Lead Learning – Internal Quality Standards (Tutoring)

This document sets out the internal quality standards governing the delivery of tutoring services under Lead Learning. It applies to all tutors, coordinators, and staff involved in tutoring provision and is designed to ensure consistency, safeguarding, professionalism, and high-quality learner outcomes.

1. Purpose & Scope

The purpose of these standards is to ensure that all tutoring delivered through Lead Learning is safe, effective, inclusive, and aligned with UK best practice. These standards apply to online and in-person tutoring services delivered in structured blocks.

2. Tutor Eligibility & Vetting

All tutors delivering sessions through Lead Learning must meet the following minimum requirements:

- Relevant subject expertise or teaching qualification
- Experience supporting learners at an appropriate level
- Successful completion of Lead Learning onboarding
- Verification of identity and right to work where applicable

3. DBS & Safeguarding Requirements

Safeguarding is a core requirement of Lead Learning tutoring provision. All tutors must hold a valid DBS check appropriate to their role. Enhanced DBS checks are required where applicable. DBS status is verified prior to allocation and reviewed periodically.

Tutors must adhere to Lead Learning's safeguarding policy, maintain professional boundaries, and escalate any safeguarding concerns in line with internal procedures.

4. Teaching & Delivery Standards

Tutors are expected to deliver sessions that are:

- Structured and goal-oriented
- Adapted to individual learner needs
- Inclusive and respectful of diverse learning styles
- Delivered using approved platforms and materials

5. Tutoring Block Structure

Tutoring is delivered in structured blocks to support continuity and measurable progress:

- 4-week block – targeted or short-term support
- 6-week block – skill development and consolidation
- 12-week block – ongoing, in-depth learning support

Each block must include defined learning objectives, weekly sessions, and an end-of-block review.

6. Monitoring, Feedback & Progress

Tutors are responsible for monitoring learner engagement and progress throughout each tutoring block. Progress should be reviewed against agreed objectives, with constructive feedback provided to learners and, where appropriate, parents or advisors.

7. Professional Conduct

Tutors must conduct themselves professionally at all times. This includes punctuality, appropriate communication, use of approved channels, and maintaining confidentiality in line with GDPR and data protection requirements.

8. Quality Assurance & Oversight

Lead Learning maintains oversight of tutoring provision through tutor onboarding, periodic reviews, learner feedback, and adherence to internal policies. Failure to meet these standards may result in retraining, suspension, or removal from the tutoring programme.

9. Review & Updates

These internal quality standards are reviewed periodically to ensure continued alignment with regulatory expectations, safeguarding best practice, and organisational objectives.