SAFE ONLINE LEARNING

SAFEGUARDING & CHILD PROTECTION

Policy and reporting procedure for Langlear's online tutoring service

Safeguarding lead

Langlear Safeguarding Lead

Version

1.1

Effective date

2 October 2026

Safeguarding contact

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Safeguarding Lead The Langlear Safeguarding Lead receives safeguarding reports for Langlear. Immediate danger must be reported to the relevant local emergency service first.

Our safeguarding commitment

Langlear is operated by Langlear LLC, a limited liability company registered in New Mexico, United States. Langlear is committed to providing online language and academic lessons in which children and adults are treated with dignity, listened to and protected from avoidable harm. The welfare and best interests of a child are a primary consideration in every safeguarding decision.

This policy applies to Langlear, Tutors within the Langlear tutor network, tutor applicants, Students, Parents/Guardians, contractors and anyone acting on Langlear's behalf. A child means any person under 18.

01

Prevent

Set clear boundaries, safer working practices and approved communication arrangements.

02

Recognise

Remain alert to signs, disclosures, online risks and patterns that may indicate harm.

03

Respond

Act promptly, record accurately and refer concerns to an appropriate person or authority.

04

Support

Treat the child fairly, avoid blame and take proportionate protective action.

Safeguarding roles

Safeguarding Lead	Langlear Safeguarding Lead. Responsible for receiving concerns, deciding immediate protective measures, maintaining secure records, making or supporting referrals and reviewing this policy.
Tutors	Must follow this policy, maintain professional boundaries, complete required safeguarding learning and report concerns immediately. Tutors must not investigate concerns themselves.
Parents/Guardians	Provide accurate information, remain appropriately involved in a young learner's arrangements and report concerns promptly.
Langlear	Maintains reporting routes, applies proportionate safeguards, supports fair handling of allegations and cooperates with competent authorities.

Immediate danger Contact the emergency services or child-protection authority in the child's location first. Then notify Langlear as soon as it is safe to do so.

What safeguarding covers

Safeguarding is broader than responding to confirmed abuse. It includes preventing harm, promoting welfare, identifying concerns early, maintaining safe professional practice and taking action when a child may need protection or support.

Physical abuse

Deliberate physical harm, inappropriate restraint, poisoning or fabricating or inducing illness.

Emotional abuse

Persistent humiliation, threats, rejection, coercive control, exposure to frightening conduct or serious bullying.

Sexual abuse

Contact or non-contact sexual activity, sexualised communication, grooming, exploitation, exposure to sexual content or requests for images.

Neglect

Persistent failure to meet basic physical, emotional, educational or medical needs where this is likely to cause harm.

Online harm

Cyberbullying, grooming, coercion, image-based abuse, harmful content, impersonation, doxxing or unsafe private contact.

Exploitation

Sexual or criminal exploitation, trafficking, forced labour, financial exploitation or pressure to benefit another person.

Discrimination and identity-based harm

Racist, religious, sexist, disability-based or other discriminatory abuse, including targeted harassment.

Other serious risks

Domestic abuse, self-harm, suicidal risk, forced marriage, honour-based abuse, radicalisation, missing episodes or unsafe caregiving.

Possible indicators

Indicators may include unexplained injuries, marked changes in behaviour, fear of a particular person, sexualised behaviour inconsistent with age, repeated hunger or poor care, concerning comments, sudden withdrawal, unsafe online contact or a direct disclosure. An indicator is not proof, and absence of visible signs does not mean that harm is absent.

Listen without leading If a child shares something worrying, stay calm, take them seriously and use only open prompts such as “Tell me what happened.” Do not ask suggestive or repeated questions.

Reducing risk before lessons begin

Langlear uses proportionate checks and assessment when considering Tutors. No recruitment process can eliminate all risk, and no check should be described as completed unless Langlear has received and verified suitable evidence.

Expected recruitment controls

1

Identity

Verify the applicant's identity and contact information using appropriate documents and live or recorded interaction.

2

Experience and suitability

Review teaching experience, qualifications where relevant, subjects or languages offered, intended age groups, motivations and professional boundaries.

3

Introductory video and assessment

Assess communication, professionalism, interaction, teaching approach and response to safeguarding scenarios.

4

References and background checks

Obtain references and criminal-record or barred-list checks where legally available, appropriate to the role and reasonably practicable. Record the type, date, country and limitations.

5

Agreement and guidance

Require acceptance of the Tutor Agreement, Tutor Handbook, this policy, approved communication rules and reporting duties.

6

Ongoing suitability

Review concerns, complaints, conduct and significant changes. Langlear may pause opportunities while suitability is assessed.

Matching and information sharing

Before a Tutor accepts an opportunity, Langlear should share only the Student information needed to assess the match. More detailed information should be provided only after acceptance and only where relevant to teaching, reasonable adjustments, safety or safeguarding.

Parents and consent

A Parent/Guardian must authorise arrangements for a Student under 18 and provide accurate age and relevant welfare information. One guardian account may manage multiple linked children. The guardian may open the relevant child’s lesson and help them join, without sharing the guardian’s account credentials. Separate limited student access is optional and can be disabled by the guardian. Langlear may require additional adult involvement or decline an arrangement if safe delivery cannot be established.

Safe one-to-one online teaching

All lessons must remain professional, observable through appropriate records and connected to the approved Langlear teaching relationship.

Approved platform

Use the Official Google Meet Link established or approved for that Tutor-Student teaching relationship unless Langlear authorises an alternative.

Appropriate setting

Tutor and Student should use a suitable, quiet area. The visible background, clothing, language and conduct must be appropriate for education.

Parent/Guardian awareness

The Parent/Guardian should know when lessons occur and how to contact Langlear. Langlear may require them to be present or readily available where risk or age makes this appropriate.

Camera use

Camera use may support interaction and safety but must be proportionate to the Student's circumstances. A camera must never be used to pressure a child to reveal private spaces or information.

No recording by default

Lessons must not be recorded, photographed or screenshotted unless Langlear and all relevant participants authorise this in advance and applicable consent and privacy requirements are satisfied.

Lesson content

Materials and conversation must be age-appropriate, educational and consistent with professional boundaries. A Tutor should redirect unsuitable topics and notify Langlear where necessary.

Unexpected events during a lesson

- If an unknown person joins, remove or block access where possible and notify Langlear and the Parent/Guardian through an appropriate approved channel.
- If inappropriate content appears, stop screen sharing or the lesson, preserve only necessary evidence and report it.
- If a Student appears distressed or unsafe, respond calmly, seek appropriate adult or emergency help and report promptly.
- If privacy cannot be maintained, pause and rearrange the lesson rather than continuing unsafely.

One-to-one does not mean private The lesson may be individually delivered, but its scheduling, link and tutoring-related communication must remain within Langlear's approved arrangements.

Professional boundaries

Tutoring-related messages must use approved Langlear portal conversations. A Parent/Guardian may handle the conversation through their own account or enable a separate limited student login after the guardian relationship is verified. With limited access, the linked guardian can read the same lesson conversation. Private off-platform contact with a child is prohibited. If guardian access is unavailable, do not move the child to a private channel; contact Langlear.

Required	Prohibited
Use portal Messages for discussion and the lesson-change process for cancellation or rescheduling. Keep a young learner’s lesson conversation accessible to their linked guardian.	Private off-platform messages, disappearing messages or tutoring communication concealed from the linked guardian.
Use respectful, clear and age-appropriate language.	Sexualised, romantic, threatening, humiliating, discriminatory or manipulative language.
Maintain an educational relationship and redirect inappropriate conversation.	Seeking emotional dependence, treating a child as a confidant or encouraging secrecy from a Parent/Guardian or Langlear.
Use only authorised lesson links and professional accounts where provided.	Adding a child on personal social media, sharing personal accounts or moving contact off-platform.
Share materials necessary for learning through approved channels.	Requesting or sharing intimate images, unnecessary personal photographs, home addresses or live location.
Let Langlear handle payment administration.	Direct payments, gifts of significant value, private tuition offers or financial dependence.

Physical contact and in-person meetings

Langlear's ordinary service is online. A Tutor must not arrange to meet a child in person through the Langlear relationship unless Langlear and the Parent/Guardian have expressly approved a separately risk-assessed arrangement. A Tutor must never visit a child's home or invite a child to a private location without that approval.

Gifts and personal relationships

Small educational acknowledgements may be acceptable where transparent and approved. Tutors must not exchange secret gifts, money, intimate communications or favours, or develop a romantic, sexual, exploitative or otherwise inappropriate relationship with a Student.

Boundary breach A Tutor must report accidental private contact, an inappropriate message, a request to keep something secret, or any attempt to move the relationship outside Langlear.

What to do when something worries you

1

Make the situation safe

If danger is immediate, contact the emergency services or child-protection authority where the child is located. Do not delay emergency action while trying to reach Langlear.

2

Listen and reassure

Stay calm. Take the child seriously. Explain that they did the right thing by speaking. Do not promise secrecy; explain that information may need to be shared to help keep them safe.

3

Do not investigate

Do not confront the alleged person, conduct an interview, ask leading questions or attempt to decide whether the account is true.

4

Record promptly

Write the date, time, context, people present, the child's own words where possible, observable facts and actions already taken. Separate fact from opinion.

5

Report immediately

Contact the Langlear Safeguarding Lead as soon as possible and on the same day. Mark the message “URGENT SAFEGUARDING CONCERN”. Do not rely solely on a lesson message, a routine portal notification or an automated report acknowledgment.

6

Preserve and protect

Do not delete relevant messages. Preserve necessary evidence securely, avoid forwarding it unnecessarily and follow instructions from the Safeguarding Lead or competent authority.

Minimum report information

- Child's name and location, if known
- Date, time and how the concern arose
- Exact words or observable facts
- People involved or present
- Immediate safety action already taken
- Reporter's name and contact details

If unsure, report A person does not need proof before reporting a genuine concern. The Safeguarding Lead decides the next procedural step, not whether a criminal or child-protection finding is proven.

Concerns about a Tutor or adult

An allegation may indicate that an adult who works with children has harmed or may have harmed a child, may have committed an offence involving a child, may pose a risk of harm, or may be unsuitable to work with children. An allegation is different from an ordinary service complaint or a concern about teaching quality, although the same information may raise more than one issue.

Langlear's immediate response

- Protect the child and consider whether emergency or public-authority action is needed.
- Record the allegation accurately and restrict information to those who need it.
- Avoid alerting or questioning the subject in a way that could compromise evidence or safety.
- Consider temporarily pausing lessons, communication or new opportunities while the matter is assessed.
- Seek advice or make a referral to the authority responsible where the child or alleged conduct is located.
- Provide a fair opportunity for the subject to respond when and to the extent that doing so is safe and does not conflict with authority instructions.
- Document decisions, reasons, referrals, outcomes and any continuing safeguards.

Neutral temporary measures

Pausing lessons, removing access or changing a Tutor may be necessary to protect those involved and preserve a fair process. These measures do not by themselves mean that an allegation has been proven.

Concern involving the Safeguarding Lead

If a concern relates to the Langlear Safeguarding Lead or there is a genuine conflict of interest, do not report it only through Langlear. Contact the police, emergency service, child-protection service, education regulator or safeguarding authority responsible for the child's location. A Parent/Guardian may also seek independent legal or safeguarding advice.

Malicious or mistaken information

A concern that is unsubstantiated is not automatically malicious. Langlear will not penalise a person for raising a genuine concern in good faith. Knowingly false or deliberately harmful allegations may be addressed separately after safeguarding risks have been assessed.

Reporting beyond Langlear

Because Langlear operates internationally, the correct public authority depends on where the child is physically located, where the alleged person is located and where the conduct occurred. Langlear will not use a single country's procedure as a substitute for checking the relevant local route.

Immediate danger or crime in progress

Contact the local emergency service or police immediately. Give the child's location and the clearest available facts.

Suspected abuse or significant risk

Contact the relevant child-protection or social-care authority and follow its referral instructions. Police involvement may also be appropriate.

Allegation about a person working with children

Use the local route for allegations against adults in positions of trust. In England this commonly includes the Local Authority Designated Officer process.

Online sexual abuse or harmful content

Preserve necessary evidence, report through the platform where safe, and contact the appropriate police or specialist reporting service.

Information sharing

Privacy law does not prevent necessary and proportionate safeguarding action. Langlear should identify the purpose and lawful basis, share only relevant information, use a secure method, record what was shared and why, and correct material inaccuracies. Consent may be appropriate in some cases but is not always required, particularly where seeking it would increase risk or obstruct protection.

Parents/Guardians

Langlear will normally involve the Parent/Guardian unless doing so may place the child or another person at greater risk, prejudice an investigation, conflict with authority instructions or be otherwise inappropriate. The child's views should be heard and considered according to age and understanding.

Confidentiality

Safeguarding information is shared on a need-to-know basis. Tutors, Students and Parents/Guardians must not post allegations publicly, conduct their own investigation or circulate sensitive information beyond those responsible for protection and fair handling.

Never wait for certainty Where there is a reasonable concern about significant harm, seek appropriate safeguarding advice or make a referral. Investigation and formal findings belong to competent authorities.

Records, learning and policy review

Safeguarding records

Records must be factual, dated, attributable, securely stored and separated from ordinary lesson notes where practicable. Access is limited to people with a safeguarding or legal need. Retention depends on the child's age, seriousness, continuing risk, authority guidance and applicable law; safeguarding records must not be destroyed merely because the teaching relationship ends.

Training and supervision

The Safeguarding Lead will maintain role-appropriate safeguarding knowledge and training and refresh it regularly. Tutors working with children must receive induction on recognising concerns, responding to disclosures, online safety, professional boundaries, reporting routes and information handling. Completion dates and refresher needs must be recorded.

Monitoring and review

Langlear will review this policy at least annually and sooner after a serious incident, material service change, identified weakness or relevant legal development. Reviews should consider patterns in concerns, response times, training, platform risks and whether children and Parents/Guardians can report concerns easily.

Implementation and ongoing controls

- The Safeguarding Lead will maintain appropriate training and refresh safeguarding knowledge regularly.

- Langlear will maintain a confidential safeguarding report process, incident register and secure storage location.
- Langlear will maintain referral information for emergency, child-protection and allegations-management services in active Student and Tutor markets.
- Langlear will record the recruitment checks actually completed for each Tutor and will not describe an unchecked Tutor as “background checked”.
- Concerns involving the Safeguarding Lead must use the independent public-authority route described in this policy.
- This policy will be kept consistent with the Tutor Agreement, Tutor Handbook, Welcome Pack, Student Terms and Privacy Notice.
- Tutors must receive this policy and provide recorded acknowledgement before teaching children.
- Students and Parents/Guardians will be given a clear and accessible route for reporting concerns.
- Langlear will review local safeguarding and reporting requirements when actively operating in a new country.

Approved by Langlear Management

Effective date 2 October 2026

Next review 2 October 2027

Report a concern safeguarding@langlear.com | WhatsApp: +212 716 183 960 Use “URGENT SAFEGUARDING CONCERN”. In immediate danger, contact the relevant local emergency service first.