terms and a proportionate review.

17 Complaints and contact

Questions about online tuition should first be raised with the tutor or centre using the contact details on the cover page. Formal dissatisfaction will be handled under the Complaints Policy. Privacy concerns will be handled under the Privacy Notice, and safeguarding concerns under the Safeguarding and Child Protection Policy.

A complaint should include the student's name, lesson date, a clear description of the concern and the outcome sought. Complaints must not be pursued by recording or publishing confidential information about a tutor or another student.

18 Review and related documents

The centre may amend this policy when its teaching arrangements, safeguarding practice, technology, service providers or legal duties change. Material changes will be communicated appropriately. This policy will be reviewed at least annually.

This policy should be read with the Tuition Terms and Conditions, Cancellation and Refund Policy, Safeguarding and Child Protection Policy, Privacy Notice, Cookie Policy, Complaints Policy, Student and Parent Code of Conduct and Acceptable Use Policy.

Online lesson summary

Topic	Required approach
Platform	Google Meet using a centre-approved tutor business account.
Supervision	The parent or guardian remains responsible for the child and must be available where appropriate.
Joining	Use the authorised link and a recognisable identity; do not share access details.
Recording	Only with prior consent and advance information about purpose, access and retention.

Conduct	Respectful, lesson-focused behaviour; no unauthorised recording or harmful content.
Safeguarding	The centre safeguarding procedure applies fully; immediate danger should be reported to 999.
Technical failure	Student-side failures do not automatically extend or refund a lesson; centre-side material failures normally lead to a replacement or fair remedy.
Contact	info@elitetuitioncentre.org.uk or 0121 769 3292.

Policy owner. Centre Manager, supported by the Designated Safeguarding Lead and data-protection lead as appropriate.

Review record. Effective 18 September 2026. Next scheduled review: September 2027, or sooner if required.

Implementation note. The centre should keep its Google Workspace and Google Meet settings, account permissions, recording controls, consent records, retention arrangements and safeguarding escalation contacts under regular review.