



Open Doors Online English Tutoring

Open Doors. Open Minds. Open Lives.

Health and Safety Policy

Policy Statement

Open Doors Online English Tutoring is committed to ensuring the health, safety, and welfare of tutors, students, and other stakeholders involved in the provision of tuition services. This policy is aligned with the **Health and Safety at Work etc. Act 1974**, the **Management of Health and Safety at Work Regulations 1999**, and best practices within the tuition sector.

Scope

This policy applies to all tuition activities, whether conducted:

1. On the premises of Open Doors Online English Tutoring.
2. At the location the student takes lessons from.
3. Online through virtual platforms: Bramble.

Responsibilities

Open Doors Online English Tutoring

- Conduct risk assessments for the tuition setting to identify and mitigate health and safety risks.
- Notify the Client of any issue or emergency that occurs during tuition.
- Ensure a safe and appropriate environment for tuition, both on the premises of Open Doors Online English Tutoring and the online setting where lessons occur, Bramble.

Clients (Parents/Guardians/Students)

- Provide accurate and up-to-date information on any medical conditions, allergies, or medication requirements that may affect tuition sessions.

- Ensure the Tutor is notified immediately if their contact details change so records can be updated by the Tutor.
- Ensure a safe and appropriate environment for online tuition to be taken in.
- Make sure that a responsible adult (person of 18 years or older) is in the building where the Student is undertaking lessons for the duration of the lesson. They must provide the Tutor with the contact details for this adult before the lesson occurs.

Health and Safety Measures

Online Tuition

- The Tutor must maintain an emergency contact list for all Clients. Clients should save the Tutor's email and telephone number, to be used in an emergency. It is the Client's responsibility to notify the Tutor immediately if their contact email or telephone number changes and if the Student will be accompanied by an adult other than those listed in the Tutor-Client contract, the Client must provide the Tutor with the contact details for this adult before the lesson occurs. It is advisable to do this at least a day before the lesson is due to take place.
- The Client must ensure that an adult is present in the building where the Student will be taking their online lessons, for the duration of the lesson. It is advisable for this adult to either be in the same room as the Student or to be within hearing distance.
- The Tutor must ensure that the online platform used is secure and reliable.
- The Tutor and Student should avoid distractions during sessions to maintain focus and reduce the risk of accidents in their immediate environment.
- In the case of technical issues, both the Tutor and Student must have access to alternative communication methods (the Student should contact the Tutor via the Client's email address and the Tutor will contact the Client via this email address). If it is not possible to send an email due to technical failure, the Tutor will send a text or call the Client's telephone number. If the Student is unable to email the Tutor, they should ask the adult present to email, text or call the Tutor.

Prevention of Injury or Harm

- Gather medical and allergy information for all Students during the onboarding process.

Injury or Medical Emergency Procedure

1. Immediate Action and Notification

- The Tutor will try to contact the adult supervising the Student or call emergency services (999) for life-threatening injuries or conditions where there has been difficulty locating the adult.

- The Tutor will contact the Student's emergency contact immediately.

2. Recording the Incident

- The Tutor will complete an incident report detailing the time, location, nature of the incident, actions taken, and individuals involved. A copy will be emailed to the Client.
- The report will be retained by the Tutor for record-keeping.

3. Follow-Up

- Review the incident to identify lessons learned and any necessary changes to health and safety measures.

Monitoring and Review

Open Doors Online English Tutoring will review this policy annually or sooner if there are significant changes to legislation, operations, or after a serious incident.

This policy was last reviewed on 28th July 2026.

For questions or concerns about this policy, please contact Emily Grant, Owner of Open Doors Online English Tutoring via: EmilyGrant@opendoorsenglishtutoring.onmicrosoft.com