

## **CS Re-Boot Policy Pack**

### **Empowering Every Learner, Building Tomorrow's Innovators**

#### **Introduction**

Welcome to CS Re-Boot, where we are committed to empowering the next generation of learners through high-quality, inclusive Computer Science education. This comprehensive policy pack sets out our commitment to safeguarding, equality, and delivering excellent tutoring experiences for all our students.

Our mission is to inspire young people to become confident problem-solvers and future innovators, equipping them with the skills they need to thrive in a rapidly changing world.

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# 1. Safeguarding and Child Protection Policy

## 1.1 Purpose and Scope

At CS Re-Boot, the safety and wellbeing of children and young people is paramount. This policy outlines our commitment to safeguarding all children who engage with our services, whether online or in-person. It applies to all staff, tutors, volunteers, and anyone working on behalf of CS Re-Boot.

This policy is underpinned by current legislation and guidance including:

- Working Together to Safeguard Children (2023)
- Keeping Children Safe in Education (latest edition)
- NSPCC Out-of-School Settings Guidance
- Data Protection Act 2018 and UK GDPR
- Relevant local safeguarding procedures

## 1.2 Safeguarding Principles

We are committed to:

- Creating a culture where safeguarding is everyone's responsibility
- Ensuring all staff understand their role in keeping children safe
- Providing safe, inclusive learning environments
- Taking all reasonable steps to protect children from harm
- Responding promptly and appropriately to concerns
- Working in partnership with parents, schools, and agencies
- Regular review of our safeguarding practices

## 1.3 Designated Safeguarding Personnel

### Designated Safeguarding Lead (DSL)

**Name:** Narinder Gill

**Contact:** [narinder@cs-reboot.co.uk](mailto:narinder@cs-reboot.co.uk)

## 1.4 Staff Recruitment and Training

All CS Re-Boot staff and tutors must:

- Undergo Enhanced DBS checks with barred list checks where eligible
- Provide at least two professional references that are verified
- Complete comprehensive safeguarding training before working with children
- Receive regular updates and refresher training
- Understand how to recognise and respond to concerns

## 1.5 Recognising Abuse and Neglect

Staff are trained to recognise indicators of:

- Physical abuse
- Emotional abuse
- Sexual abuse and exploitation
- Neglect
- Bullying and cyberbullying
- Mental health concerns
- Online risks including grooming and radicalisation

## 1.6 Responding to Concerns

If a child discloses abuse or a staff member has concerns:

1. Listen calmly and take what is said seriously
2. Don't promise confidentiality
3. Only ask questions for clarification
4. Reassure the child they've done the right thing
5. Record the concern using our safeguarding form
6. Report immediately to the DSL

## 1.7 Reporting Procedure

1. **Immediate Risk:** If a child is in immediate danger, call 999
2. **Record:** Document the concern using our safeguarding form
3. **Report:** Contact the DSL as soon as possible (within 1 hour)
4. **Refer:** The DSL will refer to appropriate agencies if necessary
5. **Follow-up:** The DSL will provide appropriate updates and support

## 1.8 Managing Allegations Against Staff

Any allegations against staff will be taken seriously and managed according to statutory guidance:

1. The allegation must be reported to the DSL immediately
2. If the allegation involves the DSL, report to the Deputy DSL
3. The Local Authority Designated Officer (LADO) will be informed within 24 hours
4. Appropriate actions will be taken to ensure child safety
5. Records will be kept securely

## 1.9 Record Keeping

All safeguarding records will be:

- Factual and objective
- Dated and signed
- Stored securely with restricted access
- Retained in accordance with legal requirements
- Shared appropriately with relevant agencies

## 1.10 Policy Review

This policy will be reviewed annually or sooner if legislation changes, led by the DSL.

## 2. Equality, Diversity, and Inclusion Policy

### 2.1 Purpose and Scope

CS Re-Boot is committed to promoting equality, celebrating diversity, and fostering inclusion. We believe that every young person deserves equal access to high-quality Computer Science education regardless of background, identity, or ability. This policy outlines our approach to creating an inclusive learning environment.

### 2.2 Our Commitment

We are committed to:

- Treating all students, staff, and parents with dignity and respect
- Challenging discrimination, prejudice, and stereotyping
- Promoting understanding and appreciation of diversity
- Making reasonable adjustments to support learners with additional needs
- Creating an environment where everyone feels valued and included
- Actively encouraging participation from underrepresented groups in tech
- Using inclusive language and teaching materials

### 2.3 Legal Framework

This policy is underpinned by:

- Equality Act 2010
- Children and Families Act 2014
- Special Educational Needs and Disability (SEND) Code of Practice
- Public Sector Equality Duty

### 2.4 Protected Characteristics

We will not discriminate based on:

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



- Sexual orientation

## 2.5 Inclusive Learning Environment

We will:

- Ensure our curriculum and teaching methods are accessible to all
- Provide appropriate support for learners with SEND
- Use diverse examples and role models in our teaching
- Challenge stereotypes around who "belongs" in technology fields
- Create opportunities for all students to participate and succeed
- Regularly review and adapt our teaching resources

## 2.6 Staff Training and Development

All staff will receive:

- Initial equality and diversity training
- Regular updates on inclusive teaching practices
- Support in recognising and addressing unconscious bias
- Guidance on meeting diverse learning needs

## 2.7 Monitoring and Addressing Inequality

We will:

- Regularly review our student demographics
- Take action to address underrepresentation
- Monitor achievement and engagement across different groups
- Actively seek feedback from students and parents

## 2.8 Addressing Discrimination

Any form of discrimination, harassment, or bullying will be:

- Taken seriously
- Documented appropriately
- Addressed promptly
- Used as a learning opportunity where appropriate

## 2.9 Accessibility

We are committed to:

- Making reasonable adjustments for students with disabilities

- Ensuring our online platforms meet accessibility standards
- Providing materials in alternative formats when needed
- Considering accessibility in all aspects of our service

## 2.10 Policy Review

This policy will be reviewed annually to ensure it remains effective and reflects current best practice and legislation.

## 3. Privacy and Data Protection Policy

### 3.1 Purpose and Scope

CS Re-Boot is committed to protecting the privacy and personal data of our students, parents, tutors, and staff. This policy outlines how we collect, use, store, and share personal information in compliance with the Data Protection Act 2018 and UK GDPR.

### 3.2 Data Protection Principles

We adhere to the following principles:

- Processing data lawfully, fairly, and transparently
- Collecting data for specified, explicit, and legitimate purposes
- Ensuring data is adequate, relevant, and limited to what is necessary
- Keeping data accurate and up to date
- Storing data for no longer than necessary
- Processing data securely

### 3.3 Data Protection Officer

**Name:** Lianne Stileman

**Contact:** [lianne@cs-reboot.co.uk](mailto:lianne@cs-reboot.co.uk) Tel: 07922736420

### 3.4 Types of Personal Data We Collect

We may collect:

- Contact information (names, addresses, phone numbers, emails)
- Date of birth and age information
- Educational information (school, year group, academic performance)
- Special educational needs information
- Medical information relevant to provision of services
- Session attendance and progress records
- Payment information
- Safeguarding information where relevant

### 3.5 Legal Basis for Processing

We process data based on:

- Contractual necessity
- Legal obligation
- Legitimate interests

- Consent
- Vital interests
- Public task

### 3.6 How We Use Personal Data

We use personal data to:

- Provide tutoring services
- Communicate with parents/carers
- Safeguard children
- Process payments
- Improve our services
- Meet legal and regulatory obligations

### 3.7 Data Sharing

We may share data with:

- Schools (with permission)
- Regulatory bodies
- Third-party service providers (e.g., online learning platforms)
- Safeguarding authorities when legally required

We will never:

- Sell personal data
- Share data for marketing purposes without explicit consent
- Transfer data internationally without appropriate safeguards

### 3.8 Data Security

We protect data by:

- Secure password-protected systems
- Regular security updates
- Staff training on data protection
- Restricted access to personal information
- Secure disposal of data when no longer needed

### 3.9 Data Retention

We retain personal data for:

- The duration of service provision
- Plus additional time required by law
- Financial records: 7 years
- Safeguarding records: in accordance with legal requirements

### 3.10 Individual Rights

Under UK GDPR, individuals have the right to:

- Access their personal data
- Rectify inaccurate data
- Erase data in certain circumstances
- Restrict processing
- Data portability
- Object to processing
- Rights related to automated decision making and profiling

### 3.11 Subject Access Requests

To exercise your rights:

- Lianne Stileman Email [lianne@cs-reboot.co.uk](mailto:lianne@cs-reboot.co.uk)
- We will respond within one month
- Identification verification may be required

### 3.12 Cookies and Tracking

Our website uses cookies to:

- Improve user experience
- Analyse site usage
- Remember preferences

Users can control cookie settings through their browser.

### 3.13 Policy Review

This policy will be reviewed annually or when significant changes to data protection legislation occur.

## 4. Code of Conduct

### 4.1 Purpose and Scope

This Code of Conduct sets out the standards of behaviour expected from all members of the CS Re-Boot community, including staff, tutors, students, and parents. It aims to create a positive, respectful learning environment where everyone can thrive.

### 4.2 Our Values

Our conduct is guided by our core values:

- **Respect:** Valuing each person's dignity, ideas, and contributions
- **Excellence:** Striving for the highest standards in teaching and learning
- **Innovation:** Encouraging creative thinking and problem-solving
- **Integrity:** Being honest, ethical, and trustworthy
- **Inclusion:** Ensuring everyone feels welcome and supported

### 4.3 Staff and Tutor Expectations

All CS Re-Boot staff and tutors will:

- Act as positive role models at all times
- Maintain professional boundaries with students
- Provide high-quality, engaging education
- Respond promptly to queries and concerns
- Treat all students fairly and with respect
- Maintain confidentiality appropriately
- Follow all CS Re-Boot policies and procedures
- Engage in continuous professional development
- Report any concerns about student welfare
- Use appropriate language and behaviour

### 4.4 Student Expectations

All students will:

- Treat others with kindness and respect
- Engage actively in learning
- Complete assigned tasks to the best of their ability
- Arrive on time and prepared for sessions
- Use technology responsibly and safely

- Follow instructions from tutors
- Ask for help when needed
- Respect the opinions and contributions of others
- Report any concerns or problems

## 4.5 Parent/Carer Expectations

We ask parents/carers to:

- Support CS Re-Boot's values and policies
- Communicate openly with staff about their child's needs
- Ensure their child attends sessions regularly and on time
- Provide a suitable environment for online learning
- Update CS Re-Boot with any relevant information
- Treat all staff with respect
- Address concerns through appropriate channels

## 4.6 Online Behaviour Expectations

When using online platforms, all participants will:

- Use appropriate language and behaviour
- Respect others' privacy
- Not record or share session content without permission
- Dress appropriately for video calls
- Participate from suitable locations
- Use chat functions responsibly
- Report any inappropriate behaviour

## 4.7 Addressing Misconduct

Instances of misconduct will be addressed through:

- Initial conversation to address the issue
- Clear explanation of expected behaviour
- Documentation of repeated issues
- Involvement of parents/carers when appropriate
- Formal warnings if necessary
- Termination of services in serious cases

## 4.8 Reporting Concerns

Concerns about conduct should be reported to:

- The session tutor for minor issues
- The CS Re-Boot management team for serious concerns
- The Designated Safeguarding Lead for safeguarding issues

## 4.9 Policy Review

This Code of Conduct will be reviewed annually and updated as needed.

# 5. Complaints and Feedback Policy

## 5.1 Purpose and Scope

At CS Re-Boot, we are committed to providing high-quality services and continuously improving our provision. This policy outlines how we manage complaints and feedback, ensuring all concerns are addressed fairly, consistently, and effectively.

## 5.2 Our Approach to Feedback

We:

- Welcome all feedback as an opportunity to improve
- Take all complaints seriously
- Address concerns promptly and thoroughly
- Use feedback to enhance our services
- Maintain confidentiality
- Make the complaint process accessible to all

## 5.3 Types of Feedback

We recognise different types of feedback:

- **Compliments:** Positive feedback about our services
- **Comments:** General observations or suggestions
- **Concerns:** Issues that can be resolved quickly and informally
- **Complaints:** Formal expressions of dissatisfaction requiring investigation

## 5.4 How to Provide Feedback

Feedback can be submitted via:

- Email: [Lianne@cs-reboot.co.uk](mailto:Lianne@cs-reboot.co.uk)



- Phone: 07922736420
- Online form on our website
- In person to a manager

## 5.5 Complaints Procedure

### Stage 1: Informal Resolution

- Concerns raised directly with the relevant staff member
- Aim to resolve within 5 working days
- If unresolved, proceed to Stage 2

### Stage 2: Formal Complaint

- Submit in writing to [lianne@cs-reboot.co.uk](mailto:lianne@cs-reboot.co.uk)
- Acknowledgment within 2 working days
- Full investigation conducted
- Written response within 15 working days
- If unsatisfied, proceed to Stage 3

### Stage 3: Review

- Request a review within 10 days of Stage 2 response
- Reviewed by a senior manager not previously involved
- Final decision within 20 working days
- Response will include information about external escalation options

## 5.6 Complaint Investigation

When investigating complaints we will:

- Establish the facts
- Speak with all relevant parties
- Review any relevant documentation
- Consider any mitigating circumstances
- Make an objective decision
- Implement any necessary changes

### 5.7 Potential Outcomes

Complaint outcomes may include:

- Apology
- Explanation

- Corrective action
- Refund or compensation (where appropriate)
- Staff training or policy changes

## 5.8 Unreasonable Complaints

If a complaint is vexatious, unreasonable, or involves abusive behaviour:

- We will explain why the behaviour is unacceptable
- We may restrict contact to a specific channel or person
- We may determine the complaint is closed if behaviour continues

## 5.9 Monitoring and Learning

All complaints will be:

- Recorded in our complaints log
- Reviewed regularly to identify patterns or trends
- Used to improve services
- Reported anonymously to our management team

## 5.10 Policy Review

This policy will be reviewed annually to ensure it remains effective.

## 6. Safeguarding in Online Tutoring Policy

### 6.1 Purpose and Scope

This policy outlines specific safeguarding measures for our online tutoring services, ensuring children are protected in virtual learning environments. It applies to all online interactions between CS Re-Boot staff, tutors, and students.

### 6.2 Online Platform Security

We will:

- Only use secure, password-protected platforms (e.g., Zoom, Google Meet)
- Enable waiting rooms for all sessions
- Use unique meeting IDs and passwords
- Regularly update security settings
- Train tutors on platform security features
- Regularly review platform security practices

### 6.3 Online Session Requirements

All online sessions will:

- Be scheduled at appropriate times
- Have clear start and end times
- Be recorded for quality assurance and training purposes
- Include appropriate privacy settings
- Disable private messaging between students
- Restrict screen sharing to tutors only
- Never be conducted via personal accounts or devices

### 6.5 Bootcamp Sessions

- Clear ground rules are established and communicated
- Students are reminded of expected online behaviour
- Tutors monitor all student interactions
- Breakout rooms are supervised appropriately
- Any concerning behaviour
- is addressed immediately

### 6.6 Parental/Carer Involvement

We expect parents/carers to:

- Be present at home during online sessions
- Ensure their child is in an appropriate location (not bedrooms)
- Help set up the technology securely
- Be contactable during the session
- Report any concerns promptly

## 6.7 Student Online Safety

Students will be taught to:

- Never share personal information online
- Understand that sessions are for educational purposes only
- Report anything that makes them uncomfortable
- Never record or take screenshots without permission
- Participate from appropriate locations
- Follow the CS Re-Boot online code of conduct

## 6.8 Data Protection in Online Learning

We will:

- Never share session links publicly
- Store recordings securely with restricted access
- Delete recordings after an agreed retention period
- Ensure all materials comply with copyright laws
- Follow our Privacy Policy for all data handling

## 6.9 Recognising and Responding to Online Risks

We recognise specific online risks including:

- Inappropriate content sharing
- Cyberbullying
- Online grooming
- Radicalisation
- Mental health concerns
- Digital footprint risks

## 6.10 Managing Online Disclosures or Concerns

If concerns arise during online sessions:

1. The tutor will follow our main Safeguarding Policy
2. The DSL will be notified immediately
3. The session may be ended if there is immediate risk
4. Parents will be contacted as appropriate
5. All concerns will be documented

## 6.11 Quality Monitoring

To ensure safety and quality:

- Sessions are randomly monitored by senior staff
- Feedback is collected from students and parents
- Tutors receive regular supervision
- Session recordings are reviewed and may be used for staff training. If you do not give consent please inform us by emailing [lianne@cs-reboot.co.uk](mailto:lianne@cs-reboot.co.uk)

## 6.12 Policy Review

This policy will be reviewed annually or sooner if online safety guidance changes.

## 7. Cancellation and Refund Policy

### 7.1 Purpose and Scope

This policy outlines our approach to booking, cancellations, rescheduling, and refunds for all CS Re-Boot services. It aims to provide clear guidelines for both customers and our team.

### 7.2 Booking Process

When booking our services:

- Full payment or an agreed deposit is required to confirm a booking
- Bookings are confirmed via email
- All services are subject to tutor availability
- Terms and conditions must be accepted at the time of booking

### 7.3 Cancellation by Customers

#### **Bootcamps**

- All bookings are final and we're unable to offer refunds. Please check your availability before booking.

### 7.4 Rescheduling by Customers

- Individual sessions may be rescheduled with at least 48 hours notice at no additional cost
- A maximum of 1 reschedule per booking is permitted
- Rescheduling is subject to tutor availability

### 7.5 Cancellation by CS Re-Boot

If we need to cancel services:

- We will provide as much notice as possible
- A full refund or alternative session will be offered
- If a tutor is unavailable, we will attempt to provide a suitable replacement
- If technical issues prevent online delivery, the session will be rescheduled

### 7.6 Non-attendance

- No refund will be provided for non-attendance without notice
- Exceptional circumstances will be considered on a case-by-case basis

### 7.7 Service Termination

For ongoing regular tutoring:

- Customers must provide 2 weeks' notice to terminate regular sessions

- CS Re-Boot may terminate services with 2 weeks' notice
- Immediate termination may occur in cases of serious misconduct or policy violations

## 7.8 Refund Process

- Refunds will be processed within 14 working days
- Refunds will be issued to the original payment method
- Confirmation of refunds will be provided via email

## 7.9 Exceptional Circumstances

We recognise that exceptional circumstances may arise, including:

- Serious illness or injury
- Bereavement
- Severe technical issues
- Other major unforeseen events

These will be considered on a case-by-case basis.

## 7.10 Policy Review

This policy will be reviewed annually and updated as needed.

## 8. Marketing and Communications Policy

### 8.1 Purpose and Scope

This policy outlines our approach to marketing, communications, and media usage, ensuring we operate ethically, protect privacy, and represent our services accurately. It applies to all marketing materials, social media content, and communications.

### 8.2 Marketing Principles

We are committed to:

- Honest and transparent communication
- Respecting privacy and data protection
- Inclusive and accessible content
- Representing diversity appropriately
- Obtaining proper consent for testimonials and images
- Avoiding stereotyping and bias

### 8.3 Consent for Images and Testimonials

Before using any images, videos, or testimonials featuring students:

- We will obtain written consent from parents/carers
- For students aged 13+, we also seek their consent
- Consent forms clearly explain how materials will be used
- Consent can be withdrawn at any time
- We respect decisions not to be featured

### 8.4 Use of Student Work

When showcasing student work:

- We will obtain appropriate permissions
- We will credit students appropriately if agreed
- We will ensure no personal information is revealed
- We will focus on celebrating achievement

### 8.5 Social Media Guidelines

When using social media, we will:

- Never tag or identify children directly
- Use privacy-conscious settings
- Monitor comments and remove inappropriate content



- Not communicate with students via personal social media
- Use platforms in line with their age restrictions
- Share educational content and celebrate achievements

## 8.6 Email Communications

Our email communications will:

- Always include clear opt-out options
- Only be sent to those who have consented
- Contain relevant and useful information
- Respect frequency preferences
- Never share recipients' email addresses

## 8.7 Website Content

Our website will:

- Provide accurate information about our services
- Include clear terms and conditions
- Have an accessible privacy policy
- Use appropriate security measures
- Follow web accessibility guidelines
- Be regularly updated and maintained

## 8.8 Promotional Materials

All promotional materials will:

- Be factually accurate
- Not make exaggerated claims
- Clearly state pricing and terms
- Be accessible to diverse audiences
- Reflect our commitment to inclusion

## 8.9 Media Relations

When working with media:

- We will obtain specific consent for any media coverage
- A designated spokesperson will handle media inquiries
- We will prioritise student privacy and wellbeing

- We will ensure accurate representation

## 8.10 Internal Communications

Internal communications will:

- Respect confidentiality
- Use appropriate language
- Be professional and respectful
- Follow data protection guidelines

## 8.11 Policy Review

This policy will be reviewed annually to ensure continued effectiveness.

## 9. Commitment to Quality Education Policy

### 9.1 Purpose and Scope

This policy outlines our commitment to delivering high-quality Computer Science education that inspires, challenges, and supports all learners. It covers our approach to curriculum development, teaching standards, assessment, and continuous improvement.

### 9.2 Quality Principles

We are committed to:

- Excellence in teaching and learning
- Curriculum that is current, relevant, and engaging
- Inclusive education that meets diverse learning needs
- Regular assessment and feedback
- Continuous improvement based on evidence
- Professional development for our team

### 9.3 Curriculum Standards

Our curriculum will:

- Align with national curriculum standards where applicable
- Incorporate current industry practices and technologies
- Develop computational thinking and problem-solving skills
- Balance theory with practical application
- Include diverse examples and perspectives
- Be regularly reviewed and updated

### 9.4 Tutor Standards

All CS Re-Boot tutors will:

- Hold relevant qualifications in Computer Science or related fields
- Have verified teaching experience or training
- Demonstrate strong communication skills
- Complete our comprehensive induction program
- Engage in regular professional development
- Receive ongoing support and mentoring

### 9.5 Quality Assessment Framework

We assess quality through:

- Regular lesson observations
- Student progress monitoring
- Feedback from students and parents
- Peer review among tutors
- External moderation where appropriate
- Analysis of learning outcomes

## 9.6 Student Progress Monitoring

Student progress is monitored through:

- Regular formative assessment
- Clear learning objectives for each session
- Tracking of skills development
- Personalised feedback
- Progress reports for parents/schools
- Celebration of achievements

## 9.7 Continuous Professional Development

We support staff development through:

- Regular training opportunities
- Peer learning and collaboration
- Access to current research and resources
- Industry connections and updates
- Reflective practice
- Career progression pathways

## 9.8 Learning Environment Standards

Our learning environments will:

- Be safe and conducive to learning
- Use appropriate, up-to-date technology
- Accommodate different learning styles
- Be accessible to all learners
- Foster collaboration and creativity
- Model good digital citizenship

## 9.9 Feedback and Improvement

We gather and respond to feedback through:

- Regular surveys of students and parents
- End-of-course evaluations
- Open communication channels
- Student representative opportunities
- Analysis of learning outcomes
- Implementation of improvement actions

## 9.10 Quality Governance

Quality is overseen by:

- Management team regular reviews
- Annual quality audit
- Benchmarking against sector standards
- External verification where appropriate
- Formal quality improvement planning

## 9.11 Policy Review

This policy will be reviewed annually to ensure continued effectiveness and alignment with educational best practices.

**Policy Adoption Date:** May 2025

**Next Review Date:** May 2026

**Signed:** Narinder Gill Managing Director, CS Re-Boot