



**Fledge**

# Code of Conduct

Author: Caroline Envill

Contact details: [support@fledgetuition.com](mailto:support@fledgetuition.com)

Creation Date: 12<sup>th</sup> July 2020

Last Updated: 21/10/2025

Version: 0.6



# 1 Document Control

## Change Record

Date	Author	Version	Change Reference
12 <sup>th</sup> July 2020	Caroline Envill	0.1	Initial draft
20 <sup>th</sup> July 2021	Caroline Envill	0.2	Updating regulations in accordance to the government guidance (KCSE 2020) online tutoring and home tutoring policies
26th August 2022	Scott Smith	0.3	Updated inline KCSIE 2022 (Children who are lesbian, gay, bi, or trans (LGBTQ+)
20th July 2023	Scott Smith	0.4	Review - no update
6th August 2024	Scott Smith	0.5	Review - no update
21st October 2025	Stephanee Day	0.6	Review - no update

## Distribution

Name	Position
Brian Murphy	Co-Founder
Arran Bayle	Co-Founder

## Approval Sign-off

Name	Position	Date	Signature
Brian Murphy Arran Bayle	Co-Founder Co-Founder		



## 2 Contents

1	DOCUMENT CONTROL	2
2	CONTENTS	3
3	INTRODUCTION	4
4	MAKING PROFESSIONAL JUDGEMENTS	4
4.1	<i>Making Professional Judgements</i>	4
5	STANDARDS AND BEHAVIOURS	4
5.1	<i>Fledge adults must:</i>	4
5.2	<i>Fledge adults must not:</i>	6
5.3	<i>Online Tutor Code of Conduct</i>	6
5.4	<i>Online pupil Code of Conduct</i>	7
5.5	<i>Parent/Guardian and/or Responsible Adult Code of Conduct (for home-based online tutoring)</i>	7



## 3 Introduction

### 3.1 General

Fledge Tuition Limited was founded to tackle education inequality and create a space where more children have access to affordable tuition. We are committed to providing the highest possible standards in a safe environment.

All Fledge staff, tutors and volunteers are recruited inline with our Safer Recruitment Policy and receive training in our Child Protection and Safeguarding Children Policy and Procedures (documents are available on request from [safeguarding@fledgetuition.com](mailto:safeguarding@fledgetuition.com)).

To support this all Fledge staff, tutors and volunteers must abide by this Code of Conduct.

Recipients are required to confirm their understanding of our Child Protection and Safeguarding Children Policy and Code of Conduct before working directly with children.

## 4 Making Professional Judgements

### 4.1 Making Professional Judgements

Whilst this policy cannot provide a complete checklist of what is, or is not, appropriate behaviour for tutors, this policy does highlight behaviour which is illegal, inappropriate or inadvisable. Individuals are expected to make judgements about their behaviour in order to secure the best interests and welfare of the child in their charge, and, in so doing, will be seen to be acting reasonably. Tutors should always consider whether their actions are warranted, proportionate, safe and applied equitably.

This means that where no specific guidance exists tutors should:

- Discuss the circumstances that informed their action, or their proposed action, with the Designated Safeguarding Officer (or Deputy) via [safeguarding@fledgetuition.com](mailto:safeguarding@fledgetuition.com). This will help to ensure the safest practices are employed and reduce the risk of actions being misinterpreted.
- Always discuss any misunderstanding, accidents or threats with the Designated Safeguarding Officer (or Deputy)
- Always record discussions and actions taken with their justifications
- Record any areas of disagreement and, if necessary, refer to another agency / the Local Authority / Ofsted / Teaching Regulation Agency / other regulatory body

## 5 Standards and behaviours

5.1 All adults coming into contact with children and young people through Fledge Tuition's work must:

- ✓ Act in accordance with the partner school's policies and procedures regarding child protection and safeguarding.
- ✓ Treat all young people with respect.
- ✓ Remember that someone else might misinterpret your actions, no matter how well intentioned.

- ✓ Avoid being alone with a young person or cause someone else to be alone with a young person because of your actions e.g. being late. If alone in a room with young people keep the door open at all times.
- ✓ Be aware that social networking sites are in the public domain if not protected by privacy settings. Strongly consider strengthening any privacy settings so that young people would not be able to access your online profiles and be privy to any information you would not want in the public domain.
- ✓ Block any young people that approach you online and inform Fledge Tuition's Designated Safeguarding Lead immediately.
- ✓ Tackle any behaviour deemed to be homophobic, biphobic, transphobic bullying or abuse.
- ✓ Recognise that special caution is required when discussing sensitive issues with young people.
- ✓ Challenge unacceptable behaviour and report all allegations/suspicions of abuse to the Fledge Tuition's Designated Safeguarding Lead.
- ✓ Operate within Fledge Tuition's procedures in the event of any disclosure/concern.
- ✓ Raise any questions or concerns about child protection and safeguarding with Fledge Tuition's Designated Safeguarding Lead, or if unsure of a school's procedure, information should be sought from school staff.

- **5.2 You must not:**
  - ✗ Promise confidentiality to young people in any situation.
  - ✗ Seek out or add young people on any social networking site.
  - ✗ Respond to any online communication from a young person, for example on a social networking site.
  - ✗ Share any personal contact details with young people or seek out their personal contact details.
  - ✗ Arrange to meet a young person outside of the allocated tutoring time, unless on the school premises and with the prior knowledge of a member of staff.
  - ✗ Act in a manner that excludes the young people you are working with.
  - ✗ Make suggestive or derogatory remarks in front of young people.
  - ✗ Have inappropriate physical contact or verbal contact with young people.
  - ✗ Show favouritism to any individual.
  - ✗ Be under the influence of alcohol or other substances when working on activities involving young people.
  - ✗ Take photographs of young people.

- **5.3 Online Tutor Code of Conduct**

All tutors who tutor through Fledge Tuition online sessions are required to adhere to the following code of conduct:

- Tutors will conduct online tutoring either in a workplace or location that does not expose personal information or access to inappropriate background content.
- Tutors who are temporarily based abroad for work or educational purposes may request to continue tutoring during their time abroad. Only tutors who will be abroad for 6 weeks or less will be considered. Schools have the right to pause tutoring by tutors who are abroad if it is in conflict with their own school policies.
- Tutors will not share any links to online content or websites that contain anything other than educational resources that directly link to the content of their sessions. If in doubt of the validity of any websites or material please get in contact with the Fledge Tuition team at [support@fledgetuition.com](mailto:support@fledgetuition.com)
- 
- Tutors understand that online sessions may be recorded for monitoring and safeguarding purposes.
- Tutors understand that online sessions may be monitored by Fledge Tuition staff either live during the tutorial or afterwards in a systematic random review of safeguarding procedures.
- Tutors will report any concerns about safeguarding or child protection as well as follow all Fledge Tuition safeguarding and child protection procedures outlined in the 'Fledge Tuition Child Protection and Safeguarding Protection Policy'.

- Tutors will follow any additional requirements as requested by individual school policies regarding digital working.

- **5.4 Online pupil Code of Conduct**

All schools who partner with Fledge Tuition agree to the following code of conduct for their pupils involved in online sessions:

- Pupils will only receive online tutoring at the designated tutoring times and dates advertised by Fledge Tuition, in agreement with their school.
- Pupils who receive online tutoring from their home shall do so with a parent or guardian present in the same room.
- Pupils will be dressed appropriately in either their uniform or appropriate attire for attendance at a school event.
- Pupils who receive online tutoring at school shall do so with a responsible adult present at listening distance.
- Pupils will conduct online tutoring either in a workplace or location that does not expose personal information.
- If broadband speed permits, pupils will keep their video stream 'on' for the duration of their sessions.
- Pupils will have any mobile phones on silent and out of gaze during sessions, or completely away as dictated by their school's policy.
- Pupils will not record video, still images or audio of any tutoring sessions.
- Pupils will never disclose their phone, email or other communication details with their tutor nor request those of their tutor through the online platform.
- Pupils will not share any links to online content or websites that contain anything other than educational resources that directly link to the content of their sessions.
- Pupils will not take any screenshots of sessions.

- **5.4 Parent/Guardian and/or Responsible Adult Code of Conduct (for home-based online tutoring):**

- Parents/Guardians or the named Responsible Adult of pupils in receipt of home-based tutoring will remain at home and at 'listening-distance' for the duration of the tutoring session.
- Parents/Guardians or the named Responsible Adult will support their child with basic IT set up, with the support of the Fledge Tuition team.
- Parents/Guardians or the named Responsible Adult will support their child to attend and engage in as many online tutoring sessions as possible.
- Only pupils enrolled on the Fledge Tuition programme may be involved in online tutoring sessions with Fledge Tuition tutors.
- Parents/Guardians or the named Responsible Adult will pass on any concerns about safeguarding immediately to the Designated Safeguarding Lead in Fledge Tuition by emailing [safeguarding@fledgetuition.com](mailto:safeguarding@fledgetuition.com)
- Parents/Guardians or the named Responsible Adult will ensure a safe, quiet and appropriate environment for online tutoring to take place at home for their child.