

CAPITAL TUITION GROUP – OUR WORKING TOGETHER POLICY

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At Capital Tuition Group (CTG) we believe that choosing the right tutor for a child is paramount. This policy explains how we do this and how we comply with the law which applies to our business.

We operate as both an Employment Agency and may also operate as an Employment Business, as defined by law. The law sets out some rules and guidelines which we must follow. These vary depending on which type of business model we are operating, either as an Employment Agency or as an Employment Business.

When you work with us, either as a parent/client (hirer) or as a tutor (work-seeker) we will make sure that you are clear which of the business models (either an Employment Agency or as an Employment Business) we are operating under with you.

1 INFORMATION FROM A PARENT/CLIENT

To provide you with our best service and to comply with our obligations we will get the following information from each parent/client before introducing them to tutors:

- (1) Contact information about the parent/client and, if applicable (such as when we are working with a school) information about their organisation or business and
- (2) The date that the parent/client would like the tutoring (we may also refer to this as the assignment) to start, and how long it will last (the duration or likely duration) and
- (3) Information about the tutoring and what the parent/client requires, including experience, training or qualifications, where it will take place, the hours required, payment and, if applicable, any relevant expenses or benefits information (such as if a tutor is travelling), what notice is needed to end the tutoring and, where relevant any known health and safety risks (such as steep stairs for face to face tutoring venues and
- (4) Information about what experience, training, qualifications, and any authorisation that the parent/client considers necessary, or which are required by law or any professional body, to carry out that tutoring. Of course, there are some things that we will always have in place, such as working with children (vulnerable people).

2 INFORMATION FROM A TUTOR

To provide you with our best service and to comply with our obligations we obtain the following information from each Tutor before introducing them to a parent/client:

- (1) Confirmation of the tutor's identity and right to work

- (2) Confirmation that the tutor considers they have the experience, training, qualifications, and any authorisation the parent/client considers necessary, or which is required by any professional body or by law to carry out the tutoring - this is usually in the form of the Tutor Profile on TutorCruncher and
- (3) Confirmation that the tutor is willing to accept the tutoring, if offered.

3 TUTOR'S EXTRA INFORMATION

- (1) Where applicable, we will make sure that both a tutor and parents/clients are aware of any legal requirements relating to the tutoring.
- (2) In particular, since most of the tutoring we offer requires references and/or professional qualifications and involves working with children (vulnerable people), we will take reasonable steps and offer to provide parents/clients with access to the following extra information about a tutor:
 - (a) Copies of any relevant qualifications or authorisations (including DBS and/or other relevant certificates) required and/or
 - (b) Copies of two references from people unrelated to the tutor who have agreed that their references can be disclosed both to the tutor and relevant parents/clients.
- (3) If we are unable to provide the extra information, then we let parents/clients know.

4 INFORMATION ABOUT UNSUITABILITY OF AN APPLICANT

- (1) Safeguarding is vital to us at CTG.
- (2) If we receive any information that, in our opinion, gives reasonable grounds (a realistic degree of certainty) to believe that any tutor working with a parent/client is or may be unsuitable for that tutoring we will:
 - (a) let the parent/client know as soon as is possible (usually on the same day or on the next business day where that is not reasonably practicable) and
 - (b) carry out reasonable enquiries and let the parent/client know the results of those enquiries in so far as the law will allow.

5 CHOOSING THE RIGHT TUTOR

- (1) We provide access to each tutor's information on a confidential basis. We do not employ any tutor on behalf of a Client.
- (2) Since choosing the right tutor for a child is paramount, we take care to consider the parent/client's requirements and a tutor's skills, experience, training, qualifications, and any relevant authorisation. Please also see [section 2\(2\)](#).
- (3) Based on information that is available to us at the relevant time, we will not introduce a tutor to a parent/client unless we:
 - (a) Feel that either the parent/client's or tutor's requirements for the tutoring are met and,
 - (b) Consider that it would not be detrimental to the interests of either the parent/client or the tutor if the tutoring took place and,
 - (c) Have not received any information that, in our opinion, gives reasonable grounds (a realistic degree of certainty) to believe a tutor is unsuitable for the tutoring and,
 - (d) Have taken reasonable steps to consider any professional body requirements required for the tutoring and informed both the parent/client and tutor to be introduced about these.
- (4) We use the information that we have obtained from the parent/client ([see section 1](#)) to make sure that the tutor has the information they require so that they can freely agree (consent) to do the tutoring, if offered. We always ask the tutor to confirm their agreement to do the tutoring.

6 HOW WE WORK

- (1) At CTG we believe in having open and transparent working relationships and are committed to complying with our obligations. This means that we abide by any rules and guidance relating to fees.
- (2) We will always provide full details about the charges involved in tutoring. In particular, we will never pressurise tutors to agree to pay for any additional services which we may offer at any time.
- (3) We take our obligations regarding taxation issues very seriously. We will always use our best endeavours to comply with HMRC requirements.

(4) Safeguarding

- (a) CTG is committed to providing a welcoming and safe environment in which students can engage with tutoring and we have a child centred approach. We are also aware of the additional risks that children with SEN and disabilities face.
- (b) We, tutors, and parents/clients all have obligations and responsibilities when it comes to safeguarding, in particular risks with online tutoring as well as a child's mental health.
- (c) We have a Safeguarding Policy which is available from insert matthew@capitaltuitiongroup.com. We are also members of the Tutors Association and adhere to their Codes of practice of Ethics which are contained in our Safeguarding policy. As professionals we ask all tutors to abide by the relevant safeguarding legislation, guidance, and policies.
- (d) We always advise tutors and parents/clients to take advantage of the resources available online from the NSPCC such as [Keeping children safe | NSPCC](#)

7 NO RESTRICTIVE TERMS

- (1) Subject to any Introduction Fee which we can charge a Client as an Employment Agency, we will not include anything detrimental in our agreements with our parents/clients or tutors which would:
 - (a) Prevent them from ending their agreement with us OR
 - (b) Prevent them from working for anyone else OR
 - (c) Mean that a tutor must let us (or anyone connected with us), know the identity of any future employer.
- (2) We do not charge tutors when we help them to find tutoring.

8 ADVERTISEMENTS

Due to our experience, we will use what we consider to be the best and relevant advertising. We aim to always advertise in compliance with the law which applies to our business.

9 RECORDS

We aim to:

- (1) Maintain the relevant records required by the law which applies to our business.
- (2) Process Personal Data in accordance with the relevant data protection laws. Please refer to our [Privacy Policy](#) and our [Data Protection Policy](#).