Explore Learning Ltd Risk Assessment for Online Offering

Purpose: The primary objective of this document is to protect members, their families and Explore Learning staff from online risk. The first part of this Risk Assessment is for the reference of Explore Learning staff working from home only. **This document is reviewed annually.**

Area of Risk/Hazard Fixtures and fittings	Risk	People at Risk	Status
Manual Handling	Injury to persons	Staff	There are no requirements for staff to undertake any heavy lifting in line with their working from home. Staff are advised (see 'Working from Home Risk Assessment Checklist' and Working from Home Policy, found in the 'Working from Home' section of the HR page in the company intranet), to place all items that they require for their role to be placed within easy reach and that heavy items are stored on lower shelves to avoid the need for lowering them. All staff are required to complete H&S training on an annual basis. Staff are advised on safe manual handling procedures should they need to handle heavy loads. Staff with back problems or who are pregnant are advised not to do any manual handling or partake in any activities which may set them off balance.
Electrics	Electric shock, tripping over cables	Staff	Staff are advised in the 'Working from Home Risk Assessment Checklist' (found in the 'Working from Home' section of the HR page in the company intranet) to check that no electrical equipment sparks or shows signs of burns; that no wires look damaged or frayed; to regularly inspect electrical equipment to check for signs of wear and tear; and to switch off equipment when not in use. If staff are using Explore Learning issued equipment, then they should contact the IT team via Topdesk if they have any concerns, if they are using their own equipment they should contact their line manager if they are concerned.
Computers	Repetitive strain - damage to eyes	Staff	Staff are supported in ensuring their workspace is set up correctly for them through the 'Working from Home' section on the HR section of the company intranet. In this section, there is a video from the DSE website to advise on computer height level, chair set up and other computer/desk related set up. The 'Working from Home Risk Assessment Checklist' advises staff to check that their keyboard and mouse are clean and within easy reach; that their display screen is clean and positioned so there is no glare from a window or light; and that the display screen is at eye level (use a computer stand or boxes to lift up if necessary). More information can be found in company's Working from Home Policy.
Lighting	Damage to eyes	Staff	Staff should check the lighting levels are comfortable at regular intervals throughout the day, and to add a lamp to their desk if they need to increase light levels if required. It is suggested that staff ensure their display screen is positioned where there is no glare from window or light. It is advised to have curtains/blinds for blocking glare/direct sunlight if required.
Temperature	Too hot or cold	Staff	Staff should observe the temperature in their work area. Advised in the 'Fire Risk Assessment Checklist' (found in the 'Working from Home' section of the HR page in the company intranet), staff should ensure their working area is warm, well-lit, and well-ventilated. Staff are advised that when it is too cold, this causes distraction and dexterity in hands. When too warm, staff may not be moving regularly enough. Staff should also consider air quality, by ensuring access to windows or ensuring regular breaks include fresh air.

Posture	Injury to persons	Staff	Staff are supported in ensuring their workspace is set up correctly for them through the 'Working from Home' section on the HR section of the company intranet. In this section, there is a video from the DSE website to advise on chair set up and other computer/desk related set up and supporting their wellbeing whilst working from home. Adjusting chair height is advised (use cushions or boxes to lift if necessary). Regular breaks and movement are encouraged. Feet should be flat on floor or use box as a footrest, staff are advised to check they have enough surface space on their desk to work comfortably; should sit back and consider shoulders and back are straight. More information can be found in company's Working from Home Policy.
Furnishing	Accident from falling or hitting body. Injury from continued use of unsuitable furniture.	Staff	Staff are advised to check their furnishings seem safe. This includes: floor coverings, such as carpets and rugs are secure; stairways and corridors are clear of trip hazards (and well lit); that the floor area around desk is clear of boxes, papers and wires; and that desk/chair furniture seems in good condition where there is no reason for injury. More information can be found in the 'Working from Home Risk Assessment Checklist' (found in the 'Working from Home' section of the HR page in the company intranet).
Fire Safety	Asphyxiation or burning	Staff	Staff should regularly assess that their environment is fire safe. As per the 'Working from Home Risk Assessment Checklist' (found in the 'Working from Home' section of the HR page in the company intranet), smoke detectors should be installed in the home and checked by the staff regularly (e.g. every month). Explore Learning's online offering is paperless, so staff should ensure any of their own material classed as 'fire fuel' e.g. paper should be kept to the minimum. Computers and electrics should be checked as per this Risk Assessment to ensure that cables are not damaged or frayed and that there has been no sign of burning or sparks before each use. Staff should make sure they have a clear walkway/exit from the home with an arranged emergency agreement with other members of the household. Staff should consider no smoking taking place in the home.

Area of Risk/Hazard Practises & Procedures	Risk	People at Risk	Status
Informed Parental Consent	No Participation Consent	Children and Families	The Membership Agreement adhered to by parents/guardians when signing up for Explore Learning states 'I agree to my child/ren participating in online 1:1 or group sessions'. Alongside giving their informed consent on enrolment, parents are provided with guidance on how to support their children to participate appropriately and safely, to mitigate the risks associated with online learning. Parents are also guided to online safety resources via the FAQs section of the Explore Learning website and can raise any concerns they have regarding their child's participation with Explore Learning staff.

Medical Conditions and Allergies	Illness or Adverse Reaction	Children and Staff	All staff complete a self-declaration of any current or history of medical conditions, any disclosures are followed up if considerations need to be made. All parents are required to give details of children's medical conditions/allergies when they join and keep Management up to date with any changes. These are recorded on our membership database. Parents of those with medical conditions/allergies are required to complete a Medical/Treatment permission form. All staff are kept informed about children's serious medical conditions/allergies. Children with serious medical conditions/allergies should always be supervised by an adult for sessions. In the event of witnessing an accident or emergency, staff will attempt to contact parents/guardians but it we are unable to do so, we will need to take the necessary action. All tutoring staff are supported by a manager with first aid training. Good hygiene practises are encouraged.
Security and Safeguarding	Unauthorised Communication	Children and Staff	Staff get to know children and parents well. Names are requested for who is permitted to communicate with Explore regarding membership and contact details are available. Parents are required to provide a private password which is recorded on the membership database in case they need to give verbal permission to make requests/changes to the membership. Communication with staff is via parent/guardian email address, never a member's, and parents/guardians must only respond to official Explore email accounts. Staff will never make contact with members through personal email addresses/phone numbers or connect with members on social media.
Security and Safeguarding	Unauthorised Access to Sessions	Children and Staff	Links/invitations to sessions are sent from official Explore Learning email accounts directly to parents/guardians enrolled with Explore, and are never to be shared with anyone else. Member 'Compass' accounts are authenticated using a one-time text code sent to the mobile number registered on the company database. Following authorisation, children can access independent learning sessions via the members area. Only members enrolled onto sessions will be permitted entry from the platform waiting room. Members will only be admitted to sessions if they use full names, members using joke names will not be admitted. Attempted unauthorised access will be reported as an incident and appropriate action will be taken. Staff will ensure they arrive on time for sessions so that a child is not logged on without supervision.
Security and Safeguarding	Maintaining Professional Boundaries	Children, Families and Staff	Explore Learning staff will always maintain professional relationships with children and families. The staff Code of Conduct details that staff must always be courteous towards customers and other employees, ensure their tutoring environment is suitable, and behave appropriately when tutoring children in both 1:1 and group sessions. Managers can drop-in to sessions at any time to ensure that tutoring is in line with expectations. Staff have been trained to respond to inappropriate behaviour and conversation, and to alert Management of any concerns immediately. Company Policy states that Management will only ever contact customers using official company channels. See Company Safeguarding Policy & Procedure for further clarification.
Security and Safeguarding	Unsuitable Adult to Child Ratios	Children and Staff	Explore at Home will only ever have a maximum of 6 children working with one Tutor. A Manager is on hand to respond to concerns, questions, or inappropriate behaviour at any time. All staff are Enhanced DBS/PVG /NI Access checked. If at any time a parent/guardian has concerns, they are able to notify their child's Tutor to make contact with a Manager or phone Head Office to ensure the appropriate action is taken.

Security and Safeguarding	Unsuitable Environment for Learning	Children, Families and Staff	Parents/guardians should consider where a child's session is being held, and that no personal information is visible in the background; avoid holding sessions in bedrooms. Children must be fully clothed and dressed appropriately for their sessions.
Safeguarding	Child Unsupervised / Home Alone	Children and Staff	Children under the age of 12 must be supervised at home by an over 16 when undertaking a session. Sessions are always run by a Tutor aged 17 or over with an enhanced DBS/PVG/NI Access certificate. Staff have been trained to remain vigilant at all times and will communicate any concerns regarding child supervision immediately to a Manager who will take the appropriate action.
Safeguarding	Exposure to Inappropriate Sites / Comments Online	Children	Staff are given specific guidance on safeguarding members and themselves whilst online through company training modules. Staff understand that online safety is a core part of safeguarding and are trained to report any online-safeguarding concerns as with other incidents, in accordance with company policy. Staff will always encourage sensible use of online platforms and consider the potential dangers and the age appropriateness of websites. Staff identify opportunities to discuss online safety through sessions with members. Staff monitor member internet use closely when tutoring and report the use of any other sites/platforms visited as appropriate. Where concerns are raised, Management will be notified, and swift action will be taken. Incidents are reported centrally to the Head of Safeguarding and recorded on the Central Incident Register. Parents/guardians should teach children about keeping safe online, that comments posted will be seen by others and cannot be edited/deleted, which can become part of their digital footprint. Staff are able to provide parents/guardians with advice and guidance on keeping children safe online. Any concerns about online safety must be reported urgently to the Tutor who can put parents in touch with a Manager. Code of Conduct details that staff model safe, responsible and professional behaviours in their own use of technology both in and out of work. Further clarification is detailed in company Online Safety Policy.
Safeguarding	Physical Violence or Abuse	Children, Families and Staff	Staff undertake thorough safeguarding training to support them in responding to concerning comments and incidents appropriately and with urgency. Should staff witness abuse or violence during a session, either towards a member or otherwise, this will be immediately reported to a manager who will escalate as deemed necessary. See Company Safeguarding Policy & Procedure.
Safeguarding and Behaviour	Offensive or Inappropriate Comments / Images Shared in Chat Window from Participants	Children	Staff control the chat window for the session and are trained to react promptly in the event of inappropriate content being shared. Any members being disruptive will be removed from the session. Comments will be noted and deleted from view of other participants. Behaviour will be addressed with the member and any other participants on the call, and staff will clearly outline what is acceptable and not acceptable conduct and what sanctions will be enacted if rules are broken. Behaviour such as threats or harassment of others, hate speech, threats of violence and posting personal information will not be tolerated. Concerns and incidents will be escalated to parents/guardians as applicable. Incidents are reported to managers and escalated to Head of Safeguarding where they are recorded on the Central Incident Register.
Abuse or Neglect by Staff	Abuse or Neglect	Children	Exceptional care is taken in recruiting, vetting and training staff, including Enhanced DBS/PVG/NI Access checks and Code of Conduct. Staff work in a very low ratio with children. Management is available to supervise sessions on request. See also Company Safeguarding Policy & Procedures.
Managing risk of Violence	Injury to Persons	Children and Staff	Explore operates a behaviour policy which staff are trained to enforce. All staff are Enhanced DBS/PVG/NI Access checked. Low ratios allow close supervision of children to maintain high standards of behaviour. Staff make parents and children aware on joining Explore of our expectations regarding behaviour.

| Manging Violent Incidents | Injury to Persons | Children and Staff | Low staff ratios allow issues to be dealt with swiftly. Bonds are built quickly with staff and respect is quickly attained as well as behaviour expectation setting. When staff encounter difficulties with a child, they do not raise their voice but instead will speak quietly and calmly to the child.

Whilst every effort should be made to prevent such situations arising, if a child is behaving in an inappropriate manner or at risk of harming themselves or others present physically, staff will contact the parent/guardian supervising the session for support. Where a child is being difficult and they must be reprimanded, staff make sure that they understand they are disagreeing with their behaviour rather than them as a person. Staff make it clear that by being disruptive they are spoiling the session and their opportunity to learn. Older children are encouraged to set an example to the other younger children in group sessions. Staff encourage them to take a mature attitude, deciding independently how to behave themselves, rather than having to be told by a member of staff. |
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| Recording / photographing sessions | Recordings / Images Taken by Staff | Children and Staff | Staff are advised that they are not allowed to take any images or recordings of sessions without prior consent from the parent (obtained through online permission form). Managers are able to monitor any recordings that have been made and are advised to delete. Recordings that do have permission are sent to the training team to be stored on secure fileserver with limited access. It is against company policy for staff to use additional personal devices (eg. mobile phones) when tutoring sessions online unless to make contact in an emergency. Further clarification is detailed in company Safeguarding Policy & Procedures. |
| Recording / photographing sessions | Recordings / Images Taken by Users | Children and Staff | Company policy states that no end users should take visual or audio recordings or images of sessions. Children must not have access to, or use additional personal devices (eg. mobile phones) when undertaking sessions online. Parents/guardians are not permitted to take photographs or videos unless it is of their own child, and no other children or staff feature in the background. Staff have been trained to be vigilant and respond immediately if they see recordings/images being taken. Parents will also be contacted to ensure any material has been deleted and reminded of company policy. |
| Device Use | Staff Inappropriate Use of Own Devices | Children, Families and Staff | Company policy sets out how employees should ensure that they protect any personal data while working from home or when bringing their own devices to work. Employee obligations include strict measures relating to; security, mobile-device management, technical support, retention and deletion of company data, cooperation with subject access requests, third-party use of device, termination of employment. Further clarification is detailed in staff facing Use of Own Device Policy. |
| Privacy and Controls | Risks Associated with Using the Compass Platform | Children and Staff | The Compass application is TLS encrypted which encrypts all activity on Compass. The user accounts are encrypted excluding the First Name, DOB and Student Reference Number. All other information held is in an encrypted database. |