

# Home Tutoring Agreement

At TLC LIVE we want every student's experience of online learning to be as positive and safe as possible. Within the guidance set out below are ways that a parent, carer or guardian can help with the delivery of lessons in order for students to get the most out of the lessons but also to report any concerns they may have.

## Getting started

Please make sure the student is set up in a suitable environment for lessons with TLC LIVE. This includes making sure the space they are working in is quiet, free from distractions such as TV, radio and games consoles and that other household members know to keep the space quiet.

All TLC LIVE lessons are recorded in full for safeguarding and quality assurance reasons. These recordings are only accessed by select members of TLC LIVE staff if needed.

The lesson content is mostly contained to the TLC LIVE website. There may be select YouTube videos used in lesson time and these have been checked for appropriateness and will be used specifically to support various parts of the curriculum.

We would ask that you as the parent or responsible adult:

- Be responsible for the welfare of the student during the session.
- Be responsible for the environment the student is in for the online lessons including making sure they are not interrupted by other household members whilst in a lesson.
- Be responsible for the security and restrictions in place on the computer the student is using, unless provided by a school or council.
- Be in the vicinity whilst lessons are taking place in order to support the student should it be needed.
- ensure students understand behavioural expectations and support TLC LIVE staff with any poor behaviour during lesson time.
- In the event a student is going to be absent for a lesson, please email [attendance@tlclive.com](mailto:attendance@tlclive.com) in advance with a reason for absence.
- Report any concerns for a students safety or wellbeing directly to the Safeguarding Lead via the contact details below. Our full safeguarding policy is available at [www.tlclive.com/safeguarding](http://www.tlclive.com/safeguarding).

Designated Safeguarding Lead	Josh Blackburn- <a href="mailto:jblackburn@tlclive.com">jblackburn@tlclive.com</a>	07772 642917
Designated Safeguarding deputy 1	Elizabeth Kingseller- <a href="mailto:ekingseller@tlclive.com">ekingseller@tlclive.com</a>	01279 657193
Designated Safeguarding deputy 2	Amelia Acford- <a href="mailto:aacford@tlclive.com">aacford@tlclive.com</a>	01279 657193

TLC LIVE head office staff will be able to support with any area of need whether curriculum based, troubleshooting or logistics around lesson delivery. Should you need any support with lessons, please get in touch via email ([info@tlclive.com](mailto:info@tlclive.com)) or by phone 01279 657193.

We expect students to:

- Treat all TLC LIVE staff with respect
- Not use inappropriate language.
- Practice and promote equality, respect other cultures and opinions
- Attend all classes on time
- Participate actively in class
- Talk to their teacher or head office about any problems they are having during a class
- Keep passwords safe and secure
- Not communicate with their teacher outside of lesson time. The site is designed so this is not possible.

Full guidance can be found in our behaviour policy.

## What to expect from TLC LIVE staff

Our teachers:

- Will ensure that the lesson is planned with appropriate materials.
- Will treat all students in an appropriate and professional manner.
- Will not be able to communicate with the student outside of lesson time or in any way other than through the TLC LIVE classroom.
- Report any safeguarding concerns to the Safeguarding Lead.
- Report any behaviour concerns to head office team to support and manage.

Our Head office staff:

- Support you and the student with troubleshooting, curriculum support and rearranging lesson times.

Reviewed by: Joshua Blackburn

Date: September 2023

Next Review Date: August 2024

- Organise lessons in a positive manner to promote attendance, engagement and appropriateness.
- Deliver their roles in reference to curriculum preparation and quality assurance to make sure the lesson quality is the highest it can be.
- Ensure that any complaints or reports of unprofessional behaviour are dealt with efficiently and in an appropriate manner.
- Pass on any concerns around safeguarding or illegal activity to the safeguarding lead