Tuition Programme Participant Guidelines

As part of our commitment to providing a safe, supportive, and effective learning experience, Barnet Young Carers has established the following guidelines for all participants accessing our tuition programme.

Online Delivery

Tuition sessions are delivered online by qualified tutors through a secure online platform. Before tuition begins, parents and young carers will be provided with information about the support being offered, including the agreed dates and times, the online platform being used, and the expected duration of the programme.

Creating a Suitable Learning Environment

To help young carers gain the maximum benefit from their tuition sessions, we ask that:

- The participant joins each session from a quiet, suitable space where they can focus without interruption.
- Cameras remain switched on throughout the session unless otherwise agreed.
- Participants log in at least **five minutes before the scheduled start time** to ensure they can connect successfully and begin promptly.
- Parents or guardians provide support with accessing the session if required.

Parent or Guardian Availability

While tuition sessions are intended to provide a private learning environment for young carers, we ask that at least one parent, guardian, or trusted adult remains at home during the session. This ensures support is available should the young person need assistance or wish to end the session early for any reason.

Attendance and Cancellations

Regular attendance is important to ensure young carers benefit fully from the programme.

If a participant is unable to attend a scheduled session, parents or guardians must notify Express Tuition and/or Barnet Young Carers as soon as possible, and no later than **24 hours before the session** wherever possible.

Repeated non-attendance or missed sessions without notice may result in the tuition place being withdrawn and offered to another young carer.

If a tutor is unable to attend a session, every effort will be made to inform the parent or guardian as soon as possible and arrange an alternative session where appropriate.

Confidentiality, Safeguarding and Reporting Concerns

We want all young carers to feel safe and supported throughout their tuition sessions.

Sessions are private and confidential. However, tutors have a duty to keep children and young people safe. This means that if a tutor is concerned about a young person's safety or wellbeing, they may need to share relevant information with Barnet Young Carers and, where appropriate, with parents or other professionals.

If you have any concerns about the tuition programme, please contact:

Barnet Young Carers: tuition@barnetcarers.org
Express Tuition: hello@expresstuition.org

If a child or young person is at immediate risk of harm, please contact:

- **Emergency Services:** 999
- **Police (non-emergency):** 101
- **Barnet MASH:** 020 8359 4066
- **MASH Out of Hours:** 020 8359 2000
- **Adult Social Care Direct:** 020 8359 5000 | socialcaredirect@barnet.gov.uk
- **Adult Social Care Out of Hours:** 020 8359 2000

Please do not wait for a response from Barnet Young Carers or Express Tuition if there is an urgent safeguarding concern.

Use of Online Platforms

Barnet Young Carers and its delivery partners use secure, licensed online platforms for the delivery of virtual support. All partner organisations are required to adhere to agreed standards regarding online safety, confidentiality, and safeguarding.

Working Together

By participating in the tuition programme, young carers and their families agree to work positively with tutors and programme staff to ensure that sessions are safe, respectful, and productive for everyone involved.

Thank you for helping us create a supportive learning environment where young carers can thrive and achieve their educational goals.

Barnet Young Carers
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