

*Last updated: November 2020*

## 1 Introduction

- 1.1 Bright Heart Education Ltd (company number 11179043) of 20-22 Wenlock Road, London, N1 7GU (“**Bright Heart**”) requires tutors representing it to provide tuition to students in a congenial and safe environment.
- 1.2 Bright Heart has a moral and legal obligation to ensure that, when given responsibility for young people and vulnerable adults, they are treated with the highest possible standard of care.
- 1.3 Bright Heart’s Safer Recruitment Policy (the “**Policy**”) aims to ensure that unsuitable candidates are deterred from applying to work with Bright Heart’s students and should they apply, they will not be successful in their application.
- 1.4 Our recruitment and selection procedure have the objective that the most suitable candidates are hired as tutors, with all applicants receiving fair and equitable treatment during the entire recruitment and process.
- 1.5 Bright Heart is committed to providing the best possible care to its students and vulnerable adults and to safeguarding and promoting welfare of children and young people.
- 1.6 Our Policy adheres to relevant employment law practice.
- 1.7 Safer recruitment is acknowledged as our first line of defence in the safeguarding of children and young people.
- 1.8 The Policy is intended to set out the values, principles and policies underpinning Bright Heart’s approach to recruitment and selection of its staff and tutors.
- 1.9 All staff involved in the recruitment process must fully adhere to this Policy.

## 2 Job Advertisements

- 2.1 Bright Heart posts tutoring vacancies which run on job internet platforms such as Indeed and Reed. These posts run from 2 weeks to around a month in duration, ensuring that Bright Heart benefits from as wide a pool of prospective candidates as possible.
- 2.2 These adverts outline the expectations and requirements for the tutoring role, including the requirement to have a minimum of 12 months of relevant UK tutoring / teaching experience.
- 2.3 Adverts require candidates to submit a CV and strongly encourage candidates to submit a cover letter.
- 2.4 The adverts make clear that Bright Heart follows stringent screening, and pre-employment checks including:
  - 2.4.1 Holding a screening call and in-person interview
  - 2.4.2 Ensuring that a candidate has a clean and current Enhanced DBS, with a check of the children’s barred list
  - 2.4.3 Will be required to provide at least 2 independent work references and 1 independent parent reference
- 2.5 The adverts include pre-screening questions, including a question on whether the candidate has a clean and current enhanced DBS in place and the necessary required experience.

## 3 Initial Screening

- 3.1 Bright Heart reviews pre-screening questions, CV’s and cover letters to determine if a candidate meets the job requirements.
- 3.2 Bright Heart has a broadly gender balanced workforce of tutors and gender is not considered when hiring tutors.
- 3.3 Suitable applicants are shortlisted and then screened telephonically.
- 3.4 The purpose of the screening call is to determine if the candidate appears suitable to work with our students and thus be offered an interview.
- 3.5 Key questions covered in the screening call include:

- 3.5.1 Their current role
- 3.5.2 Their motivation for applying for the role
- 3.5.3 Their tutoring experience
- 3.5.4 If they possess an Enhanced DBS
- 3.5.5 What subjects they are looking to tutor
- 3.5.6 Their available time to tutor during the week
- 3.5.7 Their SEN or other relevant experience
- 3.5.8 Other relevant questions based on their CV or cover letter, such as understanding gaps or whether they have the right to work in the UK if they have lived or been schooled overseas
- 3.5.9 Determination of their communication skills, enthusiasm, and professionalism

## 4 Equal Opportunities

- 4.1 Bright Heart follows an equal opportunities policy and wishes to recruit and employ those people who are best suited for the vacancies for which they have applied, regardless of sex, sexual orientation, religion and belief, race, disability, maternity and pregnancy, age, gender reassignment, marriage and civil partnership.
- 4.2 Bright Heart complies fully with the Equality Act 2010 including the guidance issued by the Government Equalities Office (GEO) <https://www.gov.uk/government/organisations/government-equalities-office> giving specific exclusions in regard to pre-employment health questions.

## 5 Interview

- 5.1 Successfully screened candidates are invited for an interview.
- 5.2 The interview process is designed to ensure that a candidate would be suitable for the role based on their qualifications and experience, that they understand their obligations in terms of safeguarding and child protection and take them seriously, and to identify any red flags.

- 5.3 The interview also enables Bright Heart to get to know its tutors more personally in order to make better matches to students.
- 5.4 During the interview, Bright Heart provides the candidate with:
  - 5.4.1 An introduction to Bright Heart and its philosophy on education and tutoring, including guidance on the Bright Heart approach
  - 5.4.2 An outline of the key requirements of our Child Protection and Safeguarding Policy
  - 5.4.3 The expectations of Bright Heart for their communication and conduct and a broad outline for the tutoring process
  - 5.4.4 An description of the training tutors will be required to do as Bright Heart tutors, including nasen training and periodic safeguarding refresher training
  - 5.4.5 The range of pay for their role
  - 5.4.6 An explanation of the next steps in the process
- 5.5 The candidate is asked a variety of questions to cover the objectives in Clauses 5.2 and 5.3, including:
  - 5.5.1 A review of their experience as outlined in their CV
  - 5.5.2 Scenarios for handling a particular type of student, to determine if they demonstrate the experience claimed in their CV
  - 5.5.3 A discussion of any gaps in their CV
  - 5.5.4 A review of their relevant qualifications
  - 5.5.5 An assessment of their motivation for wanting to work with children in the particular role
  - 5.5.6 If there are any disciplinary actions outstanding, or cautions, warnings or barrings
  - 5.5.7 If they are mentally and physically fit to perform the duties of a self-employed tutor
  - 5.5.8 If they have the right to work in the UK if they do not possess a UK passport
- 5.6 In the interview the candidate's responses are closely examined when questioned about how they tutor and work with students, especially those with special educational needs.
- 5.7 Prior to Covid-19 lockdown, interviews were all conducted in person;

as a result of Covid-19, interviews may be conducted online using video communications software, but subject to an in-person final short interview and check of key documents.

## 6 Checks and References

- 6.1 Bright Heart carries out a number of pre-hiring checks in respect of tutors short-listed for background checks following the interview stage.
- 6.2 The following checks are performed:
  - 6.2.1 A minimum of 2 professional written references, with the references to cover recent jobs in the candidates CV
  - 6.2.2 A further tutoring/parent reference
  - 6.2.3 Original documentary evidence of relevant qualifications
  - 6.2.4 A current original DBS at enhanced level, with a check of the children's barred list. This must be less than 2 year's old (unless on the update service, which Bright Heart will only check once it receives the express permission of the tutor following contracting)
  - 6.2.5 A candidate's passport and if appropriate, that a valid work permit is in place. Where tutors have immigrated to the UK in the last 5 years, they will also need to provide references from their country of origin and a police check / DBS equivalent from their country of origin.
- 6.3 In order to streamline its process following Covid-19, Bright Heart performs initial checks of the documents outlined in Clause 6.2 via scans sent via email, with a final in-person check of documents scheduled before a tutor is eligible to commence tutoring.
- 6.4 Where a candidate does not have an enhanced DBS check in place, Bright Heart is able to process this check on their behalf, using a third party provider, uCheck (the tutor is responsible for this cost, which is currently £50.40). This is typically performed following contracting, but is a requirement before any tuition can commence.

## 7 Contracting

- 7.1 If the referencing process is satisfactorily completed and all checks outlined in Clause 6.2 have been completed (via scans), the director responsible for interviewing the candidate proposes a tutor tier, which 2 other directors then check to agree to.
- 7.2 Simon McQueen is responsible for performing a final review of a candidate's documents, screening and interview notes before then sending the tutor the following documents for their review:
  - 7.2.1 A Key Information Document in accordance with regulation 13A of the Conduct of Employment Agencies and Employment Businesses Regulations 2003
  - 7.2.2 A welcome letter providing a tutor with information on their tutor tier and the next steps, including signing documents and a final in-person meeting and document check
  - 7.2.3 A contract for services, which requires the tutor to adhere to Bright Heart's various policies and procedures including those outlined in the tutor pack, registering for the DBS update service once their DBS is more than 2 years old, giving Bright Heart permission to check the DBS update service, and attesting to being physically and mentally fit to provide tuition
  - 7.2.4 The Safeguarding and Child Protection Policy
  - 7.2.5 An agreement between the tutor and clients of the agency
  - 7.2.6 An illustrative example of the incentive payment
  - 7.2.7 A tutor pack, containing detailed guidance on providing tuition safely (including taking necessary precautions due to Covid-19 and adhering to the Safeguarding and Child Protection Policy), the Bright Heart approach, nasen training, Bright Heart tuition management system and providing online tuition safely
  - 7.2.8 A summary overview of the Bright Heart Approach to tutoring
- 7.3 Candidates are required to sign the contract for services and the Safeguarding and Child Protection Policy

### 8 In-person final meeting and document check

- 8.1 Candidates who sign a contract for services and their Safeguarding and Child Protection Policy will be invited to meet one of the directors prior to commencing any tutoring (preferably a director who did not interview the candidate).
- 8.2 This in person meeting will take the form of an informal chat over coffee as well as a document check of original documents outlined in Clauses 6.2.3, 6.2.4 and 6.2.5.
- 8.3 Candidates are also required to sign into our secure tuition management system and create a profile, specify their tuition levels and subjects they wish to be considered for, as well as providing secure bank account information, and their backgrounds and teaching experience.
- 8.4 Bright Heart uses labels to flag on this tutor database those tutors that have not completed an in-person check, or have an outstanding or expired DBS. Such tutors are not eligible to provide tutoring to any students.
- 8.5 Tutors that have not completed nasen training and safeguarding refresher training are also flagged on the system.

### 9 On-going procedures

- 9.1 Bright Heart carefully monitors tuition and lesson reports and follows up with all clients following a tutor trial.
- 9.2 Any client concerns raised are escalated and discussed with the other directors and any appropriate action is taken, including terminating a tutor's contract for services and ceasing to work with a tutor, or taking any further steps necessary.
- 9.3 Tutors are required to complete in-person / SEN training and a related test produced for Bright Heart by nasen within 1 month of signing their tutor contract for services.
- 9.4 Bright Heart arranges periodic in-person training workshops for tutors.

- 9.5 Bright Heart maintains active dialogue with all tutors, and sends tutor broadcasts via its tuition management system to all tutors with important updates when required, for example to update tutors on safeguarding or Covid-19 procedures.

### 10 Conclusion

- 10.1 Bright Heart is committed to ensuring that when given responsibility for young people and vulnerable adults, they are treated with the highest possible standard of care.
- 10.2 Bright Heart will take all necessary steps to guard against working with tutors who are not suitable to work with children or vulnerable adults.
- 10.3 This Policy is dated November 2020 and will be reviewed and updated on a periodic basis to ensure compliance with legislation and best practice.