Develop Us

Parents' Code of Conduct & Safeguarding Expectations

Designated Safeguarding Lead (DSL): Craig Keane

DSL Email: craig@developus.wales

DSL Phone: 07575 678567

Policy Effective Date: October 2026

1. Overview & Purpose

At Develop Us, the welfare, safety, and well-being of every child and young person are our highest priorities. To ensure a safe, efficient, and professional online learning environment, we ask parents and guardians to support and adhere to these standards during all live online tuition sessions.

2. Learning Environment & Setup

To maintain effective boundaries and focus during lessons, please ensure your child's study environment meets the following criteria:

- **Preferred Location:** Sessions must be conducted from a neutral, quiet location within the home, such as a dedicated home office, study, or dining room.
- **Bedroom Exception Criteria:**
    - Sessions must **never** be conducted from a bedroom with a digital device placed on a bed.
    - If a bedroom is the *only* suitable space available, it must have a proper workstation set up (e.g., a dedicated desk and chair).
    - When a bedroom workstation is used, room doors must remain open, and a parent or guardian must remain in or be positioned close to the room at all times.
    - If a parent is present in the room throughout the session at a designated desk setup, bedroom sessions are permitted.

- **Attire & Backgrounds:** Children must be appropriately dressed in suitable casual or smart attire. Backgrounds should remain clear, neutral, or visually blurred using platform tools.

3. Parental Presence & Communication

- **Parental Supervision:** For students under 16, a parent or guardian should be present in the residence during online sessions and remain accessible. Parents are always welcome and encouraged to observe sessions.
- **Official Channels:** All communication, session scheduling, and link sharing must be conducted via official Develop Us platforms or verified parental contact details. Tutors are strictly prohibited from contacting students through personal social media accounts or private messaging channels.

4. Session Technology & Privacy

- **Authorised Platforms:** Lessons are delivered on Zoom using secure, password-protected video platforms.
- **Recording Consent:** Sessions will **not** be recorded unless prior explicit, written consent is obtained from the parent or guardian. Any authorised recordings are encrypted and securely stored strictly for quality and safeguarding audits.

5. Safeguarding Concerns & Contact

If you have any questions about this policy, or if you ever have concerns regarding session safety or standard expectations, please reach out directly to our Designated Safeguarding Lead:

- **DSL:** Craig Keane
- **Email:** craig@developus.wales
- **Phone:** 07575 678567
- **Emergency:** In any situation where a child is in immediate danger, please call emergency services (999) immediately.