

Parent/Carer guidance: respectful conversations in online classrooms

At Tute, the wellbeing, safety, and inclusion of our students sit at the heart of everything we do. We want all families to feel confident that our online classrooms are safe, supportive spaces where children can engage in learning without fear of discrimination or exclusion.

We know that, at times, wider world events or sensitive topics may arise in conversation. These moments can be challenging for young people to navigate, and it's natural that parents and carers may have questions about how these are handled. This guidance explains how we manage such situations, and how you can support your child too.

Our shared values

All Tute classrooms are built on our SHINE values, which guide every interaction:

- Supportive – We work and learn together.
- Honest – We speak honestly and listen to one another.
- Inclusive – We respect and include everyone.
- Nurturing – We look after ourselves and each other.
- Engaged – We are present, prepared, and ready to learn.

By embedding these values, we create an environment where every student can thrive, and differences of opinion can be managed respectfully.

How teachers respond in class

Our teachers are trained to respond calmly and consistently if difficult or inappropriate comments arise. They will:

- Gently but firmly challenge discriminatory, prejudiced, or extremist language.
- Reinforce our SHINE values and remind students of the expectations for respectful interaction.
- De-escalate tensions and re-focus the group on the lesson.
- Report any safeguarding concerns immediately to our Safeguarding Lead Team for follow-up.

This approach helps keep lessons safe, inclusive, and focused on learning while supporting students to reflect and make positive choices.

What parents and carers should know

- Our Safeguarding Team carefully monitors and follows up on all reported concerns.
- Any incidents involving prejudice, discriminatory views, or extremist comments are addressed swiftly and in line with Keeping Children Safe in Education and the Prevent Duty.
- Parents and carers will be informed when appropriate, and support will be offered to ensure every child feels safe, included, and reassured.
- Our teachers and safeguarding team are approachable - you and your child are never alone in managing concerns.

How you can support at home

You play an important role in helping your child feel safe, heard, and confident. If your child reports something that makes them feel uncomfortable or unsafe in class, you might:

- Listen carefully and reassure them that their feelings are valid and important.
- Encourage them to share concerns directly with their Tute teacher, if they feel comfortable.
- Contact us yourself if needed, you can reach out to parentsupport@tute.com or email safeguarding directly at safeguarding@tute.com.
- Explore our [Parent Hub](#) and encourage your child to use the [Student Hub](#), which both offer resources on wellbeing, safety, and respectful online behaviour.

By working together, we can help students feel confident in expressing themselves respectfully, while knowing they are supported and protected.

Our key message

Tute classrooms are designed to be inclusive, respectful, and safe for every student. Safeguarding and positive relationships are central to our work, and we are committed to ensuring that prejudice, discrimination, and extremism have no place in our community.

Together- students, parents, carers, and staff can uphold these values and create online classrooms where young people feel safe, respected, and ready to learn.