

Majesta Learning Ltd Safeguarding Policy

Last Updated: December 2025

THIS POLICY APPLIES TO ALL STAFF (STAFF INCLUDES ALL EMPLOYEES, CONTRACTORS, REPRESENTATIVES, SECONDEES, OFFICERS, SENIOR MANAGEMENT, PARTNERS AND DIRECTORS) OF THE COMPANY AND TO ALL TUTORS PLACED BY THE COMPANY. WE ARE COMMITTED TO REVIEWING OUR POLICY AND GOOD PRACTICE ANNUALLY. THIS POLICY WAS LAST REVIEWED IN DECEMBER 2025.

Majesta Learning Ltd is a Private Limited Company registered in England and Wales with company number 16639923

The company is headquartered in London, United Kingdom.

Further information can be found at www.majestalearning.com

1. Purpose and Scope of this Policy

1.1 Introduction

Majesta Learning Ltd ("Majesta Learning" or "the Company") is a private tuition agency and education consultancy based in London. We are a professional company who get to know every family we work with personally. We have a thorough understanding of the education system and are committed to ensuring our tuition goes above and beyond expectations. Our tutors are charismatic, innovative and inspiring, and passionate about learning and education.

We specialise in preparing students for entrance exams, including the 7+, 11+ and 13+. We also provide support for all GCSE and A Level subjects and offer mentoring and guidance to undergraduate and postgraduate students. We provide all our tutors with exceptional training, guidance and resources, and work closely together as a team to ensure every Majesta Learning student achieves their goals.

1.2 Purpose

The purpose of this policy statement is:

- to protect children and young people who receive services from Majesta Learning or any Tutors which it introduces. This includes the children of adults who use our services.
- to provide parents, staff and tutors with the overarching principles that guide our approach to child protection.

This policy statement applies to anyone working on behalf of Majesta Learning including senior managers and the board of directors, employees, tutors and consultants.

1.3 Legal Framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England/Northern Ireland/Scotland/Wales. A summary of the key legislation and guidance is available from NSPCC.ORG.UK/CHILDPROTECTION.

2. Our Principles

We believe that:

- children and young people should never experience abuse of any kind.
- we have a responsibility to promote the welfare of all children and young people, to keep them safe and to practice in a way that protects them.

We recognise that:

- the welfare of the child is paramount.

- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse.
- some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

We will seek to keep children and young people safe by:

- valuing, listening to and respecting them.
- appointing a nominated child protection/safeguarding lead at board level.
- developing child protection and safeguarding policies and procedures which reflect best practice.
- using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately.
- creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise.
- developing and implementing an effective online safety policy and related procedures.
- sharing information about child protection and safeguarding best practice with children, their families, staff and tutors via leaflets, posters, group work and one-to-one discussions.
- recruiting staff and tutors safely, ensuring all necessary checks are made.
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures.
- implementing a code of conduct for staff and tutors.
- using our procedures to manage any allegations against staff and tutors appropriately.
- ensuring that we have effective complaints and whistleblowing measures in place.
- ensuring that we provide a safe physical environment for our children, young people, staff and volunteers, by applying health and safety measures in accordance with the law and regulatory guidance.
- recording and storing information professionally and securely.

3. Behaviour Code for Staff and Tutors

3.1 Purpose

This behaviour code outlines the conduct Majesta Learning expects from all our staff and tutors and consultants. This includes agency staff, interns, students on work placement and anyone who is undertaking specific duties for the organisation, whether paid or unpaid.

The behaviour code aims to help us protect children and young people from abuse and reduce the possibility of unfounded allegations being made. It has been informed by the views of children and young people.

3.2 The Role of Staff and Volunteers

When working with or for children and young people, you are acting in a position of trust. You are likely to be seen as a role model and must act appropriately.

3.3 Responsibility

You are responsible for:

- prioritising the welfare of children and young people.
- providing a safe environment for children and young people including ensuring equipment is used safely and for its intended purpose and having good awareness of issues to do with safeguarding and child protection and taking action when appropriate.
- following our principles, policies and procedures including our policies and procedures for child protection/safeguarding, whistleblowing and online safety.
- staying within the law at all times.
- modelling good behaviour for children and young people to follow.
- challenging all unacceptable behaviour and reporting any breaches of the behaviour code to Majesta Learning.
- reporting all allegations/suspicions of abuse following our reporting procedures including abusive behaviour being displayed by an adult or child and directed at anybody of any age.

3.4 Rights

You should:

- treat children and young people fairly and without prejudice or discrimination.
- understand that children and young people are individuals with individual needs.
- respect differences in gender, sexual orientation, culture, race, ethnicity, disability and religious belief systems between yourself and others, and appreciate that all participants bring something valuable and different to the group/organization.
- challenge discrimination and prejudice.
- encourage young people and adults to speak out about attitudes or behaviour that makes them uncomfortable.

3.5 Relationships

You should:

- promote relationships that are based on openness, honesty, trust and respect avoid favouritism.
- be patient with others.
- use special caution when you are discussing sensitive issues with children or young people.
- ensure your contact with children and young people is appropriate and relevant to the work of the project you are involved in.
- ensure that whenever possible, there is more than one adult present during activities with children and young people. If this isn't possible, ensure that you are within sight or hearing of other adults. If a child specifically asks for or needs some private time with you, ensure other staff or volunteers know where you and the child are.
- only provide personal care in an emergency and make sure there is more than one adult present if possible. This is unless you are working under specific circumstances where it has been agreed that the provision of personal care is part of your role and you have been trained to do this safely.

3.6 Respect

You should:

- listen to and respect children at all times.

- value and take children's contributions seriously, actively involving them in planning activities wherever possible.
- respect a young person's right to personal privacy as far as possible. In some cases, it may be necessary to break confidentiality in order to follow child protection procedures; if this is the case it is important to explain this to the child or young person at the earliest opportunity.

3.7 Unacceptable Behaviour

When working with children and young people, you must not:

- allow concerns or allegations to go unreported.
- take unnecessary risks.
- smoke, consume alcohol or use illegal substances.
- develop inappropriate relationships with children and young people.
- make inappropriate promises to children and young people.
- engage in behaviour that is in any way abusive including having any form of sexual contact with a child or young person.
- let children and young people have your personal contact details (mobile number, email or address) or have contact with them via a personal social media account.
- act in a way that can be perceived as threatening or intrusive.
- patronise or belittle children and young people.
- make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of children and young people.

3.8 Upholding This Code of Behaviour

You should always follow this code of behaviour and never rely on your reputation or that of our organisation to protect you.

If you have behaved inappropriately you will be subject to our disciplinary procedures. Depending on the seriousness of the situation, you may be asked to leave Majesta Learning or cease being engaged as a tutor. We may also make a referral to statutory agencies such as the police and/or the local authority child protection services.

If you become aware of any breaches of this code, you must report them to the Child Safeguarding Lead. If necessary, you should follow the whistle-blowing procedure below.

4. Procedures for Referrals and Allegations

If you have something you wish to report, please contact the Child Safeguarding Lead via the contact details at the end of this policy.

As part of our commitment to develop a safe environment for speaking out we will:

- have clear, easily available procedures for people to follow if they want to report a concern and make sure all staff understand them.
- guarantee confidentiality.
- commit to taking action about concerns that are raised.
- model acceptable standards of behaviour.

- take seriously any allegation that an employee, tutor or volunteer has behaved in a way that has harmed, or may have harmed, a child and deal with it sensitively and promptly.

Depending on the situation, managing an allegation of abuse may involve:

- a police investigation of a possible criminal offence
- enquiries and assessment by children's social care about whether a child is in need of protection or in need of services
- consideration by the employer of disciplinary action against the individual.

If someone resigns from their post or refuses to cooperate with the investigation process, this will not prevent an allegation being followed up and may result in further disciplinary action.

If an allegation is made that a staff member or volunteer has:

- behaved in a way that has harmed, or may have harmed a child
- possibly committed a criminal offence against, or related to, a child
- behaved towards a child or children in a way that indicates they are unsuitable to work with children.

We will report this immediately to the relevant agencies (for example the NSPCC helpline on 0808 800 5000, the local children's social care services or the police).

If Majesta Learning removes a member of staff or tutor from working with children because they pose a risk of harm, we have a legal duty to inform the relevant disclosure and barring agency. Failure to do this is a criminal offence.

- In England, Wales and Northern Ireland refer to the DBS.
- In Scotland refer to Disclosure Scotland.

5. Confidentiality and Support

We will make every effort to maintain the confidentiality of all parties while an allegation is being investigated.

We will consider how best to support the children involved, their parents or carers, and individuals who have had an allegation made against them. This includes:

- telling parents or carers and the employee or volunteer concerned about the allegation as soon as possible
- telling them how you are going to manage the allegation
- keeping everyone informed about the progress and outcomes of the case.

We will conduct any review of allegations made in accordance with the principles of our Whistleblowing Policy (see below).

6. Record Keeping

We will keep a clear and comprehensive summary of:

- all allegations that have been made
- details of how allegations have been followed up and investigated
- decisions made about the allegation and actions taken.

7. Whistleblowing

The Company is committed to maintaining the highest standards of openness, probity and accountability, and recognises that all members of staff, tutors and other affiliates have an important part to play in achieving this goal.

We understand that there may be situations where a party may not feel comfortable reporting an allegation to the Child Safeguarding Lead. Alternatively, if employees, tutors or affiliates have disclosed their issue internally and are concerned by the response or lack of response or feel unable to talk to anyone internally for whatever reason then Majesta Learning recognises it may be appropriate for employees to report their concerns to an external body.

The Government has prescribed a list of appropriate bodies for such external reporting: for example, the NSPCC and the Health and Safety Executive. A full list is available from an independent charity called Protect (formerly Public Concern at Work), who can be contacted by telephone on 020 3117 2520 and by e-mail at whistle@protect-advice.org.uk.

For child safeguarding issues the NSPCC is likely to be the most appropriate organisation and its details are provided at the end of this policy.

8. Related Policies and Procedures

This policy statement should be read alongside our organisational policies and procedures, including:

- Teaching Standards Expected of Tutors
- Privacy Notice
- Data Protection Policy
- Whistleblowing Policy
- Online Safety Policy

THESE ARE AVAILABLE ON REQUEST.

9. Contact Details

Email: contact@majestalearning.com

NSPCC Helpline: 0808 800 5000

Protect (Whistleblowing Advice Line): 020 3117 2520

Email: whistle@protect-advice.org.uk

This policy will be reviewed annually to ensure it remains current and effective. All staff and tutors are required to read and understand this policy as part of their induction and ongoing professional development.