



Terms, Safeguarding, Privacy & Online Safety

Last updated: September 2026

This document brings together the main terms and policies applying to The Home-Ed Hive's online lessons, learners and families.

The Home-Ed Hive is operated by:

Curated Education Ltd

Company number: **17397226**

Registered office: **167–169 Great Portland Street, London, W1W 5PF**

General enquiries: **hello@thehomeedhive.co.uk**

Safeguarding: **safeguarding@thehomeedhive.co.uk**

Camera adjustments: **cameras@thehomeedhive.co.uk**

Website: **www.thehomeedhive.co.uk**

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PART 1: Online Lesson Terms & Conditions

1. About these Terms

These Terms explain what families can expect from The Home-Ed Hive and what we ask from families.

When an adult makes a booking, they confirm that they are aged 18 or over and accept these Terms as the parent, legal guardian or other responsible adult making the booking.

The information on the relevant class page, these Terms and your booking confirmation together form the agreement between you and The Home-Ed Hive.

Nothing in these Terms removes any statutory consumer rights that apply.

2. Teaching blocks

Most Hive classes are organised into teaching blocks of approximately **six weeks**, although some blocks may be shorter.

There are normally six teaching blocks between September and July, with breaks between blocks.

The dates, lesson times, number of lessons and price will be shown before you book.

3. Live Access

Live Access gives the learner:

- a place in the scheduled weekly live lesson;
- lesson recordings for revision or catch-up;
- relevant class resources; and
- optional unmarked home assignments where these are provided.

Live Access is a **continuing booking**.



Once your learner has a Live Access place, we reserve that place for the following teaching block unless you cancel before the next payment is collected.

You do not need to rebook at the end of each block.

4. Watch Anytime Access

Watch Anytime Access allows a learner to follow the same course without attending the live lesson, maybe if the lesson is full or if they prefer to follow lessons in their own time.

It includes:

- recordings of the relevant live lessons;
- relevant class resources;
- optional unmarked home assignments where provided; and
- first opportunity to take an available Live Access place before it is offered more widely, where we choose to offer this.

Watch Anytime Access does not guarantee that a live place will become available.

Watch Anytime Access does **not automatically renew**.

If you would like Watch Anytime Access for the following block, you will need to purchase it separately.

5. Booking

Bookings are made through our website.

A booking is confirmed when we accept the booking and the required payment has been successfully processed.

Places are subject to availability. Parents are responsible for checking that the:

- class or course;
- level;
- suggested age range;



- day and time;
- type of access; and
- general format

are suitable for their learner.

6. Joining part-way through a block

Learners can join a class after a block has started where there is availability.

The whole block is still purchased rather than the price being reduced according to the week in which the learner joins.

We will provide access to relevant earlier recordings and/or catch-up materials so that the learner can access learning already covered.

7. Prices and payment

The total price will be shown before you book.

Payment is made in advance.

Different Hive classes and courses may have different prices.

Unless otherwise stated, prices are in pounds sterling.

Any currency conversion or international banking charges imposed by your own payment provider are your responsibility.

8. Live Access renewal payments

Live Access continues automatically from teaching block to teaching block unless cancelled.

For a normal six-week teaching block, payment for the following block will normally be collected on the **Monday of Week 6 — the final week of the current block.**



Where a block has a different length or structure, we will make the applicable renewal date clear.

We normally send renewal reminders approximately:

7 days before payment • 2 days before payment • 1 day before payment

The exact payment date and amount will be shown in your Parent Portal and/or renewal communications and you can cancel at any time before payment is collected.

You are responsible for keeping the email address connected to your account accurate and up to date.

9. Cancelling Live Access

You can stop future Live Access renewal at any time.

To prevent payment for the next teaching block, cancellation must be completed **before the renewal payment is collected**.

Simply select **Cancel Subscription** in your Parent Portal.

There is no cancellation charge.

Cancelling does not remove your learner's access to the teaching block already paid for.

Once cancelled, no further renewal payment will be collected under that subscription unless you make a new booking.

If our Parent Portal cancellation facility is unavailable because of a technical fault with our systems, we will take reasonable account of evidence showing that you attempted to cancel before payment was collected.



10. Once a renewal payment has been collected

We send reminders before the renewal payment so that families have the opportunity to decide whether their learner will be continuing.

Once payment for the next block has been collected, your learner's place in that block is confirmed and the payment is **normally non-refundable**.

This is because our live classes are intentionally small and places, tutor time and class planning are organised in advance and around the confirmed learners.

Cancelling after payment has been collected will stop the **following renewal**, rather than cancelling the block already paid for.

This does not affect any statutory cancellation right, refund, price reduction or other consumer remedy required by law.

11. Changes of mind and missed lessons

Subject to your statutory rights, we do not normally provide refunds because:

- a parent or learner changes their mind;
- a learner no longer wishes to attend;
- the family goes on holiday;
- another commitment arises;
- personal circumstances change;
- the learner misses one or more lessons;
- the wrong class, day or time was booked;
- the learner experiences problems with their own internet, device or equipment; or
- recordings or resources supplied are not used.

We do not normally swap or transfer paid bookings between learners, classes, lesson times, blocks or future dates.



12. Class sizes

Our core Live Access Hive classes have a **maximum of 10 learners**.

Some larger interest-based clubs, including classes such as Young Farmers Club and Pony Club Academy, may have up to fifteen learners. Where a class differs from our usual small-group format, this will be clear on the class page.

14. If there are not enough learners

Occasionally a class may not have enough learners to run as originally planned.

We may reasonably:

- postpone the start;
- combine compatible groups;
- offer another start date;
- offer another lesson time;
- suggest a suitable alternative; or
- cancel the class.

We will not require you to accept a materially different class or lesson time.

If we cannot provide the service purchased and no suitable alternative is agreed, you will receive a refund.

15. Tutors

Hive tutors commit to their groups and learners will normally have the same tutor.

Your booking is nevertheless for the Hive class rather than a contract for tuition from a particular tutor.



If the usual tutor is unavailable due to illness, personal circumstances or another unexpected event, we may provide another suitably matched Hive tutor.

All Home-Ed Hive tutors have an **Enhanced DBS check**.

16. If we cannot run a live lesson

Occasionally a lesson may be affected by tutor illness, emergency, serious technical problems or another unexpected event.

Where reasonably possible, we will first try to arrange another suitable Hive tutor.

Where appropriate, we may instead rearrange the lesson or provide a suitable recorded replacement covering the relevant learning.

17. Missing a live lesson

If your learner misses their scheduled live lesson, there is no refund, transfer or replacement live lesson, however they will have access to any recording to catch up at a convenient time.

18. Recordings and resources

Hive live lessons are normally recorded for educational, revision, Watch Anytime and catch-up purposes.

Where technically possible, recordings are configured to focus on the tutor and shared teaching content rather than learners' camera feeds or displayed names.

Learners may sometimes be heard.

Because the lessons take place live, we cannot guarantee that a learner will never be incidentally visible or audible.



Lesson recordings and relevant resources will be available for a **minimum of three months after the end of the relevant block**.

They may remain available for longer, but continued access after the minimum three-month period is not guaranteed.

19. If a recording fails

Although we take reasonable steps to record live lessons, technology can occasionally fail.

If a recording is unexpectedly unavailable, we will provide appropriate alternative learning materials or resources covering the relevant learning.

Where a learner purchased **Watch Anytime Access** and we are unable to provide the intended recording or a suitable equivalent recording, we will also provide a **£5 credit towards another Watch Anytime course**.

This does not affect any statutory right or legal remedy that applies.

20. Families must not record or share lessons

Families and learners must not make their own:

- video recordings;
- audio recordings;
- screen recordings;
- screenshots; or
- photographs

of Hive lessons.

Hive recordings and lesson materials must not be copied, shared with other families, published, uploaded to social media or redistributed.



21. Cameras

Hive lessons are designed to be small, interactive tutor classes rather than passive opt-in webinars.

Learners are therefore normally encouraged and expected to have their camera switched on during live lessons.

Being able to see learners helps tutors get to know them, communicate naturally and support participation.

We understand that having a camera on may not be appropriate for every learner.

Families can contact:

cameras@thehomeedhive.co.uk

to discuss an adjustment.

22. Parents remain responsible for their child

The Home-Ed Hive provides online lessons while the learner remains at home or another location chosen by their parent or carer.

We do not take physical care or supervision of the learner.

Parents and carers remain responsible for:

- their child while participating;
- the suitability and safety of the learner's environment;
- supervision appropriate to the learner's age and needs;
- being reasonably available if needed;
- safe use of technology; and
- helping younger learners access lessons where necessary.

Some practical activities may require closer adult supervision.



23. Additional needs

The Home-Ed Hive welcomes learners with a wide range of learning styles and additional needs.

Parents are encouraged to tell us about anything that may help their learner participate successfully.

We will consider reasonable adjustments where appropriate.

Our standard classes are small-group online lessons and are not specialist one-to-one provision unless the relevant class specifically says otherwise.

24. Qualifications, exams and awards

Some Hive classes support learners working towards qualifications or awards including:

iGCSEs • Functional Skills • LAMDA • Arts Award • CREST

and other programmes.

Unless the relevant class page expressly says otherwise, the price paid to The Home-Ed Hive does not automatically include:

- examination entry;
- registration fees;
- assessment fees;
- examination-centre fees;
- moderation fees; or
- other third-party charges.

Unless we expressly agree otherwise, parents are responsible for locating an appropriate exam or assessment centre, checking its requirements, meeting deadlines and paying any applicable third-party charges.

Booking a Hive class does not by itself register a learner for an examination or qualification.



25. Educational outcomes

We will provide our services with reasonable care and skill.

Education and progress depend on many factors including attendance, engagement, previous learning, preparation, independent work and support outside lessons.

We therefore cannot guarantee a particular:

- grade;
 - examination result;
 - qualification;
 - amount or speed of progress; or
 - admission to another educational institution.
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26. Home education

The Home-Ed Hive provides individual lessons, classes, clubs and courses.

We do not provide or take responsibility for a learner's complete home-education programme.

Parents remain responsible for deciding what education their child requires and how Hive classes fit into their wider education.

27. Lesson materials and intellectual property

Hive materials may include worksheets, presentations, activities, quizzes, written resources, videos and recordings.

Materials may belong to Curated Education Ltd trading as The Home-Ed Hive, a tutor or a third-party rights holder.

They may be used for the booked learner's own personal and household educational use.

Unless written permission has been given, families must not:



- sell or publish materials;
 - upload them publicly;
 - share them with other families;
 - reproduce them commercially;
 - use them to run another class or course;
 - remove copyright or ownership notices; or
 - redistribute Hive recordings.
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28. Technical problems

Families are responsible for providing suitable equipment and connectivity.

This normally includes:

- a laptop, tablet or other suitable device;
- reliable internet;
- speakers or headphones;
- a microphone;
- a camera where required; and
- compatible software.

Problems with a family's own device, internet connection, home network or equipment do not create a right to a refund or credit voucher.

Where a substantial technical problem on our side prevents us from providing the purchased service, we will take reasonable steps to provide an appropriate alternative or any remedy required by law.

29. Circumstances outside our reasonable control

Sometimes lessons may be affected by events outside our reasonable control, such as widespread platform outages, power failures, severe weather, emergencies, serious illness, government restrictions or national incidents.

We will take reasonable steps to minimise disruption.

Nothing in this section removes any statutory consumer right.

30. Our responsibility to you

Nothing in these Terms excludes or limits liability where it would be unlawful to do so.

Nothing excludes or restricts:

- your statutory consumer rights;
- our duty to provide services with reasonable care and skill;
- liability for death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- another liability that cannot legally be excluded.

We are not responsible for loss or damage that was not reasonably foreseeable when the contract was entered into.

Hive lessons are supplied for personal educational use and we are not responsible for business losses arising from their use.

31. Complaints

If something has gone wrong, please contact:

complaints@thehomeedhive.co.uk

Please provide enough information for us to understand the issue.

We will consider concerns fairly and respond within a reasonable time.

Nothing in our complaints process affects your statutory rights.



32. Changes to prices or Terms

We may update our prices, services or Terms from time to time.

We will not retrospectively increase the price of a teaching block already paid for.

If the price of continuing Live Access will change, we will tell you before the relevant renewal payment so that you have a reasonable opportunity to cancel.

Significant changes affecting an ongoing booking will be communicated where appropriate.

33. Governing law

These Terms and our contract with you are governed by the laws of **England and Wales**.

If you live elsewhere in the UK or overseas, this does not remove any mandatory consumer protection that applies to you under applicable law.



PART 2: Safeguarding Policy

1. Our commitment

The Home-Ed Hive is committed to promoting the safety and wellbeing of children and young people participating in our online learning community.

The welfare of the child is central to our safeguarding approach.

Safeguarding is everyone's responsibility.

2. Who this policy applies to

This policy applies to:

- Hive tutors;
 - employees and contractors;
 - learners;
 - parents and carers; and
 - anyone involved in delivering or supporting Hive activities.
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3. Designated Safeguarding Lead

The Home-Ed Hive's **Designated Safeguarding Lead (DSL)**.

Safeguarding concerns relating to The Home-Ed Hive should be sent to:

safeguarding@thehomeedhive.co.uk

with “**Safeguarding — DSL concern**” in the subject line so that it can be escalated appropriately.



4. Immediate danger

If a child or another person appears to be in immediate danger, families and tutors should not wait for a response from The Home-Ed Hive.

Contact **999** or the appropriate emergency service immediately.

Where necessary, concerns should also be referred to the relevant local authority children's services or other appropriate safeguarding authority.

5. Tutor checks

Home-Ed Hive tutors have an **Enhanced DBS check**.

Tutors are expected to comply with Hive safeguarding requirements, professional boundaries and this policy.

6. Recognising safeguarding concerns

Safeguarding concerns can arise in many ways and may include concerns about:

- physical abuse;
- emotional abuse;
- sexual abuse;
- neglect;
- domestic abuse;
- bullying or cyberbullying;
- exploitation;
- grooming;
- harmful online contact or content;
- discriminatory abuse;
- self-harm or threats to safety;
- inappropriate adult behaviour;
- peer-on-peer harmful behaviour; or



- another situation where a child's welfare may be at risk.

A child does not have to make a direct disclosure for a concern to be taken seriously.

7. If a learner says something concerning

If a learner makes a safeguarding disclosure, the tutor will:

- listen calmly;
- take the learner seriously;
- avoid asking leading or unnecessary investigative questions;
- never promise to keep the information secret;
- explain, where appropriate, that information may need to be shared with someone who can help;
- make an accurate record as soon as reasonably possible; and
- report the concern promptly to the DSL.

It is not the tutor's role to investigate the allegation.

8. Responding to concerns

The DSL will consider the information available and decide what action is appropriate.

This may include:

- seeking further safeguarding advice;
- speaking with the parent or carer where appropriate and safe; or
- referring a concern to children's social care;
- contacting the police;
- contacting another relevant safeguarding organisation or professional; or
- taking no further external action but recording and monitoring the concern.

The interests and safety of the child will guide decisions.

There may be circumstances where information is shared without parental consent because seeking consent could place a child at greater risk or because sharing is otherwise necessary and lawful.



9. Concerns about a Hive tutor or adult

Any allegation or concern suggesting that a tutor, employee, contractor or other adult connected with the Hive may have:

- harmed a child;
- behaved in a way that could pose a risk to children;
- acted inappropriately towards a learner; or
- breached professional boundaries

must be reported promptly.

Where appropriate, The Home-Ed Hive may seek advice from or make a referral to the relevant local authority, police, Local Authority Designated Officer or other appropriate safeguarding body.

The individual concerned may be removed from learner contact while a concern is considered where this is reasonably necessary to protect children.

10. Professional boundaries

Hive tutors must maintain appropriate professional boundaries with learners.

Tutors should use Hive-approved methods of communication and must not use their position to develop inappropriate personal relationships with learners.

Tutors must not:

- engage in sexualised, romantic or otherwise inappropriate communication with learners;
- encourage secrecy from parents or carers;
- exchange inappropriate personal images or content;
- make inappropriate comments about a learner's appearance or body;
- arrange unauthorised private meetings with learners; or
- use personal social-media relationships with learners as part of Hive teaching.

Any necessary individual communication should remain professional and appropriate to the learner's age and circumstances.



11. Online lessons

Tutors should remain alert to safeguarding concerns during online lessons, including:

- inappropriate material visible in the learner's environment;
- concerning comments or behaviour;
- another person's behaviour within the home;
- bullying or harmful interactions;
- inappropriate usernames, messages or shared content; and
- signs that a learner may be distressed or unsafe.

Learners and parents must not share lesson links or access details with unauthorised people.

12. Recordings

Hive live lessons are normally recorded.

Where technically possible, recordings are configured to focus on the tutor and teaching content rather than learner camera feeds or displayed names.

Learners may nevertheless sometimes be heard or incidentally visible.

Recordings must only be accessed and used for authorised educational purposes.

Families must not record, copy, share or publish Hive lessons without permission.

13. Confidentiality and safeguarding records

Safeguarding information will be handled sensitively and shared only where there is a legitimate need to know or where sharing is necessary to protect a child or comply with the law.

Safeguarding concerns and actions will be recorded appropriately.

Safeguarding records will be kept securely and separately from ordinary teaching information where appropriate.



14. Parents and carers

Parents and carers remain responsible for the child while they participate from home.

Parents should:

- be reasonably available when needed;
 - provide age-appropriate supervision;
 - tell us about adjustments that may support participation;
 - ensure learners understand appropriate online behaviour; and
 - contact us promptly about safeguarding concerns connected with Hive activities.
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15. Review

This policy will be reviewed periodically and sooner where there is a significant safeguarding, legal, operational or regulatory change.



PART 3: Children's Privacy Notice

1. Who we are

The Home-Ed Hive is operated by Curated Education Ltd. For data-protection purposes, Curated Education Ltd is responsible for deciding how personal information processed through The Home-Ed Hive is used.

Contact:

hello@thehomeedhive.co.uk

Registered office:

167–169 Great Portland Street, London, W1W 5PF

2. A simple explanation for learners

We need some information about you so that you can take part in Hive lessons.

For example, we may need to know your name, which class you are taking and how you participate in lessons.

Sometimes your voice or image may appear in a lesson recording.

We only use information when we have a proper reason for doing so.

We do not sell your personal information.

If you or your parent has a question about your information, you can contact us.



3. Information we may collect about learners

Depending on the class and circumstances, this may include:

- learner name;
- age, date of birth or age range;
- class and course information;
- attendance;
- learning information;
- participation and progress information;
- optional home assignments;
- messages or correspondence;
- technical account information;
- information supplied about additional needs or adjustments;
- audio or video captured during online lessons;
- lesson recordings;
- behaviour or online-safety information; and
- safeguarding information where necessary.

We try not to collect information we do not need.

4. Information about parents and carers

We may process:

- names;
- email addresses;
- contact details;
- booking details;
- payment and transaction information;
- Parent Portal information;
- correspondence; and
- information necessary to administer the learner's booking.

Payment-card information may be processed directly by our payment provider rather than being stored by The Home-Ed Hive.



5. Why we use personal information

We may use personal information to:

- process bookings and payments;
 - provide online lessons;
 - provide Live and Watch Anytime Access;
 - operate the Parent Portal;
 - communicate with families;
 - provide recordings and resources;
 - support learners;
 - consider reasonable adjustments;
 - administer classes;
 - maintain safe online classrooms;
 - manage behaviour;
 - investigate complaints;
 - protect children;
 - meet safeguarding responsibilities;
 - keep appropriate business records; and
 - comply with legal obligations.
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6. Our lawful reasons for processing information

The lawful basis depends on what information is being used and why.

For parent and customer information, processing may be necessary to enter into or perform our contract with you.

For children's information, we may rely on our **legitimate interests** in providing and administering safe, effective online education.

We balance those interests against the rights and interests of children.

We may also process information because:

- we have a legal obligation;
- it is necessary to protect someone's vital interests;
- it is necessary for safeguarding;



- we have another lawful basis under UK data-protection law; or
 - valid consent has been provided where consent is the appropriate basis.
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7. Additional-needs and sensitive information

Information about health, disability, additional needs or other sensitive matters may receive additional protection under data-protection law.

We only ask families to provide information that is relevant to supporting the learner.

Where special-category information is processed, we will identify an appropriate legal condition for doing so.

Depending on the circumstances, this may include explicit consent, safeguarding, vital interests or another condition available under UK data-protection law.

8. Lesson recordings

Hive live lessons are normally recorded for educational, revision, Watch Anytime and catch-up purposes.

Where technically possible, recordings are configured to focus on the tutor and teaching content rather than learner camera feeds or displayed names.

Learners may sometimes be heard and may occasionally be incidentally visible.

Families should therefore understand that participation in a live online class can involve some personal information appearing in a recording.

9. How long recordings are available

Recordings and relevant resources are available to authorised learners for a **minimum of three months after the end of the relevant teaching block**.



They may remain available for longer.

The period for which a recording is available to learners is not necessarily the same as our internal retention period.

We keep recordings containing personal information only for as long as reasonably necessary for the purposes for which they are held, including service delivery, administration, safeguarding, dispute resolution or legal requirements.

Recordings are periodically reviewed and should be deleted or anonymised when there is no longer a legitimate reason to retain them.

10. Other retention periods

We do not keep personal information indefinitely simply because we have collected it.

Retention depends on the type of information and why it is needed.

For example:

- ordinary teaching information may be deleted after it is no longer reasonably needed;
- contractual, payment and business records may be retained where needed for accounting, legal or dispute purposes;
- safeguarding information may need to be retained for longer where necessary to protect children or comply with safeguarding requirements; and
- information needed in connection with a complaint or legal issue may be kept until that matter is concluded and for an appropriate period afterwards.

11. Who information may be shared with

Where necessary, personal information may be shared with organisations helping us provide our services, such as:

- online teaching and video-conferencing providers;
- website and Parent Portal providers;
- cloud-storage and technology providers;
- email and communications providers;



- payment processors;
- professional advisers;
- tutors and authorised Hive personnel; and
- organisations providing administrative or technical support.

Providers acting for us are expected to handle personal information appropriately.

We may also share information where necessary with:

- children's social care;
- police;
- safeguarding organisations;
- regulators;
- courts;
- government bodies; or
- another organisation where sharing is necessary and lawful.

We do not sell children's personal information to advertisers.

12. Information outside the UK

Some technology providers may process information outside the United Kingdom.

Where data-protection law requires additional safeguards for an international transfer, we will use an appropriate recognised safeguard or other lawful mechanism.

13. Keeping information secure

We take reasonable organisational and technical steps to protect personal information.

Access is limited to people who reasonably need the information for their role.

No internet-based system can be guaranteed to be completely secure, but we take appropriate steps to reduce risk.



14. Your data-protection rights

Depending on the circumstances, learners and parents may have rights including the right to:

- ask for a copy of personal information;
- ask for inaccurate information to be corrected;
- request deletion in certain circumstances;
- request restriction of processing;
- object to certain processing;
- receive certain information in a portable format; and
- withdraw consent where processing relies on consent.

Not every right applies in every situation.

We may need to verify identity before responding to a request.

15. Children's rights

Children have their own data-protection rights.

Depending on a child's age, understanding and circumstances, we may communicate directly with them as well as with their parent or carer about their personal information.

Our explanations should be clear and understandable for the learner concerned.

16. Safeguarding information

Safeguarding sometimes requires us to use or share information without asking for consent.

We will only do this where there is a lawful reason and where sharing is considered necessary and proportionate.

Protecting a child may take priority over keeping information confidential.



17. Questions or complaints

For questions about how The Home-Ed Hive uses personal information, contact:

hello@thehomeedhive.co.uk or complaints@thehomeedhive.co.uk

You also have the right to raise a concern with the **Information Commissioner's Office (ICO)**.

18. Changes to this Privacy Notice

We may update this Privacy Notice where our services, technology or legal requirements change.

The latest version will be made available through our website.

PART 4: Online Safety & Behaviour Policy

1. Purpose

The Home-Ed Hive wants online classrooms to be safe, welcoming and enjoyable places to learn.

This policy explains the standards expected from learners, families and tutors.

It should be read alongside our Safeguarding Policy.



2. Learner behaviour

Learners are expected to:

- treat tutors and other learners respectfully;
- use appropriate language;
- follow reasonable tutor instructions;
- allow others to participate;
- avoid bullying, harassment or discriminatory behaviour;
- avoid deliberately disruptive behaviour;
- respect other people's privacy;
- use chat, reactions and other online features appropriately;
- not display or share inappropriate content; and
- use the online classroom for its intended educational purpose.

Being at home does not change the standard of behaviour expected in a Hive class.

3. Bullying and discrimination

Bullying, threatening behaviour, harassment and discriminatory abuse are not acceptable.

This includes behaviour connected with another person's race, nationality, religion, sex, disability, sexual orientation, gender identity or another protected or personal characteristic.

Online bullying can include inappropriate messages, images, exclusion, intimidation or repeated unwanted contact.

Concerns should be reported to the tutor or:

safeguarding@thehomeedhive.co.uk

where there is a safeguarding element.



4. Lesson links and access

Lesson links, meeting details, passwords and access information are for the booked learner only.

They must not be shared with friends, other families or unauthorised people.

Learners should use their name as the display name, allowing the tutor to identify them without unnecessarily displaying additional personal information.

5. Cameras

For Live Access, learners are ideally expected to have their camera switched on.

This helps Hive lessons remain small, friendly and interactive.

A learner should never be embarrassed or publicly challenged because they need an appropriate adjustment.

Families who need an adjustment should contact:

cameras@thehomeedhive.co.uk

6. Microphones and chat

Tutors may ask learners to mute or unmute at appropriate times.

Learners should not use the microphone or chat function to:

- deliberately disrupt a lesson;
- make offensive remarks;
- bully another learner;
- share unnecessary personal information;
- advertise or spam;
- send inappropriate content; or



- attempt to bypass classroom controls.
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7. Personal information

Learners should avoid sharing unnecessary personal information during a class.

This includes information such as:

- home addresses;
 - personal phone numbers;
 - passwords;
 - private social-media details; and
 - other information that could compromise their privacy or safety.
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8. Recording and screenshots

Families and learners must not make their own recordings, screenshots or photographs of Hive lessons without our written permission.

This protects the privacy of learners and tutors.

Hive recordings must not be copied, shared or posted online.

9. Tutor conduct

Tutors are expected to:

- behave professionally;
- communicate respectfully;
- maintain appropriate boundaries;
- use suitable language and teaching materials;
- respond appropriately to safeguarding concerns;
- avoid unnecessary private communication with learners;
- use appropriate Hive communication routes; and



- protect learner privacy.

Tutors must not develop inappropriate personal relationships with learners or use Hive contact to pursue contact that is unrelated to legitimate educational purposes.

10. Parents and carers

Parents and carers should support learners to use Hive systems safely and appropriately.

They should:

- provide suitable supervision for the learner's age and needs;
 - keep lesson links private;
 - avoid disrupting the teaching environment;
 - help younger learners with technology where necessary;
 - tell us about relevant adjustments; and
 - report concerns promptly.
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11. Appropriate surroundings

Learners should participate from an environment that is reasonably suitable for online learning.

Families should take reasonable steps to ensure that inappropriate, private or sensitive material is not deliberately visible or audible to other learners.

12. If behaviour becomes disruptive

A tutor may take reasonable steps to protect the class and other learners.

Depending on the situation, this may include:

1. reminding the learner of expectations;
2. muting or restricting a classroom feature;
3. asking the learner to stop particular behaviour;



4. removing the learner from the lesson;
5. The Hive contacting the parent or carer;
6. agreeing a plan for future participation; or
7. suspending or ending access in serious or repeated cases.

We will normally try to resolve behaviour concerns proportionately.

We may take immediate action where this is reasonably necessary to protect a child, tutor or other learner.

13. Serious behaviour

Serious behaviour may include:

- threats or intimidation;
- discriminatory abuse;
- deliberate sharing of sexual, violent or otherwise seriously inappropriate material;
- attempts to access another person's account;
- deliberate recording or publication of learners;
- grooming or sexualised behaviour;
- persistent bullying;
- serious harassment;
- deliberate misuse of lesson links; or
- behaviour creating a safeguarding risk.

Serious concerns may be handled under our Safeguarding Policy as well as this Behaviour Policy.

14. Removal from a class

For serious or repeated misconduct, The Home-Ed Hive may suspend or end a learner's Live Access.

Where appropriate, we will normally discuss concerns with the parent or carer first.

Where an immediate safeguarding or safety concern exists, action may be taken without prior warning.



15. Online contact outside lessons

Learners should not be encouraged to contact tutors through tutors' personal social-media accounts, personal telephone numbers or other unauthorised channels.

Where communication outside a live lesson is necessary, appropriate Hive or parent-facing communication channels should be used.

16. Reporting a concern

General lesson or behaviour concerns can be sent to:

hello@thehomeedhive.co.uk

Safeguarding or child-safety concerns should be sent to:

safeguarding@thehomeedhive.co.uk

Camera adjustments can be discussed at:

cameras@thehomeedhive.co.uk

If someone is in immediate danger, contact the emergency services.

Contact Details

The Home-Ed Hive

Operated by **Curated Education Ltd** - Company number: **17397226**

Registered office:

167–169 Great Portland Street

London

W1W 5PF

United Kingdom



General enquiries: hello@thehomeedhive.co.uk

Safeguarding: safeguarding@thehomeedhive.co.uk

Camera adjustments: cameras@thehomeedhive.co.uk

Website: www.thehomeedhive.co.uk

Review

These Terms and policies will be reviewed periodically and updated where our services, legal requirements or safeguarding practices change.

The version published on our website will show the date of its latest update.