



Safeguarding and Child Protection Policy

ELITE TUITION CENTRE LIMITED

Effective from 17 September 2026

Company number	13550993
Registered office	2 Cannon Hill Road, Birmingham, England, B12 9NN
Additional centre	465 Coventry Road, Small Heath, Birmingham, B10 0TJ
Website	https://elitetuitioncentre.org.uk/
Email	info@elitetuitioncentre.org.uk
Telephone	0121 769 3292
Policy owner	Designated Safeguarding Lead

Policy commitment. We will act promptly to protect children and adults at risk, listen to concerns, share information lawfully and work with safeguarding agencies. The welfare of the person at risk takes priority over reputational or operational concerns.

This policy applies at both Birmingham centres and during online tuition

1 Purpose and scope

This policy explains how Elite Tuition Centre Limited prevents harm, recognises safeguarding concerns and responds when a child, young person or adult may be at risk. It applies to directors, employees, tutors, agency workers, contractors, volunteers and anyone acting on our behalf.

It covers face-to-face tuition at 2 Cannon Hill Road and 465 Coventry Road, activities away from those premises, online tuition, messages and digital platforms used for tuition, assessments, holiday clubs and related services.

Elite Tuition Centre provides supplementary tuition and is not a school or home-education provider. Parents and guardians retain responsibility for their child's education, supervision and welfare outside our sessions. This does not reduce our duty to respond to any safeguarding concern that arises through our work.

2 Safeguarding principles

- The welfare and safety of the child or adult at risk is the primary consideration.
- Safeguarding is everyone's responsibility; a concern must never be ignored because it appears minor, uncertain or someone else's responsibility.
- People will be listened to with respect, taken seriously and supported without discrimination.
- Action will be timely, proportionate, child-centred or person-centred and informed by professional safeguarding advice.
- Information will be shared on a need-to-know basis when this is necessary to protect someone from harm.
- No member of staff may promise secrecy or conduct their own investigation.

3 Legal and guidance framework

This policy is informed by the Children Acts 1989 and 2004, Working Together to Safeguard Children 2026, the Safeguarding Vulnerable Groups Act 2006, the Care Act 2014, the Counter-Terrorism and Security Act 2015, the Equality Act 2010, the Human Rights Act 1998, the Data Protection Act 2018 and UK GDPR.

Keeping Children Safe in Education 2026 applies directly to schools and colleges. As a private supplementary tuition provider, we use its safeguarding, safer recruitment, online safety, low-level concerns and allegation-management principles as a good-practice benchmark where relevant to our setting.

We will also have regard to current Birmingham Safeguarding Children Partnership arrangements, Birmingham Children's Trust referral procedures, Birmingham Safeguarding Adults Board arrangements and police guidance.

4 Safeguarding leadership and responsibilities

The proprietor or directors. Approve this policy, ensure sufficient safeguarding arrangements and resources, appoint an appropriately trained DSL, oversee safer recruitment and ensure concerns about senior leaders can be reported independently.

Designated Safeguarding Lead. Leads safeguarding practice, receives concerns, assesses immediate risk, makes or supports referrals, liaises with agencies, maintains secure records, manages training and reviews online and premises-related safeguards.

Deputy DSL or safeguarding cover. Acts when the DSL is unavailable. If neither is available, staff must not delay urgent action and should contact children's social care, adult social care or the police directly.

All staff and tutors. Remain alert, maintain professional boundaries, complete required training, report concerns immediately and follow the response procedures in this policy.

Parents and students. Follow the Student and Parent Code of Conduct, provide accurate emergency information and report any concern about safety, behaviour or communication.

5 Recognising abuse and safeguarding concerns

Abuse may occur in a family, institution, community or online. It may be caused by an adult or another child, happen once or repeatedly, and involve contact or non-contact behaviour. A person may experience more than one form of harm.

Staff do not need proof or a diagnosis. A change in behaviour, unexplained injury, concerning interaction, disclosure, online incident, repeated absence or pattern of smaller concerns may be enough to require discussion with the DSL.

Concern	Examples
Physical abuse	Hitting, shaking, poisoning, burning, fabricated illness or other physical harm.
Emotional abuse	Persistent humiliation, threats, rejection, coercion, isolation, serious bullying or developmentally inappropriate expectations.
Sexual abuse	Forcing or enticing sexual activity, including non-contact acts, grooming, sexual images, exploitation or abuse through technology.
Neglect	Persistent failure to meet basic physical or psychological needs, including food, supervision, medical care, education or protection.
Child-on-child harm	Bullying, abuse in intimate relationships, sexual violence or harassment, harmful sexual behaviour, initiation, image sharing or coercion.
Exploitation	Child sexual or criminal exploitation, county lines, trafficking, modern slavery or pressure to commit offences.
Contextual and cultural harms	Domestic abuse, honour-based abuse, forced marriage, female genital mutilation, radicalisation, hate-related abuse or discriminatory harm.
Adult safeguarding	Physical, sexual, psychological, financial, discriminatory, organisational, domestic or modern-slavery abuse; neglect, self-neglect or exploitation.

6 Immediate response to a disclosure or concern

If someone discloses harm, the member of staff should remain calm, listen without shock or judgement and allow the person to speak in their own words. They should not press for detail, ask leading questions or confront the person alleged to have caused harm.

The member of staff must explain that the information cannot be kept secret and will be shared with people who need to help. They should reassure the person that reporting was the right thing to do and that the concern will be taken seriously.

As soon as possible, the member of staff must make a factual written record using the person's exact words where possible, sign and date it, and report it to the DSL. Original notes must be preserved. Staff must not record disclosures on personal devices or discuss them with colleagues who have no safeguarding role.

7 Reporting and referral procedure

A concern must be reported to the DSL immediately and on the same working day. A member of staff may refer directly to the relevant authority if the risk is urgent, the DSL is unavailable, the concern relates to the DSL or senior management, or the member of staff reasonably believes that appropriate action is not being taken.

If a child or adult is in immediate danger, requires urgent medical assistance or a crime is in progress, call 999. Do not delay emergency action while seeking internal approval.

For a child in Birmingham, contact Birmingham Children's Trust Children's Advice and Support Service on 0121 303 1888. Outside normal office hours, contact the Emergency Duty Team on 0121 675 4806. For an adult with care and support needs, contact Birmingham Adult Social Care on 0121 303 1234 or use the Council's current safeguarding referral route. For non-emergency police assistance, call 101.

Where a learner lives outside Birmingham, the DSL will contact the children's or adults' safeguarding service for the learner's home local authority. If unsure, staff should still raise the concern and seek advice rather than delay.

Step	Action	Requirement
1	Notice or receive a concern	Ensure immediate safety; call 999 if required.
2	Listen and record	Use the person's own words; do not investigate or promise secrecy.
3	Report immediately	Tell the DSL on the same day. Use direct referral if delay or conflict creates risk.
4	DSL decision	Consider risk, existing information, parental involvement and professional advice.
5	Refer and support	Contact the relevant agency, implement safety measures and support the learner.
6	Record and follow up	Keep a secure chronology, record rationale and confirm the referral outcome.

8 Parents carers and consent

We will usually involve a child's parent or guardian and will be open about a referral. We will not inform them before taking advice or making a referral where doing so could increase risk, prejudice an investigation, lead to evidence being destroyed, expose the child to pressure or place another person at risk.

Safeguarding information may be shared without consent when necessary and proportionate to protect a child or adult at risk. A lack of consent does not prevent a referral. The DSL will record whether the person or parent was informed, any consent sought and the reason for the decision.

9 Child-on-child abuse sexual violence and harassment

Abuse between children is never dismissed as banter, part of growing up or an inevitable feature of group tuition. Reports will be taken seriously whether the alleged harm occurred at the centre, online, at school, at home or elsewhere.

The DSL will consider the needs and safety of the person reporting harm, the person alleged to have caused harm and other students. Interim measures may include separate sessions, changed groups, supervised contact, restricted communication or suspension while external advice is obtained.

We will avoid creating unnecessary barriers to reporting. A student may speak to any trusted member of staff. Staff must not mediate serious allegations or require the people involved to meet, apologise or reconcile.

10 Online tuition digital communication and online safety

Online tuition must use centre-approved accounts and platforms. Staff must not use personal social-media accounts, disappearing-message services or private channels that prevent appropriate oversight. Communication with a child should normally include or be visible to the parent or guardian through agreed arrangements.

Online sessions should take place in an appropriate environment. Staff and students must be suitably dressed, use neutral backgrounds where practical and avoid revealing private information. One-to-one online tuition must follow the agreed timetable and attendance arrangements.

Recording, screenshots or photographs are prohibited unless there is a defined educational or safeguarding purpose, prior authorisation and the required consent. Any sexual content, grooming, cyberbullying, image-based abuse, extremist material, privacy breach or suspicious contact must be reported to the DSL immediately.

Staff must not ask a learner to move a conversation to a personal account. Parents and students should report unexpected tutor contact, requests for secrecy, gifts, money, personal images or meetings outside approved arrangements.

11 Professional boundaries and safer working

- Avoid favouritism, humiliating language, sexualised discussion, inappropriate jokes, unnecessary physical contact and any conduct that could be exploitative or misunderstood.
- Do not exchange personal gifts, lend or borrow money, enter private relationships with students, arrange secret meetings or transport a child alone unless an authorised emergency arrangement and risk assessment apply.
- Keep one-to-one work observable or interruptible where reasonably possible and use rooms with appropriate visibility.
- Use only authorised contact details and systems. Do not store student information on personal devices or photograph students without written authority.
- Report any accidental boundary crossing, concerning conduct or low-level concern to the DSL or proprietor promptly.

12 Allegations and low-level concerns about staff

Any allegation that a person working for or on behalf of the centre harmed a child, may have committed a relevant offence, behaved in a way indicating risk, or may be unsuitable to work with children must be reported immediately to the proprietor or designated senior person, not investigated internally first.

The senior person will obtain advice from the Birmingham Local Authority Designated Officer service through the current Birmingham Safeguarding Children Partnership or local authority route and will involve the police or children's social care where required. If the allegation concerns the proprietor or the person normally receiving allegations, the reporter should contact the LADO or police directly.

A low-level concern is behaviour that is inconsistent with the staff code of conduct, including conduct that may appear inappropriate even if it does not meet the allegation threshold. Low-level concerns must be recorded and reviewed for patterns. Malicious allegations will be distinguished from concerns made in good faith that are not substantiated.

We will protect the child, preserve evidence, maintain appropriate confidentiality and support affected people. Suspension is a neutral protective measure and will not be automatic. Any referral to the Disclosure and Barring Service or professional regulator required by law will be made.

13 Safer recruitment and suitability

Recruitment will include a clear role description, identity and right-to-work checks, employment history, references, qualification checks where relevant, an interview assessing safeguarding suitability and the appropriate level of Disclosure and Barring Service check where the role and law permit or require it.

We will assess gaps, inconsistencies, overseas history and any information relevant to work with children or adults at risk. No person may begin unsupervised work until the required checks and safeguarding induction are complete, except where a documented risk assessment and lawful supervised arrangement applies.

Agency and contractor arrangements must provide suitable assurance of checks, identity and safeguarding expectations. Recruitment and personnel information will be handled in accordance with the Recruitment or Job Applicant Privacy Notice and staff privacy information.

14 Attendance missing learners and collection

Attendance will be recorded for each session. Repeated absence, unexplained non-attendance, sudden withdrawal or a concerning pattern may indicate unmet needs or harm and must be referred to the DSL where appropriate.

Children will be released only under the agreed collection or independent-travel arrangements. If a child is not collected, staff will try the authorised contacts, keep the child supervised and follow the centre's escalation procedure. A child must not be taken home by a tutor or left alone without an authorised plan.

If a child goes missing during a session, staff will search the immediate safe area, notify the DSL and parent or guardian, and contact the police promptly according to the level of risk. Staff will not delay because the absence appears voluntary.

15 Additional vulnerabilities and specific harms

Children with special educational needs, disabilities, communication differences, limited English, care experience or previous trauma may face additional barriers to recognition and reporting. Staff must not assume that behaviour, injury or distress is explained by a condition or diagnosis.

Staff will remain alert to domestic abuse, child criminal and sexual exploitation, county lines, trafficking, forced marriage, honour-based abuse, female genital mutilation, radicalisation, serious violence, substance misuse, homelessness, mental ill-health, self-harm and suicidal thoughts. A mental-health concern may also be a safeguarding concern and should be shared with the DSL.

Where radicalisation concerns arise, the DSL may seek advice through the local authority Prevent or Channel route or police. Emergency threats must be referred to 999. Safeguarding action will not be based on stereotypes about faith, race, nationality, disability, sex, gender or sexuality.

16 Adults at risk

An adult at risk is generally a person aged 18 or over who has care and support needs, is experiencing or at risk of abuse or neglect, and is unable to protect themselves because of those needs. The response should respect the adult's wishes, dignity and desired outcomes while meeting duties to protect them and others.

Consent should normally be sought before an adult safeguarding referral. Information may be shared without consent where there is an immediate or serious risk, coercion, risk to a child or another adult, suspected serious crime, concern about organisational abuse, lack of mental capacity or another lawful and proportionate reason.

Concerns about self-neglect, financial exploitation, domestic abuse, modern slavery or controlling behaviour must be reported to the DSL even when no physical injury is visible.

17 Information sharing records and confidentiality

Safeguarding records will be factual, dated, signed or attributable, stored securely and kept separate from routine tuition records with access restricted to those who need it. The record should distinguish observation, disclosure, professional opinion and action taken.

Data protection law does not prevent necessary and proportionate information sharing for safeguarding. Relevant information may be shared with safeguarding agencies, police, health professionals, a student's school or college, another provider or a new setting where this is needed to protect the person.

Records will be retained in accordance with the centre's retention schedule and legal or safeguarding needs. They must not be deleted merely because a learner leaves. Any transfer will be secure and documented. Subject access requests will be handled carefully so that third-party information, risk and statutory restrictions are considered.

18 Training supervision and review

All staff will receive safeguarding induction before unsupervised work and refresher training appropriate to their role. Training will cover recognition, disclosures, internal reporting, referrals, online safety, professional boundaries, child-on-child abuse, allegations and adults at risk.

The DSL and safeguarding cover will complete role-appropriate training and keep knowledge current through updates and local safeguarding arrangements. Safeguarding will be included in supervision, performance management and lessons learned from incidents.

This policy will be reviewed at least annually and sooner after a serious incident, change in law or guidance, change in service delivery or identified weakness. The proprietor or directors will approve material revisions.

19 Complaints whistleblowing and no retaliation

A safeguarding concern must use the safeguarding procedure and must not wait for the ordinary complaints process. Concerns about poor safeguarding practice, cover-up, retaliation or failure to act may be raised with the proprietor, referred directly to the relevant safeguarding authority or reported through an appropriate whistleblowing route.

No person will be penalised for raising a genuine concern in good faith. Deliberately false or malicious information may be addressed under the applicable conduct procedure, but an unsubstantiated concern is not automatically malicious.

Safeguarding contacts and immediate action

Situation	Contact	Details
Immediate danger or crime in progress	Police, ambulance or fire service	999
Non-emergency police	West Midlands Police	101
Concern about a child in Birmingham	Birmingham Children's Trust Children's Advice and Support Service	0121 303 1888
Child concern outside office hours	Birmingham Emergency Duty Team	0121 675 4806
Concern about an adult at risk	Birmingham Adult Social Care	0121 303 1234
Centre safeguarding concern	Designated Safeguarding Lead	Contact through 0121 769 3292 or info@elitetuitioncentre.org.uk
Concern about staff or tutor	Proprietor or designated senior person	Contact through the centre; use the Birmingham LADO route where the concern meets the allegation threshold
Concern outside Birmingham	Relevant home local authority	Use the local children's or adults' safeguarding referral service

Important. Contact details and operating hours can change. The DSL must verify local authority and LADO details during each policy review and before publication. If delay could place someone at risk, call 999 or make a direct referral using the authority's current public route.

Safeguarding concern record

Complete as soon as possible and send securely to the DSL. Do not keep a copy on a personal device.

Date time and location	
Person at risk	Name, age or date of birth, contact details and parent or guardian where relevant
Person recording	Name, role and contact details
Nature of concern	What was seen, heard, disclosed or reported
Exact words	Use the person's own words where possible
Immediate safety action	Include medical or emergency action
Others present	Names and roles of witnesses or people informed

Relevant context	Previous concerns, injuries, digital material or attendance pattern
Reported to	DSL, authority or police, with date and time
Decision and rationale	Action, referral, advice received and reasons
Follow-up	Outcome, support and review date
Signature and date	

Approval and review record

Item	Record
Approved by	Proprietor or Board of Directors
Policy owner	Designated Safeguarding Lead
Effective date	17 September 2026
Review frequency	At least annually
Next scheduled review	September 2027
Version	1.0