

**Online Safety Policy (e-safety)**  
**TopUp Learning London**  
**Updated: February 2025**

**The purpose of this policy statement**

TopUp Learning London (Tti) works with children and young learners as part of its activities.

The purpose of this policy statement is to:

- ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

The policy statement applies to all staff, volunteers, children and young people and anyone involved in TopUp Learning's activities.

**Legal framework**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England/Northern Ireland. Summaries of the key legislation and guidance are available on:

- online abuse [www.learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse](http://www.learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse)
- bullying [www.learning.nspcc.org.uk/child-abuse-and-neglect/bullying](http://www.learning.nspcc.org.uk/child-abuse-and-neglect/bullying)
- child protection [www.learning.nspcc.org.uk/child-protection-system](http://www.learning.nspcc.org.uk/child-protection-system)

**We believe that:**

- children and young people should never experience abuse of any kind
- children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

**We recognise that:**

- the online world provides everyone with many opportunities; however, it can also present risks and challenges
- we have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children and young people safe online, whether or not they are using TopUp Learning (Tti)'s network and devices
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

**We will seek to keep children and young people safe by:**

- appointing an online safety coordinator (DSL)
- providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children safe online

- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
- reviewing and updating the security of our information systems regularly
- ensuring that user names, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

**If online abuse occurs, we will respond to it by:**

- having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

**Related policies and procedures**

This policy statement should be read alongside our other organisational policies and procedures.

**E-Safeguarding**

TopUp Learning has a strong Safeguarding ethos throughout the school. Our Code of Conduct states clearly that staff are not to hand out their details to any students.

We expect TopUp Learning staff to have the same professional manner with students online as they would have face-to-face in the school.

**All TopUp Learning staff must:**

Inform the DS(L) if a student aged under 18 years old contacts them using the world wide web — this could be e-mail or any other site named in the 'What is Social Media' section. Be aware that a student could reach out via online methods for support. If a child tells your information that raises a concern (a reason for you to be concerned for their well-being) or a disclosure / allegation you must follow the procedure laid out in the Safeguarding Policy. Inform the DS(L) IMMEDIATELY,

**E- Duty of Care**

All staff must be aware that we have a duty of care to all our students. Those under 18 or who are more vulnerable (those who have a learning difference, for example) might not be aware of some of the dangers online.

These risks include, but are not limited to:

- bullying and harassment, for example sending nasty messages by text, posting embarrassing photos, sharing inappropriate information about each other etc
- grooming for radicalisation, sexual reason etc.
- online theft, password to bank accounts etc.



- viruses that are put in place for various reasons.
- fake profiles online.

All TopUp Learning staff are asked to assist as much as possible when in the classroom and TopUp Learning's Study Lounge to teach and warn all students about the risks of using the Internet.

All staff are also asked to look after students using the internet and social media, as far as possible, to minimise the risks to them.

In order to avoid problems and misunderstandings, we have come up with a few guidelines to provide helpful and practical advice for staff:

At TopUp Learning we must have permission from students to place photos online or on promotional materials. Tell students you are taking a photo for Facebook and make sure they are happy for you to do so. Be respectful if people say no. Never post confidential information (telephone numbers, emails, photos, details of a conversation had with a student, staff member etc) about colleagues, students or client without their permission to do so. If you are unclear on what might be confidential, ask the Principal for advice or the Designated Staff. -

Be aware that anything you post could be seen by TopUp Learning staff, or reported to us. Don't do anything that could risk your role at the school. You need permission to use the TopUp Learning logo online, please speak to the Principal. If you are contacted by the Media about posts you have made about your role or the school, please speak to the Principal prior to responding. You must avoid bringing TopUp Learning into disrepute in any way.

Please make it clear that the views you are sharing are not linked to TopUp Learning School. This is especially important where it is noted that you work at the school (Facebook, Linked In for example). You can always write a disclaimer: "these are my personal views and not those of TopUp Learning".

In order to avoid problems and misunderstandings, we have come up with a few guidelines to provide helpful and practical advice for students:

Check your privacy settings on Social Media sites to ensure they are as strict as you would like. Ask a member of staff if you would like help.

Have strong passwords, this is particularly important when you are logging in using unknown wi-fi addresses. A strong password uses numbers, capital letters and punctuation

Be careful, don't always assume the person writing to you is a 'friend'. Identity theft does happen online. Be careful for your own safety! Remember that some students at TopUp Learning are aged under 18 years old. They are considered children and as adults, you should act as positive role models.

#### **PLEASE NOTE:**

TopUp Learning will not tolerate any content that encourages any acts of terrorism or promotes a terrorist organisation.

This is the same for any content that encourages hatred of any type including but not limited to; religion, gender, sexuality etc.

Any student who is found in possession of such material from TopUp Learning PCs or their own phone will be reported to the Designated Staff and Designated Safeguarding Lead.



If staff or students have questions on any of the above, please speak to the Principal or the Designated Staff (Lead) or advice.

Designated safeguarding Lead

Name: Sam Malafeh

Phone/email: [sam.malafeh@topuplearning.com](mailto:sam.malafeh@topuplearning.com)

NSPCC Helpline

0808 800 5000

We are committed to reviewing our policy and good practice annually.