

## Volunteer tutor policies and procedures



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**Last updated: September 2025**

## Child protection and safeguarding policy

All children have an absolute right to a childhood free from abuse, neglect or exploitation. The welfare and protection of the young people we work with is central to the way that Action Tutoring work. All adults involved in Action Tutoring's activities and who come into contact with children have a duty of care to safeguard and promote their welfare. This policy and the procedures contained within it exist not to discourage adults from being involved in Action Tutoring's work but to ensure, as far as possible, that people who may abuse children do not get the opportunity to do so.

- There is a duty placed upon us to ensure that all adults who work with or on behalf of our young people are competent, confident and safe to do so.
- Adults working or volunteering for Action Tutoring are responsible for their own actions and behaviour and should avoid any conduct that would lead a reasonable person to question their motivation or intention.
- Everyone involved in Action Tutoring activities must follow Action Tutoring's Code of Conduct.
- They must also be familiar with the steps to be taken in the event of becoming aware of, suspecting or receiving allegations of abuse.

Ultimately, all systems, processes and policies should operate with the best interests of the child at their heart.

### Designated Safeguarding Officer (DSO)

Action Tutoring has a DSO to:

- Offer support and training to all employees and volunteer tutors involved in Action Tutoring's work.
- Ensure that all Action Tutoring employees and volunteer tutors are sufficiently vetted.
- Act as the main point of contact in the event of any allegation or disclosure.
- Act as the main point of contact between Action Tutoring and partner schools.
- Oversee the filtering and monitoring of the reporting systems in place.

If there is an allegation, signs and indicators of abuse are identified or if at any point an adult involved with Action Tutoring's work fails to comply with any element of the Code of Behaviour this information must be passed immediately to Action Tutoring's DSO. It is the DSO's responsibility to collect all relevant information and make decisions on how to proceed (this will include contacting the designated safeguarding lead at the relevant partner school/s). You have a duty of care to pass on all relevant information regarding any allegations of abuse, or identified signs and indicators of possible abuse.

### Contact details

Jen Fox

✉ [jen@actiontutoring.org.uk](mailto:jen@actiontutoring.org.uk)

📞 0300 102 0094

In the event of the DSO being unavailable please email [safeguarding@actiontutoring.org.uk](mailto:safeguarding@actiontutoring.org.uk) or call the above telephone number.

<sup>1</sup> For the purposes of this policy a young person is defined as any person under the age of 18.

## Types of abuse and harm

**Physical abuse:** A form of abuse that may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child.

**Emotional abuse:** The persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.

**Sexual abuse:** The involvement of dependent, developmentally immature children and adolescents in sexual activities they do not truly comprehend, to which they are unable to give informed consent. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. The sexual abuse of children by other children is a specific safeguarding issue (also known as child-on-child abuse) in education.

**Neglect:** The persistent or severe neglect of a child that results in serious impairment of the child's health or development (both physical and mental).

**Child Sexual Exploitation and Criminal Exploitation** are forms of child abuse and can include:

**Sexual violence and sexual harassment:** This can occur between two or more children of any age and sex, from primary through to secondary stage and into college. It can also include a group of children sexually assaulting or sexually harassing a single child or group of children.

**Female Genital Mutilation:** This comprises of all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs. It is illegal in the UK and a form of child abuse with long-lasting harmful consequences.

**Grooming:** Children and young people can be groomed online, in person or both — by a stranger or someone they know. This could be a family member, a friend or someone who has targeted them, like a teacher, faith group leader or sports coach.

**Self abuse:** Any means by which a child or young person seeks to harm themselves. This can take many physical forms, including cutting, bruising, scratching, hair-pulling, poisoning, overdosing and eating disorders.

**Child on child abuse:** Abuse of a child by another child. Examples of this include bullying, physical abuse, sexual violence or harassment, upskirting (taking a picture under another person's clothing without consent), sexting and initiation or hazing violence and rituals.

**Domestic abuse:** This can encompass a wide range of behaviours and may be a single incident or a pattern of incidents. That abuse can be, but is not limited to, psychological, physical, sexual, financial or emotional.

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**Mental health concerns:** All employees should also be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation. If employees have a mental health concern about a child that is also a safeguarding concern, immediate action should be taken, by following this child protection policy and speaking to the designated safeguarding lead or a deputy.

**Serious violence:** These may lead to increased absence from school or college, a change in friendships or relationships with older individuals or groups, a significant decline in performance, signs of self-harm or a significant change in wellbeing, or signs of assault or unexplained injuries.

## Procedures

In all cases related to child protection and safeguarding, the main procedure is to treat the allegation seriously, in strict confidence and immediately contact your Action Tutoring Programme Coordinator (if not available then Action Tutoring's DSO, and/or allocated school child protection and safeguarding lead/s). In the event of Action Tutoring's DSO or Programme Coordinator being contacted the following protocol will be followed:

- The information will immediately be passed on to the school's child protection and safeguarding lead/s.
- The school shall follow the school's procedure for contacting the local Police Child Protection Unit or the Social Services Department of the relevant Local Authority (the Authorities). Action Tutoring shall support the school with any action that the school deems appropriate and shall undertake reasonable endeavours to provide the school with any assistance or documents.
- Action Tutoring shall not, under any circumstances, undertake any independent investigation or questioning (as this may jeopardise any enquiry) unless or until Action Tutoring is given authorisation by the school or the Authorities. Following authorisation, Action Tutoring may independently follow up on the allegation.
- All allegations or suspicions shall be referred to the school no matter how insignificant they seem to be or when they occur. Any information about suspicious behaviour or circumstances will be passed to the local Police Child Protection Unit or the local Social Services within 24 hours or as soon as shall be reasonably practicable.

## **In the event that a young person discloses abuse to an employee of Action Tutoring or a volunteer tutor**

Employees of Action Tutoring and volunteer tutors shall:

1. Allow the young person to speak without interruption, encouraging them to tell you only what they feel comfortable telling you, and be accepting and be non-judgemental about what is said. Do not ask investigative or leading questions of any kind.
2. Advise the young person that you will offer support, but that you MUST pass on what they tell you and are not able to keep anything they tell you confidential.
3. If they refuse to tell you anything unless you promise to keep it a secret, inform them that you want to help and that there is one person you have to tell. If they then refuse to tell you any more, please respect their decision and report this incident.
4. Ensure that the young person is not immediately at risk of any further abuse.
5. Immediately after a disclosure, contact the PC (for volunteer tutors)/DSO at Action Tutoring (for employees).
6. Report the facts as you know or understand them, including the pupil's name and the account given to you by the young person using the words that they used as well as including any other information you feel is relevant.
7. Provide this detailed information to the PC (for volunteer tutors)/DSO (for employees) at Action Tutoring as soon as you are able.
8. Action Tutoring shall retain a copy of all such notifications in accordance with GDPR guidelines.
9. Action Tutoring has a legal duty to make a referral to the Disclosure and Barring Service (DBS) where they consider an individual has engaged in conduct that harmed (or is likely to harm) a child; or if a person otherwise poses a risk of harm to a child.

## **In the event that a volunteer tutor suspects abuse, but it has not been disclosed by the young person**

Employees of Action Tutoring and volunteer tutors shall:

1. Not discuss your suspicions with the young person in question or conduct any form of investigative work.
2. Report the facts as you know or understand them, including the pupil's name and the account given to you by the young person using the words that they used as well as including any other information you feel is relevant.
3. Provide this detailed information to the PC (for volunteer tutors)/the DSO (for employees) at Action Tutoring as soon as you are able.
4. Action Tutoring shall retain a copy of all such notifications in accordance with GDPR guidelines.

## If you receive an allegation about any adult or about a volunteer tutor (including the person hearing the allegation)

Employees of Action Tutoring and volunteer tutors shall

1. Immediately after receiving an allegation or disclosure, contact the PC (for volunteer tutors)/DSO (for employees) at Action Tutoring.
2. Report the facts as you know or understand them, including the names of relevant adults and/or young people and the account given to you using the words that they used as well as including any other information you feel is relevant.
3. Provide this detailed information to the PC (for volunteer tutors)/the DSO (for employees) at Action Tutoring as soon as you are able to.
4. Action Tutoring shall retain a copy of all such notifications in accordance with GDPR guidelines.
5. Any allegations against Action Tutoring employees will be reported to the DSO and to the Trustee in charge of Safeguarding for investigation. If the allegation is against the DSO then the Action Tutoring Employees Whistleblowing Policy should be followed.

## When dealing with the personal data of young people (including names, academic year group and school):

Employees of Action Tutoring and volunteer tutors shall

1. Handle all information with sensitivity and confidentiality and in accordance with GDPR guidelines.
2. The information should be kept securely and not be made available to others without the authority of Action Tutoring.

## Recruitment and training

Action Tutoring maintains a high standard in recruiting staff and volunteer tutors. All Action Tutoring employees and volunteer tutors will be subject to an enhanced DBS check before they can begin working within our partner schools. Every volunteer tutor and employee must be able to fulfil one of the following:

- Have an existing enhanced DBS check not more than 2 years old verified by a member of Action Tutoring staff, with the disclosure number and date of issue recorded, along with photographic ID.
- Arrange with Action Tutoring to have a new enhanced DBS check processed by Action Tutoring.

Action Tutoring employees and volunteers receive training on the contents of this policy as part of their induction. This policy is made available to all adults involved in Action Tutoring's activities. All volunteer tutors confirm they have received safeguarding training when they sign up to a programme, and understand their responsibilities in relation to safeguarding.

Action Tutoring's 'Recruitment of ex-offenders policy' is available on request.

## The safeguarding code of conduct

All adults coming into contact with children and young people through Action Tutoring's work must comply with this Child Protection and Safeguarding Children Policy and this Code of Conduct.

### You must:

- Act in accordance with the partner school's policies and procedures regarding child protection and safeguarding.
- Treat all young people with respect.
- Avoid being alone with a young person or cause someone else to be alone with a young person because of your actions e.g. being late. If alone in a room with young people keep the door open at all times.
- Remember that someone else might misinterpret your actions, no matter how well intentioned.
- Be aware that any physical contact with a young person can be misinterpreted and should always be avoided. A handshake or an occasional high five can be suitable, but ensure the young person feels comfortable with these gestures.
- Be aware that social networking sites are in the public domain if not protected by privacy settings. Strongly consider strengthening any privacy settings so that young people would not be able to access your online profiles and be privy to any information you would not want in the public domain.
- Block any young people that approach you online and inform Action Tutoring's Programme Coordinator or DSO immediately.
- Recognise that special caution is required when discussing sensitive issues with young people.
- Challenge unacceptable behaviour and report all allegations/suspensions of abuse to the Action Tutoring's Programme Coordinator or DSO.
- Challenge and report misinformation, disinformation and conspiracy theories which could be a result of exposure to illegal, inappropriate or harmful content online.
- Operate within Action Tutoring's procedures in the event of any disclosure/concern.
- Raise any questions or concerns about child protection and safeguarding with Action Tutoring's Programme Coordinator or DSO, or if unsure of a school's procedure, information should be sought from school staff.
- Comply with the Standards of Behaviour (detailed on page 10).

## You must not:

- Promise confidentiality to young people in any situation.
- Seek out or add young people on any social networking site.
- Respond to any online communication from a young person, for example on a social networking site.
- Share any personal contact details with young people, or seek out their personal contact details (including email address, telephone number or address).
- Arrange to meet a young person outside of the allocated tutoring time, unless on the school premises and with the prior knowledge of a member of staff.
- Act in a manner that excludes the young people you are working with.
- Make suggestive or derogatory remarks in front of young people.
- Engage in bullying (including cyberbullying, prejudice-based and discriminatory based bullying).
- Have inappropriate physical contact or verbal contact with young people.
- Show favouritism to any individual.
- Be under the influence of alcohol or drugs, or be seen smoking including e-cigarettes or any other substance not permitted to under-18s.
- Take photographs of young people.
- Unlawfully discriminate against pupils because of their sex, race, disability, religion or belief, gender reassignment, pregnancy and maternity, or sexual orientation (protected characteristics).
- Promote private tutoring sessions with themselves at any time.

This policy will be formally reviewed every year, or in line with Governmental guidance.

Please find the entire Action Tutoring's child protection and safeguarding policy [here](#).

## Standards of Behaviour

We expect everyone involved with Action Tutoring to adhere to the following standard of behaviours, in accordance with the Equality Act:

- Treat all employees, volunteer tutors and pupils equally regardless of the protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.)
- Be aware that those around you, including pupils, may have hidden disabilities.
- Understand and behave in accordance with Action Tutoring's commitment to anti-racism and inclusion.
- Avoid making assumptions about others based on their gender, ethnicity or national origin.
- Avoid asking pupils, volunteer tutors, or staff about their family background or heritage. Such questions, like "Where are you from originally?" or "Where are you really from?", can make individuals feel different, out of place, or unwelcome.
- Ask pupils, volunteer tutors and employees how their name is pronounced if you're not sure, rather than guessing or using a shortened version.
- Recognise that pupils, volunteer tutors or employees may come from a range of cultural backgrounds and may speak English as an additional language.
- Be aware that pupils, volunteer tutors or employees may also have differences in how they communicate.
- Avoid making negative comments about pupils', volunteer tutors or employees' hobbies or interests. All pupils should be valued for bringing different and diverse assets to the sessions.
- Avoid commenting on the physical appearance of pupils, volunteer tutors, or employees.
- Respect the pronouns and gender identity of other pupils, volunteer tutors and employees.
  - Here's a suggestion of how you might introduce pronouns:
    - "My pronouns are: [she/her, they/them, he/him]. What pronouns do you use?" or "May I check that I am using the right pronouns for you?"
- Report any comments or behaviours that are discriminatory, harassing, offensive or otherwise unwelcome.

## Action Tutoring will:

- Provide any reasonable adjustments you need to carry out the duties of your role.
- Not tolerate discriminatory behaviour towards our staff or volunteer tutors from pupils or school staff.
- Use your pronouns to refer to you. Pupils will be asked to call employees and volunteer tutors by their first name, rather than 'Sir' or 'Miss'.
- Provide support with challenging biases or discriminatory views that may arise during sessions or at work.
- Provide support with managing sensitive topics which may come up in sessions.
- Let you know if one or more of the pupils you are working with has a disability or additional need which may affect their learning, e.g. ADHD, dyslexia, dyscalculia or autism. However, please be aware that schools may choose not to share this information with Action Tutoring.
- Provide you with additional support when working with pupils with disabilities or different learning needs.

## Equal opportunities policy

The aim of this policy is to communicate the commitment of Action Tutoring to the promotion of equality of opportunity in recruitment and management of volunteer tutors.

We recognise that the provision of equal opportunities in all our activities will benefit the organisation. It is our policy to provide equality of opportunity to all, irrespective of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

We are opposed to all forms of unlawful and unfair discrimination. All volunteer tutors will be treated fairly and will not be discriminated against on any of the above grounds. Decisions regarding recruitment of volunteer tutors will be made objectively, without unlawful discrimination, and based on aptitude and ability.

## Equality commitments

We are committed to:

- Promoting equality of opportunity for all persons
- Promoting a good and harmonious learning environment in which all people are treated with respect and dignity and in which no form of intimidation or harassment is tolerated
- Preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment and victimization
- Fulfilling all our legal obligations under the equality legislation and associated codes of practice
- Complying with our own equal opportunities policy and associated policies
- Taking lawful affirmative or positive action, where appropriate

## Volunteer tutor problems and complaints procedure

Action Tutoring strives to make sure all participants (including tutors, pupils and schools) feel respected and comfortable when working with us; however as in any organisation, conflict occasionally occurs. Action Tutoring has implemented a problems and complaints procedure to resolve any issues in a timely, unbiased, confidential and consistent manner.

### Information for tutors

- Any complaints regarding the behaviour or conduct of the pupil should be reported to your Action Tutoring Programme Coordinator. Action Tutoring will liaise with the school to discuss and resolve the complaint.
- Any issues arising from the conduct of other volunteer tutors, about Action Tutoring or about the school you are volunteering in should be reported directly to Action Tutoring either through your Programme Coordinator or directly to our central team: By emailing [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk), calling 0300 102 0094 or writing to us at Action Tutoring, Fivefields, 8-10 Grosvenor Gardens, Victoria, SW1W 0DH.
- If the complaint is relating to Action Tutoring, is serious enough in nature and cannot be resolved by good organisational practice, it will be passed onto the Trustees.

### Information for schools

Any complaints regarding the conduct or behaviour of tutors should be immediately reported to Action Tutoring. If the tutor's behaviour contravenes any of the Tutor Agreement or falls into any of the categories below, they may be dismissed from volunteering.

Action Tutoring reserves the right to dismiss tutors for any of the following reasons:

- **Poor conduct:** This may include behaving in an unacceptable manner during tuition sessions (e.g. being rude or discriminatory towards other tutors or teaching staff) or attending tuition sessions in an improper state (e.g. inebriated).
- **Absence without notice:** Action Tutoring requests that all tutors provide at least 24 hours' notice for absences barring exceptional circumstances. If a tutor misses two sessions without notice, they may immediately be dismissed.
- **False information:** If it is discovered that a tutor supplied false or incorrect information during the application procedure.
- **Violation of child protection policy:** Any tutor who violates Action Tutoring's Child Protection Policy, either with or without intent, will be immediately dismissed and depending on the nature of the infraction may face further disciplinary measures from the appropriate authorities.

## Volunteer expenses policy

It is the policy of Action Tutoring to offer to cover reasonable, out of pocket volunteer tutor travel expenses.

- In order to ensure that you are able to claim your expenses please retain your receipts. These might take the form of an oyster card printout, bus or train ticket.
- *If there are no receipts unfortunately, we will not be able to reimburse you (please note we do not require receipts for mileage claims).*
- Expenses can only be claimed for travel to and from your volunteering opportunity.
- Expenses must be claimed on a termly basis to prevent high costs accruing.

You can of course choose to support the work of Action Tutoring by not claiming your travel expenses. The charity relies on grants and donations to support our work, and while we would not wish you to be out of pocket as a volunteer, you may feel you would like to support us further in this way, which would be much appreciated.

Action Tutoring will reimburse volunteer tutors for reasonable expenses in accordance with the following policy guidelines:

### Travel expenses

The volunteer tutor must ensure that the cheapest form of travel available was used. This includes the use of an Oyster card over paper tickets (e.g. if travel was by train, the ticket should be a standard or a cheap day single/return, and not a first class ticket).

All travel expenses are capped at a maximum claim of £5 per tutoring session (return journey). If this will prevent you from being able to tutor, please speak to your Programme Coordinator.

- **Tube** travel and Oyster cards Action Tutoring would expect that if you have an existing weekly/ monthly/annual travel card that includes the areas you are travelling, you will not need to make a travel expenses claim. In order to claim using an Oyster card, volunteer tutors will need to request a journey statement online. You will need to highlight the journeys made to and from your volunteering venue.
- **Bus or train:** Please retain your bus or train tickets. If you are making a number of journeys during one day in relation to your volunteering it is often cheaper to buy a one-day bus or train pass.
- **Petrol** is reimbursed at 25p per mile and up to a maximum of 10 miles each way. You will need to document on your expenses claim form your start and end locations and number of miles claimed.
- **Taxi:** Action Tutoring will not reimburse for taxi travel unless this has been agreed in advance and is due to extenuating circumstances.

## How to claim your expenses

The Action Tutoring Expenses Claim Form is [available on our website](#) under 'current volunteer tutors'.

Alternatively you can request the form from your Programme Coordinator.

## Completing the expenses form

- Ensure to include your name, bank details, date and the name of the school you volunteered at.
- Start a new line for each session you are claiming for.
- Collect receipts together. Scan or take a photo of these and save on the second tab of the form.
- You will be asked to confirm the following statement - an electronic signature is sufficient: I apply for payment of the amount shown on this claim form and confirm that the details are correct and the expenses claimed were actually and necessarily spent by me in the course of my volunteering activities. I attach original receipts and understand that claims will only be paid if they comply with the expenses policy.
- Return the completed form to your Programme Coordinator who will be able to approve the expense. The finance team will then reimburse the expense if it meets the policy guidelines.
- Payment will then be made directly into your bank account. This usually takes up to 2 weeks to process and clear in your account.
- For queries regarding expenses, please contact us via email via [finance@actiontutoring.org.uk](mailto:finance@actiontutoring.org.uk) or phone on 0300 102 0094.

## Our shared commitment: Volunteer agreement

### Your commitment to the pupils

- **Your time:** We ask that you commit to tutoring 1-3 pupils for one hour a week for the duration of the programme (10-20 weeks, not including school holidays). This consistent support is crucial for building a pupil's confidence and progress.
- **Getting started:** Before you begin, you'll need to complete our pre-programme training. This online, two-hour session will give you all the tools and confidence you need to have a great first session.
- **Your approach:** Your encouragement and enthusiasm are key! Please make sure to use the Action Tutoring resources to prepare for and familiarise yourself with each session. This will ensure you can guide your pupils effectively and keep them engaged.

### Keeping us in the loop

- **If you can't make a session:** We know life happens. If you're unable to attend a session, please give us at least 24 hours' notice, unless it's a genuine emergency. This allows us to try to find cover, or let the school know so a pupil isn't left waiting.
- **Raising issues:** If you encounter any problems or have any concerns during the programme, please let a member of the Action Tutoring or school staff know as soon as possible. We're here to support you.

### Our shared promise of safety and respect

- **Protecting pupils:** Your first priority is the safety of the pupils. We ask that you read and agree to follow Action Tutoring's [Child protection and safeguarding policy](#) at all times.
- **Safeguarding checks:** You'll need to complete a full DBS check with us, or provide an original copy of a DBS check from the last two years and a form of identification, before you start tutoring. This is a vital step to ensure we provide a safe environment for all pupils.
- **Our community:** We believe in treating everyone with respect. We ask that you treat all Action Tutoring staff politely. We have a zero-tolerance policy for any aggressive, rude, or abusive behaviour towards our employees.

### Flexibility and the future

There is no pressure to continue volunteering beyond your one-programme commitment. However, if you would like to continue your volunteering and support more pupils in the future, we would be delighted to have you.

Thank you for joining us as a volunteer tutor.

## Volunteer tutor expectations

What you can expect from us:

**Skills:** A fulfilling, enjoyable and quality volunteering experience where you will develop self-confidence and learn new skills.

**Safe:** We will ensure you are volunteering in a safe environment.

**Supervision:** Appropriate supervision will be provided when you are volunteering. Support and guidance will be given should you have any issues or problems.

**Tutoring resources:** Appropriate training and resources will be provided.

**Expenses:** You can claim travel expenses if required upon production of receipts.

**Insurance:** You will be insured whilst you are volunteering.

**Equality:** No volunteer tutor will be excluded on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

**Knowledge:** You have the right to know what is expected of you as a volunteer tutor. You can say no to any tasks you don't feel comfortable with, and you will never be expected to volunteer more time than you feel able to, beyond your initial agreed commitment.

**Confidentiality:** Your personal details will be treated as strictly confidential in line with our GDPR legislation and privacy statement.

**Empowerment:** We aim to empower our volunteer tutors by offering the opportunity to carry on tutoring after the programme has ended if you wish, providing ongoing training and by inviting feedback.

**Feedback:** You have the right to give and receive feedback on any aspect of your volunteering and Action Tutoring will strive to improve the programme along these lines.

## What we expect of you:

**Training:** We expect you to attend the mandatory training sessions and engage with ongoing development opportunities.

**Dedication and honesty:** Please do things that you have said you will, or give substantial notice if you cannot attend. If you wish to withdraw from a programme, please talk to your Programme Coordinator first.

**Support:** Inform your Programme Coordinator if you are experiencing any difficulties with your volunteering or if you need any further support.

**Respect:** We expect you to respect and understand the needs and wishes of other volunteer tutors and our Programme Coordinators. Please support your fellow volunteers to the best of your ability.

**Equal opportunities:** Treat others fairly and in accordance with our Equal Opportunities policies. You should not exclude anyone on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. You can find our Standards of Behaviours [here](#).

**Confidentiality of information** will be adhered to at all times. Please respect the confidentiality of others.

**Behaviour:** Please adhere to our policies at all times whilst volunteering and behave in a professional manner while in our partner schools.

**Speak up:** If you are experiencing problems or difficulties with your volunteering.

**Risk:** Speak up if you see potential danger and never put yourself or others at risk. Feed back If you can think of any ways to improve what we do, please tell us.

**Up to date:** Keep Action Tutoring informed of any changes to your contact details or availability.

**Safeguarding:** Follow our safeguarding policies and procedures to keep yourself and your pupils safe from harm.

## Volunteer tutor clothing guidance

While we always want you to feel as comfortable as possible when tutoring, Action Tutoring also asks volunteer tutors to dress in a way that is appropriate for a school setting. **This applies whether you're tutoring in person or online.**

Schools are professional environments with dress codes for pupils and staff.

We ask volunteer tutors to wear smart-casual, school-appropriate clothing which could include:

- Smart jeans or trousers
- Smart dresses or skirts
- Smart jumpers, t-shirts or tops
- Smart trainers or shoes

Please **do not** wear:

- Ripped or dirty clothing
- Revealing clothing (such as cropped tops)
- Offensive slogans
- Shorts or very short skirts or dresses

If you are unsure whether or not a particular item of clothing would be considered appropriate in a school setting, you are always welcome to ask our advice.

## Absences guidance

We really appreciate the time that you give each week to volunteer for us. Regular tutor attendance is key to the success of the tutoring programmes in our partner schools. This is to ensure that pupils can build a great relationship with their volunteer tutor, make progress during the sessions and to ensure we deliver as many hours of consistent tuition as possible. To do this we keep a clear record of tutor and pupil attendance to help us report on the work we do.

By signing up to tutor on a particular programme you commit to attending all sessions; unless you have already told us you cannot make a session in advance of allocation. This helps us to offer assurance to schools that volunteer tutors will be committed to their pupils. We therefore ask that you attend all sessions, unless something unforeseen and unavoidable comes up during a programme.

### Exceptions

We fully understand that there may be unforeseen and unavoidable circumstances when you cannot make a tutoring session, for example, a family emergency. In these cases, we ask you to be as communicative with us as possible and get in contact as soon as possible.

Sometimes tutors ask us what counts as an acceptable reason for being absent and what doesn't. Inevitably, this depends on circumstances but below are some suggestions highlighting what we would consider an appropriate reason for missing a session and what would be less acceptable:

#### Good reasons

- University/work commitments
- Job interview
- Unexpected child care problem
- Bereavement

#### Bad reasons

- Hungover
- Running errands
- A cold — if you're well enough to go to work please do try and make your session.

In all cases of absence we ask volunteer tutors to:

- Contact Action Tutoring (via email or telephone) as soon as you are made aware of the upcoming absence to confirm the reason.
- Where possible, we ask that you provide as much information as possible about your pupil e.g. their name, what has been covered so far and what you had planned for the session. A detailed outline of the tasks and activities you were going to use would also be greatly appreciated.
- If something unforeseen and unavoidable occurs within 24 hours of the session, please contact both Action Tutoring and your Programme Coordinator.

## References policy

Action Tutoring is willing to provide references for volunteer tutors; we appreciate your hard work for us and are keen to support volunteer tutors to go on to further opportunities through providing a reference. However, we have thousands of volunteer tutors across the country and have therefore put in place some guidelines. This is to ensure we are operating a fair and consistent approach to all volunteer tutors.

### Types of reference

References might take the form of a factual reference (providing basic information about programmes/sessions attended), providing you with a letter, which you can pass on to anyone requesting a reference, or you might wish to give our contact details to another organisation to contact us directly. We prefer to provide a factual reference. This enables you to use the reference as many times as you need to without needing to keep contacting us, and we can use our standard reference forms.

### Guidelines for references

We are happy to provide a reference as long as:


- You have completed a full term's programme with us and attended all sessions. We will not provide a reference half way through a programme.
- If you are giving our details to a company to contact us, inform us in advance that you will be giving our name as a referee. This is courteous and good practice and will enable us to address any reasons why we can't provide a reference in advance. If you do not ask our permission to give our name, we will not provide the reference.
- The reference should be for an activity relating to volunteering, young people or education. We will not be able to provide references for any activity that is very unrelated to your experiences with Action Tutoring.
- If you have only tutored on a revision day, and not a full programme, we are only able to provide a factual reference.
- In order to manage our workload, we will only be able to provide up to 3 references per volunteer if contacted directly by organisations.
- Requests for references should be made within 12 months of volunteering with Action Tutoring and we will not be able to provide references beyond this timeframe.

### Who to ask

References are normally provided by your Programme Coordinator. Please contact them directly, or if you are unsure who to ask then email: [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk)

## WhatsApp code of conduct

- Information about individual pupils **must not be shared** between volunteer tutors on WhatsApp and you **must not** share anything that could be used to identify a pupil. This would breach safeguarding and GDPR rules.
- By consenting to use WhatsApp you are confirming that you are happy for your name, profile picture and mobile number to be shared with the rest of the volunteer tutors in the group.
- **You must not privately message** other volunteer tutors on WhatsApp without their prior consent.
- **You must not share other volunteer tutors' contact details** without their prior consent.
- **You must not share information communicated in the group** to any other sources, without the consent of the sender.
- **Be kind and courteous** to other WhatsApp group members. Create a welcoming environment and treat each other with respect.
- **Do not share any promotions, spam or any information which is irrelevant** to tutoring and the aims of the charity.
- If you do not follow this code of conduct you will be **removed** from the WhatsApp group and Action Tutoring will review your suitability as a volunteer tutor.
- **You have the right to remove yourself** from an Action Tutoring WhatsApp group or ask to not be contacted using WhatsApp at any time.
- **All other Action Tutoring policies and codes of conduct apply** when using WhatsApp as a volunteer tutor.



*"It's dedicated time where you can talk to someone about your learning and where you need help. Knowing you have that extra support has given me more confidence in class."*

— A secondary pupil in London

Email [hello@actiontutoring.org.uk](mailto:hello@actiontutoring.org.uk)  
Or call 0300 102 0094  
[www.actiontutoring.org.uk](http://www.actiontutoring.org.uk)  
@ActionTutoring

Registered charity number: 1147175  
Registered company number: 8015978