

School To Medic Ltd

Safeguarding and Child Protection Policy

Policy owner: School To Medic Ltd

Applies to: All tutors, staff, contractors, associate tutors, students and parents/guardians engaging with School To Medic

Effective date: 1 September 2026

Version: 1.0

Last reviewed: 1 September 2026

Next review date: 1 September 2027

1. Policy Statement

At School To Medic Ltd, the safety and wellbeing of all students is our highest priority.

We are committed to safeguarding and promoting the welfare of children and young people who access our services. We aim to provide a safe, supportive, inclusive and respectful learning environment, both online and in person.

School To Medic recognises its responsibility to:

- Protect children and young people from abuse, neglect, exploitation and harm;
- Take safeguarding concerns seriously and respond promptly;
- Promote professional boundaries and appropriate conduct;
- Support students to raise concerns safely;
- Work with parents, guardians and relevant authorities where appropriate; and
- Operate in accordance with applicable safeguarding legislation and statutory guidance, including *Keeping Children Safe in Education* where applicable.

All tutors and staff have a responsibility to remain alert to safeguarding concerns and to report concerns through the appropriate channels. Tutors are not expected to investigate concerns themselves.

2. Scope

This policy applies to:

- The founder and directors of School To Medic Ltd;
- All employed, contracted and associate tutors;
- Administrative, marketing and other staff;
- Any person acting on behalf of School To Medic;
- All students receiving services from School To Medic; and

- Parents, guardians and other adults engaging with School To Medic.

School To Medic primarily provides services to students aged approximately 14–18, although some students may be younger or older.

Where a student is under the age of 18, the parent or legal guardian remains responsible for providing appropriate supervision outside the tutoring session and, where necessary, during online lessons.

3. Safeguarding Principles

School To Medic is committed to the following principles:

1. The welfare of the child or young person is paramount.
2. Every student has the right to learn in a safe, respectful and supportive environment.
3. All safeguarding concerns must be taken seriously.
4. Safeguarding concerns must be reported promptly and appropriately.
5. Tutors must not investigate allegations or attempt to determine whether abuse has occurred.
6. Students should be listened to calmly and respectfully.
7. Students must not be promised absolute confidentiality.
8. Information will be shared only where necessary, proportionate and lawful.
9. Parents or guardians will normally be informed where appropriate, unless doing so may place the student at further risk.
10. School To Medic operates a zero-tolerance approach to abuse, exploitation, harassment, bullying and inappropriate professional conduct.

4. Designated Safeguarding Lead

School To Medic will appoint a Designated Safeguarding Lead who is responsible for overseeing safeguarding arrangements.

Designated Safeguarding Lead: Rajjan Singh

Role: Founder

Email: rajjan.singh@schooltomedic.co.uk

Telephone: 07785 922980

The DSL is responsible for:

- Receiving and recording safeguarding concerns;
- Assessing the immediate nature of concerns;
- Deciding what action should be taken;
- Contacting parents or guardians where appropriate;

- Contacting children's social care, the police or other relevant agencies where necessary;
- Maintaining safeguarding records securely;
- Ensuring tutors understand their safeguarding responsibilities;
- Coordinating safeguarding training and policy reviews; and
- Ensuring that safeguarding information is shared appropriately and lawfully.

If there is an immediate risk of harm, tutors must contact the emergency services without waiting for the DSL.

5. Tutor and Staff Responsibilities

All School To Medic tutors and staff must:

- Complete the required safeguarding checks before working with students;
- Hold an appropriate and valid enhanced DBS check where required;
- Complete safeguarding training before working independently with students;
- Complete safeguarding refresher training at least every two years, or sooner where required;
- Attend safeguarding training or briefing sessions arranged by School To Medic;
- Read, understand and comply with this policy;
- Maintain appropriate professional boundaries;
- Use approved communication channels;
- Report safeguarding concerns promptly;
- Record concerns factually and accurately;
- Avoid making promises of confidentiality;
- Avoid investigating or questioning students unnecessarily;
- Communicate with students in a professional and appropriate manner;
- Provide relevant feedback to parents or guardians where appropriate; and
- Cooperate with safeguarding enquiries and investigations.

Tutors must not:

- Contact students privately through personal social media accounts or private whatsapp chats;
- Add students to personal social media accounts;
- Arrange private meetings with students without parental awareness and appropriate authorisation;
- Use inappropriate, discriminatory, threatening or sexualised language;
- Exchange inappropriate images or messages with students;
- Encourage students to keep communications secret from parents, guardians or School To Medic;
- Use personal communication channels without authorisation; or
- Ignore, minimise or delay reporting a safeguarding concern.

6. Professional Communication and Boundaries

School To Medic requires communication between tutors, students and parents/guardians to remain professional, transparent and appropriate.

The normal communication channel is a WhatsApp group containing:

- The tutor;
- The student; and
- The parent or guardian.

Tutors must not privately message students unless a specialised arrangement has been expressly authorised by School To Medic and appropriate safeguards are in place.

Communication should normally take place between **8:00 am and 9:00 pm**, unless there is a genuine emergency or another arrangement has been agreed.

Tutors must:

- Keep communication relevant to tutoring, safeguarding or agreed administration;
- Avoid unnecessary personal conversations;
- Avoid communicating with students through personal social media;
- Avoid using disappearing messages or unauthorised platforms;
- Maintain a professional tone; and
- Escalate any inappropriate communication or boundary concern to the DSL.

7. Identifying Safeguarding Concerns

Safeguarding concerns may include, but are not limited to:

- Physical abuse;
- Emotional or psychological abuse;
- Sexual abuse;
- Neglect;
- Inadequate supervision;
- Domestic abuse;
- Bullying and cyberbullying;
- Peer-on-peer abuse;
- Sexual harassment;
- Grooming;
- Exploitation;
- Criminal exploitation;
- Radicalisation;
- Extremism;
- Online abuse;
- Self-harm;

- Suicidal thoughts or intentions;
- Serious mental health concerns;
- Discrimination or hate-based abuse;
- Coercive or controlling behaviour; and
- Concerns about the behaviour of a tutor, staff member, parent or another student.

A concern may arise from:

- Something a student says;
- Something a student writes or shares;
- A change in behaviour;
- Something observed during a lesson;
- A message or disclosure;
- Information provided by a parent or guardian; or
- Information received from another professional or authority.

A safeguarding concern does not need to be proven before it is reported.

8. Responding to a Student Disclosure

If a student discloses a safeguarding concern, the tutor should:

1. Remain calm and listen carefully.
2. Allow the student to speak without interruption.
3. Take the student seriously.
4. Reassure the student that they have done the right thing by speaking up.
5. Explain that the information may need to be shared with an appropriate person to keep them or someone else safe.
6. Avoid promising secrecy or confidentiality.
7. Avoid leading questions or asking the student to repeat the disclosure unnecessarily.
8. Avoid expressing shock, disbelief or judgement.
9. Record the student's words as accurately as possible.
10. Report the concern to the DSL immediately.

Tutors should not:

- Investigate the allegation;
- Ask "why" questions unnecessarily;
- Suggest possible answers;
- Confront an alleged perpetrator;
- Contact the alleged perpetrator;
- Promise a particular outcome; or
- Delay reporting while attempting to gather further evidence.

9. Reporting Safeguarding Concerns

Where a tutor or staff member identifies a safeguarding concern, they must:

1. Consider whether the student is in immediate danger.
2. Contact **999** if there is an immediate risk of serious harm or an emergency.
3. Report the concern to the DSL as soon as possible.
4. Make a factual written record of the concern.
5. Include the date, time, people involved, relevant observations and the student's words where possible.
6. Keep the record secure and confidential.
7. Cooperate with any further safeguarding action.

Concerns should be reported using:

Designated Safeguarding Lead: Rajjan Singh

Email: rajjan.singh@schooltomedic.co.uk

Telephone: 07785 922980

If the DSL cannot be contacted and the concern is urgent, the tutor should contact the appropriate local authority safeguarding service or the police directly.

For non-emergency concerns, tutors or parents may contact:

- The relevant local authority children's social care or safeguarding team;
- The police on **101**;
- The NSPCC helpline on **0808 800 5000**; or
- The relevant emergency or safeguarding service for the location of the student.

Parents and students may also raise concerns directly with School To Medic by emailing:

info@schooltomedic.co.uk

Reports may be made confidentially. Anonymous reports will be considered, although this may limit the ability of School To Medic to investigate or respond.

10. Immediate Risk and Emergency Situations

If a student appears to be in immediate danger:

- Contact **999** without delay;
- Give the emergency operator the student's location, if known;
- Remain on the call or online session where safe and appropriate;
- Do not place yourself or another student at risk;
- Inform the DSL as soon as possible; and
- Record the actions taken.

Examples of immediate danger may include:

- A serious medical emergency;
- An immediate threat of violence;
- A student stating that they are about to seriously harm themselves;
- A serious safeguarding incident occurring during a lesson; or
- A disclosure indicating an immediate risk of serious harm.

Where a student expresses suicidal thoughts or self-harm concerns, the tutor should remain calm, take the disclosure seriously, assess whether there is an immediate danger as far as reasonably possible, and escalate immediately to the DSL and emergency services where required.

11. Online Safety

Online lessons must be delivered through approved platforms, such as:

- Microsoft Teams;
- Another platform expressly approved by School To Medic.

School To Medic will take reasonable steps to ensure that:

- Lesson links are shared only with the intended participants;
- Parents or guardians are informed of lesson arrangements;
- Students are encouraged to use devices in an appropriate environment;
- Students do not share lesson links with unrelated individuals;
- Tutors use professional accounts and approved systems;
- Tutors do not use personal social media accounts to communicate with students;
- Any concerns arising during online lessons are reported promptly; and
- Online conduct remains respectful and professional.

Parents or guardians are encouraged to remain nearby or available during online lessons, particularly for younger students or where additional supervision is appropriate.

Students should, where reasonably possible, use devices in a shared or appropriate learning space.

12. Lesson Recordings

To support safeguarding, quality assurance and the investigation of complaints or incidents, online lessons may be recorded.

Where a lesson is recorded:

- The Client and Student will be informed before recording begins;
- Recording will be carried out only through an approved platform;

- Recordings will be stored securely;
- Access will be limited to authorised individuals with a legitimate reason;
- Recordings will not be shared externally unless required or permitted by law;
- Recordings will normally be deleted after a maximum of 120 days; and
- A recording may be retained for longer where reasonably necessary for safeguarding, legal, regulatory, complaint-handling or other legitimate purposes.

Recordings may be used for:

- Safeguarding;
- Quality assurance;
- Tutor monitoring;
- Tutor training;
- Reviewing lesson delivery; and
- Investigating complaints or incidents.

Parents or guardians may contact School To Medic with questions about lesson recordings or how recordings are handled.

13. WhatsApp and Communication Groups

WhatsApp groups may be used for lesson administration and communication.

Where WhatsApp is used, the group should include:

- The tutor;
- The student; and
- The parent or guardian.

Tutors must not privately contact students through WhatsApp.

WhatsApp must not be used for:

- Inappropriate personal communication;
- Sharing confidential information unnecessarily;
- Sharing inappropriate images or material;
- Encouraging secrecy;
- Conducting safeguarding investigations; or
- Replacing emergency services.

Safeguarding concerns should be reported directly to the DSL or through the emergency arrangements set out in this policy.

14. Data Protection, Confidentiality and Record Retention

School To Medic will process personal information in accordance with its Privacy Policy and applicable data protection legislation.

Safeguarding records may include:

- The name and details of the student;
- The date and time of the concern;
- The name of the person reporting the concern;
- A factual description of what was observed or disclosed;
- Actions taken;
- Communications with parents or guardians;
- Referrals to external agencies; and
- Relevant follow-up information.

Safeguarding records must:

- Be accurate and factual;
- Be stored securely;
- Be accessible only to authorised individuals;
- Be retained only for as long as necessary;
- Not be shared unnecessarily; and
- Be disclosed where legally required or necessary to protect a child or another person.

Information may be shared with:

- The DSL;
- Parents or guardians where appropriate;
- Children's social care;
- The police;
- Emergency services;
- Relevant safeguarding professionals;
- Professional advisers; or
- Other appropriate authorities where legally permitted or required.

Confidentiality does not prevent information being shared where necessary to protect a child or young person from harm.

15. Allegations or Concerns About a Tutor or Staff Member

Any allegation or concern relating to a tutor, staff member, founder, director or other person acting on behalf of School To Medic must be reported immediately to the DSL.

This may include concerns relating to:

- Abuse;
- Inappropriate communication;
- Boundary violations;
- Sexualised behaviour;
- Harassment;
- Bullying;
- Discrimination;
- Unsafe conduct;
- Inappropriate recording or use of information; or
- Any behaviour that may place a student at risk.

The person who is the subject of the allegation must not investigate the concern themselves.

School To Medic may take reasonable interim measures, including:

- Suspending a tutor from teaching;
- Restricting contact with students;
- Preserving relevant records;
- Informing parents or guardians where appropriate; and
- Referring the matter to the relevant authorities.

Where appropriate, School To Medic will seek external safeguarding advice.

16. Parent and Student Responsibilities

Parents and guardians are expected to:

- Provide accurate and up-to-date information;
- Inform School To Medic of relevant safeguarding, medical or welfare concerns;
- Ensure appropriate supervision outside tutoring sessions;
- Ensure students attend lessons punctually;
- Support safe and respectful online learning;
- Report concerns promptly; and
- Cooperate with reasonable safeguarding arrangements.

Students are expected to:

- Treat tutors and other students respectfully;
- Follow reasonable instructions;
- Use online platforms responsibly;

- Avoid abusive, threatening or inappropriate behaviour;
- Raise concerns when they feel unsafe; and
- Avoid sharing lesson links or private information unnecessarily.

17. Responding to Safeguarding Reports

School To Medic will acknowledge safeguarding reports promptly, normally within 24 hours where circumstances allow.

However, safeguarding action will not be delayed until the end of this response period. Urgent concerns will be addressed immediately.

The response may include:

- Speaking with the person who raised the concern;
- Reviewing relevant records or recordings;
- Contacting the parent or guardian where appropriate;
- Seeking advice from safeguarding professionals;
- Contacting children's social care or the police;
- Suspending lessons or changing arrangements; and
- Recording the outcome and any follow-up actions.

School To Medic will not necessarily be able to disclose all details of its response because of confidentiality, safeguarding and legal obligations.

18. Complaints and Safeguarding Concerns

Safeguarding concerns should be reported as soon as possible and should not be delayed until a formal complaint is prepared.

General complaints may be submitted in writing to:

info@schooltomedic.co.uk

A complaint should include, where possible:

- The student's name;
- The relevant tutor or service;
- The date and time of the incident;
- The nature of the concern; and
- Any action already taken.

Where a concern involves the DSL, it should be reported to another director or appropriate external safeguarding authority.

19. Policy Review

This policy will be reviewed:

- At least annually;
- Following any serious safeguarding incident;
- Following changes to relevant legislation or statutory guidance;
- Following changes to School To Medic's services or operating procedures; or
- Whenever the DSL considers a review necessary.

The next scheduled review date is:

1 September 2027

20. Emergency and Safeguarding Contacts

Immediate emergency

999

Use 999 where there is an immediate risk of serious harm or an emergency.

Police non-emergency

101

NSPCC Helpline

0808 800 5000

School To Medic Safeguarding Contact

Designated Safeguarding Lead: Rajjan Singh

Email: rajjan.singh@schooltomedic.co.uk

Telephone: 07785 922980

General School To Medic Contact

Email: info@schooltomedic.co.uk

Website: <https://www.schooltomedic.co.uk/>

