Safeguarding Policy & Procedures

This is our full safeguarding policy, covering everyone who works with Mahmoud Tuition Ltd students: tutors, and any other staff or contractors. Parents can read this in full too - the Policies page on our website carries a shorter summary and links here for the complete detail.

Status: Final V1, 26 August 2026.

Quick reference

Designated Safeguarding Lead (DSL)	Hassan Mahmoud - safeguarding@mahmoudtuition.co.uk
Deputy DSL	None currently appointed. Mahmoud Tuition has one employer (Hassan Mahmoud); if the DSL is unreachable or is the subject of a concern, use the LADO or NSPCC route below instead. This will be reviewed if Mahmoud Tuition takes on additional staff.
If your concern is about the DSL	Do not report it to the DSL. Go directly to the LADO or NSPCC route below.
NSPCC Helpline	0808 800 5000 (Mon–Fri, 10am–4pm) or help@nspcc.org.uk (24/7)
LADO route (Manchester City Council)	Children's Social Care: 0161 234 5001 or mcsreply@manchester.gov.uk
Emergency	If a child is in immediate danger, call 999.

1. Policy statement

Mahmoud Tuition Ltd is committed to safeguarding and promoting the welfare of every student in our care. Every tutor and anyone else working with our students has a personal responsibility to act on this policy - safeguarding is not optional and is not someone else's job.

This policy applies to all tutors, whether employed or engaged as self-employed contractors, and to anyone else who has contact with students on our behalf. It applies to all sessions, expected to take place in person at a school venue in South Manchester, once the venue booking is finalised.

This policy is informed by the principles in Keeping Children Safe in Education and Working Together to Safeguard Children. We are not a school, so these do not apply to us directly, but we use them as the standard we hold ourselves to.

2. Recruitment and DBS checks

- Every prospective tutor completes a pedagogy interview first, a structured conversation on teaching approach that needs no live class or real students, to confirm teaching quality before any DBS cost is spent. We then check whether they are already registered with the DBS Update Service.
- If the tutor is not already registered with the DBS Update Service, they arrange and pay for their own enhanced DBS check through a DBS umbrella body that processes the self-employed applicant route directly - not every umbrella body does, since some only accept applications sponsored by an employer. Examples that do: uCheck (ucheck.co.uk/enhanced-self-employed-dbs) or CBS (cbscreening.co.uk/service/self-employed-enhanced-checks). They then register with the Update Service within 30 days of receiving the certificate. They may invoice Mahmoud Tuition for reimbursement of this cost, up to a maximum of £85, alongside their first timesheet. Whichever route applies, the certificate must show a clean result before the tutor is offered a contract.
- If a tutor is not already registered with the DBS Update Service, they provide at least 1 reference before their first session, including their most recent role involving contact with children where applicable. If they are already on the Update Service, this step is skipped, to reduce friction for tutors who are already independently vetted. We also confirm each tutor is registered with the DBS Update Service before they stand in front of students.

Staying on the DBS Update Service (currently £16 a year) is the tutor's own ongoing responsibility and cost, the same as it would be for any other work they did. If a tutor lets their subscription lapse, they arrange and pay for a fresh Enhanced DBS check and re-register with the Update Service themselves before continuing. Mahmoud Tuition reimburses a tutor's DBS certificate cost once only - a second certificate made necessary by a lapsed subscription is not reimbursed.

- Rather than a fixed renewal cycle, we re-check the tutor's DBS Update Service status each time they sign a new Term Schedule. A fresh certificate is only needed if they have come off the Update Service since their last check.
- A tutor must tell the DSL immediately if they are arrested, cautioned, charged, or investigated by police or a regulator for any matter that could affect their suitability to work with children - even if it seems unrelated to tutoring.

3. Code of conduct for tutors

These rules exist to protect both students and tutors. If a situation isn't covered here, ask yourself: would I be comfortable with a parent, or the DSL, seeing exactly what I did? If not, don't do it - and raise it with the DSL.

3.1 Contact and communication

- Do not exchange personal phone numbers, personal email addresses, or personal social media details with students.
- Do not follow, friend, or message students on personal social media accounts, during or after their time with us.
- All communication with a student about tuition should go through official channels (e.g. copied to a parent/guardian, or via the school setting) - never a private one-to-one channel.
- If a student contacts you directly and personally outside of a class, don't respond privately - tell the DSL the same day.

3.2 Physical contact and supervision

- Avoid unnecessary physical contact. Any contact should be appropriate to the situation (e.g. guiding in an emergency), brief, and never in private.
- Never be alone with a single student in a closed room. If you arrive early or a student stays late, wait in a space where others are present or the door is open.
- Do not transport students in a personal vehicle, and do not meet students anywhere outside the scheduled class and location.
- Do not take photos or videos of students. Any use of photography for marketing follows our separate photography consent process and is arranged by the DSL, not individual tutors.

3.3 Fairness and professional boundaries

- Treat all students equally; avoid favouritism, including through gifts, extra unscheduled contact, or special treatment.
- Keep any information about one student or family confidential from other parents and students.
- Be mindful of cultural, religious and personal sensitivities among students and families.

4. Recognising possible abuse or neglect

Abuse can be physical, emotional, sexual, or neglect, and a student may also be at risk from bullying, exploitation, or harm online. You do not need to be certain, and it is not your job to investigate or decide what has happened - that's what the reporting procedure below is for.

Trust your instincts. Possible signs include a noticeable change in behaviour, mood or attendance, unexplained injuries, comments that worry you, or a student seeming frightened of a particular person or situation. A single sign doesn't confirm abuse, but any concern is worth reporting.

4.1 Child-on-child abuse

Abuse isn't always by an adult. Bullying, and harmful or problematic sexual behaviour between students, is also a safeguarding concern and is treated as seriously as abuse by an adult.
Follow the same reporting procedure as any other concern (section 5) if you see or are told about bullying, harmful sexual behaviour, or any other harmful behaviour between students.
If an allegation is made against a student rather than a tutor, report it to the DSL in the same way. The DSL will decide next steps proportionately, which may include speaking to the students involved, informing parents, or making a referral, and will consider the welfare of every student involved, not just the one accused.
Every student involved, including the student who caused the harm, is supported afterwards, not just moved past. The DSL checks in with each of them (or arranges for this), and considers whether ongoing support, monitoring, or a referral is needed.
This is reviewed alongside the rest of this policy (section 10), and more often if an incident shows our current approach isn't working in practice.

4.2 Exploitation

Exploitation, including county lines, child sexual exploitation, and grooming into criminal activity, often looks different from other forms of abuse. Alongside the general signs above, watch for: unexplained gifts, money, or new possessions a student can't account for; secretive relationships with older individuals; unexplained absences or lateness; and sudden, unexplained changes in who a student is picked up by or spends time with.

4.3 Cultural and faith-related risks

Some practices linked to culture, faith, or family expectations, including female genital mutilation (FGM), forced marriage, and breast ironing, are forms of abuse, regardless of the intent behind them. If a student mentions an upcoming trip abroad in a way that concerns you, discusses an arranged marriage they seem unhappy about, or you have any other concern along these lines, report it the same way as any other concern (section 5). Do not raise it directly with the family.

4.4 Radicalisation and extremism

A student showing signs of being drawn into extremist views or behaviour, whether online or offline, is a safeguarding concern like any other. Signs might include a sudden change in views, language, or associations that worries you. Report it the same way as any other concern (section 5).

4.5 Online safety

Our approach to online contact between tutors and students is set out in section 3.1. More broadly: students should not contact, or be contacted by, anyone connected with Mahmoud Tuition through personal social media, and tutors should not use personal devices to search for or contact students online.
If you see or are told about online bullying, harmful content, or anything else concerning involving a student online, report it the same way as any other concern (section 5).
If you find inappropriate content on a shared or school device, don't delete it, and tell the DSL immediately.

4.6 Additional vulnerability

Some students are at greater risk of abuse than others, including d/Deaf students and those with disabilities, who may find it harder to recognise or report abuse, or be believed if they do. Be especially attentive with any student who has additional communication or support needs, and don't assume a student without a specific diagnosis is at lower risk. The additional needs noted at enrolment (see Terms of Enrolment) are a starting point, not the full picture.

The same applies more broadly to marginalised students, who can face extra barriers to being believed or feeling comfortable raising a concern. Treat every student's welfare and dignity equally, and don't let assumptions about who is or isn't at risk affect how seriously a concern is taken.

4.7 Mental health

A student's mental health is part of their welfare. If you're worried about a student's mental health, whether or not they've said anything is wrong, treat it the same way as any other concern (section 5). Don't wait for a crisis - report a pattern of low mood, withdrawal, or anything else that worries you.

5. What to do if you have a concern

1. Stay calm and reassure the student they were right to speak, without promising complete confidentiality - you cannot promise to keep a safeguarding concern secret.
2. Listen and let the student talk in their own words. Do not ask leading questions, and do not investigate further yourself.
3. As soon as possible afterwards, complete the Safeguarding Concern Reporting Form - what was said and observed, the student's own words where possible, the date, time, and who was present. Do not delay to "gather more evidence" first.
4. Report to the DSL the same day, using the contact details in the quick reference table. If the DSL is unavailable or the concern is about the DSL, go straight to the LADO or NSPCC route instead.
5. If a child is in immediate danger, call 999 first, then inform the DSL as soon as safely possible.
6. Keep the information confidential - share it only with the DSL (or the LADO/NSPCC/police), not with colleagues, other parents, or on any group chat.

If you make a verbal referral to the LADO, police, or children's social care, follow it up in writing within 48 hours and keep a copy on the student's safeguarding record.

If a referral to the LADO or children's social care doesn't seem to have been acted on appropriately, escalate it via the NSPCC Whistleblowing Advice Line (0800 028 0285 or help@nspcc.org.uk).

Informing the family is a DSL decision, not a tutor one. Once a concern is reported, the DSL decides whether and when to tell the parent or guardian. Usually, involving them is part of supporting the student - but if the concern is about that parent or guardian's own conduct, or telling them could increase risk to the student or tip them off before an agency can act, the DSL does not inform them, and records the reasoning on the Safeguarding Case File.

6. If an allegation is made against a tutor

Allegations against a tutor - whether from a student, parent, or another tutor - are taken exactly as seriously as any other concern, and follow a specific process:

- Report immediately to the DSL. If the allegation is against the DSL, report directly to the LADO.
- The DSL will contact the LADO (Local Authority Designated Officer) within 24 hours, as required, before carrying out any internal investigation.

- The tutor in question may be asked to step back from sessions while the matter is looked into. This is a precaution, not a judgement of guilt.
- The tutor will be treated fairly, kept informed so far as the process allows, and supported throughout.
- Do not discuss the allegation with other tutors, students, or parents while it is being handled.

7. Whistleblowing

If you're worried about the behaviour or judgement of another tutor - even if you're not sure it's "serious enough," or you're worried about the working relationship - you should still raise it with the DSL.

How to raise a concern

This is separate from an allegation against a tutor (see section 6), which follows its own process - whistleblowing covers wider concerns about conduct, practice, or how safeguarding is being handled generally.
Report to the DSL as soon as possible, in person or in writing. If the concern is about the DSL, report directly to the LADO or NSPCC instead (see the Quick reference table).
The DSL will acknowledge your concern within the same working day and let you know what action is being taken, so far as confidentiality allows.
Your identity will be kept confidential wherever possible, and you will not be penalised for raising a concern in good faith, even if it turns out to be unfounded.
If you don't think your concern has been dealt with properly, or you're worried it's been covered up, escalate it to the NSPCC Whistleblowing Advice Line on 0800 028 0285 or help@nspcc.org.uk.

8. Record keeping

- Every concern is recorded on a Safeguarding Concern Reporting Form, and an ongoing Safeguarding Case File is kept for the student, logging actions taken and decisions made. A Safeguarding Concerns Log gives a quick, non-identifying reference to outstanding items across all concerns. All three are stored securely, separately from general student records, with access limited to the DSL.
- Records are kept in line with our data retention practices and shared with external agencies (LADO, police, social care) only as required.

9. Training

- Every tutor completes a safeguarding induction, and reads and signs this policy, before their first session.
- Tutors who can provide a certificate of safeguarding/child protection training dated within the last 2 years may use it in place of the NSPCC course for now. We record the certificate date and the date it will turn 2 years old in the Tutor Safeguarding Training Log.

Tutors who cannot produce a certificate dated within the last 2 years complete the NSPCC Learning 'Introduction to Safeguarding Children' course (currently £30) before their first session. Mahmoud Tuition reimburses this cost on production of a receipt, alongside the tutor's first timesheet.
Once a tutor's safeguarding training (their own certificate or the NSPCC course) reaches 2 years old, they complete the NSPCC Learning course as a refresher, reimbursed the same way. This is checked at each Term Schedule renewal, alongside the DBS Update Service re-check.

10. Review

This policy is reviewed at least annually, and after any safeguarding incident, to check it still reflects how we actually operate.

Last reviewed: 23 August 2026 *Next review due: 23 August 2027*

Initial: _____ Date: _____

Acknowledgement

I confirm that I have read, understood, and agree to follow the Mahmoud Tuition Ltd Safeguarding Policy & Procedures set out above.

Name: _____

Signature: _____

Date: _____

Initial: _____ Date: _____