THE ONLINE SCHOOL

education without anxiety & bullying

Ages 7 - 16

We Help Students Who Struggle

With Classroom Environments

Heal & Reintegrate

Back Into Physical School

Contents

THE ONLINE SCHOOL

Student Transformations

Our mission is to help anxious & shy students feel safe & calm, to be able to enjoy learning & smile again.

KS3 Parent
Child in Year 9

My daughter went from struggling to go to lessons, missing lessons and feeling left behind and let down, to getting up and getting to every lesson, [...] finding energy to try new things, feeling that there was an open line to the Head at any time, and telling me about things she now understood.

★★★★★

KS3 Parent
Child in Year 9

[...] a huge change to her attitude to school a month ago. Furthermore, I didn't think that I'd see the difference described in the introductory videos if being out of school didn't change her, but after her first week with you she just seemed to snap back in to her old self. She is relaxed, thoughtful and caring. [...] Your school is more effective than therapy! ★★★★★

KS4 Student

Everyone is so kind and supportive, the teachers are amazing and genuinely do everything they can to make sure we are getting the proper education and ensure that we are as comfortable as possible in our learning environment.

★★★★★

Book a FREE consultation today @

www.TheOnlineSchool.UK/SpeakToUs

https://theonlineschool.uk   info@theonlineschool.uk   The Online School   @theonlineschooluk

Hard Facts

An increasing number of students are struggling to cope, let alone thrive, in the physical school setting. The main causes of their anxiety, panic and overwhelm are incredibly difficult for traditional schools to be able to solve sustainably.

Student Struggle	Solution	Why Solution Isn't Practical
Large crowds of students	Accept fewer students	Institution receives less funding
Hectic classrooms	Ensure everyone remains silent where possible	Classroom management skill and adolescent student issues
Micro bullying	Remove students	Can't control students

Evidence shows that schools & academies attempt to address such student issues but are unfortunately limited due to the complex nature of student triggers & trauma, a lack of resources & training. Despite best efforts, often these situations ultimately result in poor parent satisfaction & disillusion towards the institution.

The reality of student experience

Student mental health challenges and anxiety have increased significantly since the COVID-19 pandemic & resulting lockdowns.

CAHMs have long waiting lists and offer minimal support for young people & their families whilst they are waiting to be seen.

The Department for Education requires schools to enforce strict, broad-brush attendance policies which fail to contextualise student absence, not taking into consideration the impact of emotional & mental health struggles on a child's attendance record.

Schools struggling to expand provision to meet SEND adjustments due to underfunding, a lack of resources & limited training.

Unintended Result

Parents are left in a difficult situation, torn between protecting their child's mental health & continuing to engage with the mainstream education system.

Option 1:
Continue to send incredibly unhappy child to school.

Option 2:
Deregister child so they can be happy and we remove "unreasonable" school out of equation.

Student & family continue to struggle. Parent(s) feel stuck & that they are failing to help their child.

Deregistration leads to empty seats in classrooms & ultimately could result in a loss of funding for the institution.

Strained parent-school relationships negatively impact number of parent referrals, recommendations & consequently the reputation of the institution.

Our Solution

Collaboration between physical school & an online provider in order to better support students struggling to access mainstream provision. Such a partnership will simultaneously meet the needs of the student whilst also maintaining a positive relationship between family & school.

Personalised, flexible & complementary education packages.

- Fully remote & hybrid learning plans available
- Range of subjects to choose from
- Affordable payment plans

As a valued partner institution, you will have full **flexibility** when chosing the subjects your students will study & full **visibility** of their experience with lesson recordings & daily progress reports including attendance and interaction monitoring.

- ✔ Affected students can build a healthier relationship with school, learning safely & having fun
- ✔ A more sustainable route for reintegration into physical classrooms is established
- ✔ The institution keeps students on their register & can use each student's funding to support their need for adjustments

Why Us?

Purpose built school to ensure the needs of anxious students and their happiness is at the core of every aspect of learning including platform and lesson delivery.

Actively supporting and successfully helped reintegrate students back into physical schooling.

We provide classroom assistants, lesson recordings, socialisation clubs, student help message boards, revision sessions and assemblies to ensure students are always supported.

We have an evergreen recruitment process and strong development team that ensures we can accommodate your school at anytime through out the academic year.

Why Us?

We actively work with you to provide the best student care and support. Our **holistic** approach ensures that our students can grow both intellectually and emotionally.

We have **existing relationships** with Local Authorities, Schools & Student Centres.

We are committed to making quality education **accessible** to all by offering **affordable** package and **flexible** payment options. We are on average 10–30% cheaper than other leading home education services.

Our **unique** platform provides you with daily, **detailed** reporting and evidence of student performance. We monitor both personal and academic progress, recognising that the milestones for each individual student may look different.

USPs

Regular Mind Breaks – We ensure that students have breaks within lessons to reduce overwhelm and maintain a state of calm.

Student Feedback – We collect feedback from students at the end of every lesson, using their comments to inform CPD of our teachers, platform development & ultimately ensure their happiness.

Purpose Built Technology – We continue to invest in the development of our virtual classrooms & student platform, providing the most engaging & enjoyable online schooling experience which meets the needs of our students.

Unique Lesson Delivery – Our unique pedagogy has been fine tuned for the world of online learning. Informed by our team's years of educational experience, it promotes high energy lessons, lots of smiles, eliminating the pressure & sanctions of more traditional classroom environments.

Service Level Agreement

1. Service Scope:
- Live, interactive lessons in a supportive environment emphasising calm and encouraging student engagement.
- Comprehensive support including homework assistance, daily and half-termly reports, pastoral care, classroom assistants, revision sessions, lesson recordings, after-school clubs, a homework platform, in-person meetups, message boards, and on-demand private lessons.

2. Unique Offerings:
- Tailored education for neurodivergent students and those thriving in calm, engaging environments.
- Emphasis on student happiness, feedback and their involvement in decision-making.

3. Performance Standards:
- Adherence to a consistent live lesson timetable with prompt substitute lessons within 2 working days in case of teacher unavailability.
- 95% service reliability.
- Resolution of lesson quality issues within 2 working days.
- Daily report updates with issues addressed within 5 working days.
- Aim for a 4.8 average in student satisfaction metrics.

Service Level Agreement

4. Success and Quality Measurement:
- Regular feedback from students and parents, half-termly assessments, and monitoring of student engagement and progress.
- Incorporation of student input in service improvements.

5. Technology and Accessibility:
- Support for latest versions of Google Chrome and Firefox on desktop/laptop.
- Availability of lesson recordings within 1 business day.

6. Accommodation for Neurodivergent Students:
- Lesson designs incorporating neurodivergent students' inputs, with elements like calming music, interactive content, and personalized pacing.
- Flexible class placements based on individual ability and pacing preferences.

7. Data Privacy and Security:
- Assurance of not selling personal details to third parties.
- Restrictive data sharing, ensuring essential connected services and appropriate circumstances only.
- Enhanced cloud security measures.
- GDPR compliance.

Service Level Agreement

8. Dispute Resolution:
- Timely addressal of complaints and ongoing communication until resolution.

9. Modification and Termination:
- Modification: Review and update the SLA as needed, requiring mutual agreement for any changes.
- Termination: Allowable by either party with two full half-term's notice for minimal educational disruption.

10. Feedback Mechanisms:
- Weekly assemblies for direct student feedback.
- Regular stakeholder outreach and a lesson rating system for continuous quality improvement.

11. Partnership Goals:
- Collaborative student support strategies.
- Hybrid learning solutions for potential reintegration into physical schooling.

12. Customization for Partner Schools:
- Flexible discounts and class placements.
- Adjustable access to texts and features, including profanity filtering and content moderation.

Email Response Times

You can get in touch with your dedicated school liaison via email with the ability to book in time for a call as needed to discuss any of the following matters:

- **Absences:** No response will be given.

- **Urgent Issues (Safeguarding/Problems**): *Same day* response.

- **Technical Issues:** Response within *1 business day* (include video evidence for technical issues).

- **Complaints/Billing/Wellness:** Response within *2 business days.*

- **Curriculum/ Enrolment/ Policy/ Activities/ Parental Queries:** Response within *3 business days.*

- **General Enquiries/Feedback:** Response within *4 business days.*

- **Follow-Up Responses**: If your query requires further discussion or clarification, expect a follow-up within *2 business days* of our initial response.

Privacy Policy

We are committed to safeguarding the privacy of partner schools & their students, ensuring the security of all personal data.

- **Information Collection:** We may collect personal information about students, such as their name, date of birth, email address, contact details, and other relevant information when parents/guardians register or interact with our website on their behalf. We may also collect non-personal information, such as IP addresses, browser type, and usage data, to improve our services and user experience.

- **Use of Information**: We use the information collected to provide and improve our educational services to students, communicate with parents/guardians, process payments, and respond to enquiries or requests. We may also use student information for administrative, analytical, or research purposes, or as required by law.

- **Data Security**: We implement appropriate technical and organisational measures to protect student personal information from unauthorised access, disclosure, alteration, or destruction. We regularly review and update our security practices to ensure the ongoing integrity and confidentiality of student data.

- **Data Retention:** We retain personal information about students for as long as necessary to provide educational services and fulfill the purposes for which it was collected, unless a longer retention period is required or permitted by law. We will securely delete or anonymize data that is no longer needed.

THE ONLINE SCHOOL

- **Third-Party Disclosure**: We may share student personal information with trusted third-party service providers who assist us in delivering our educational services or conducting our business operations. These providers are contractually obligated to handle student information securely and only for specified purposes.

- **Cookies and Tracking Technologies**: Our website may use cookies and similar tracking technologies to enhance the browsing experience and collect usage data. We use these technologies solely for the purpose of improving our services and tailoring content to student needs. Parents/guardians have the option to modify browser settings to manage cookies, but please note that blocking or deleting cookies may affect certain functionalities of the website.

- **Links to Third-Party Websites**: Our website may contain links to third-party websites or resources. We are not responsible for the privacy practices or content of these external sites. We encourage parents/guardians to review the privacy policies of any third-party websites visited.

- **Children's Privacy**: TheOnlineSchool.uk is intended for use by students aged 7-16, and we do not knowingly collect personal information from individuals outside of this age range. We require verifiable parental/guardian consent for the collection, use, or disclosure of personal information about students. If we become aware of any data collected from students without parental/guardian consent, we will take steps to delete it promptly.

THE ONLINE SCHOOL

- **Parent/Guardian Rights**: Parents/guardians have the right to access, review, correct, update, or delete personal information about their child in our possession. They may also have additional rights under applicable data protection laws, such as the right to restrict processing or object to certain data uses. To exercise these rights or make any inquiries regarding their child's personal data, parents/guardians should contact us using the information provided below.

- **Changes to the Privacy Policy**: We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any revisions will be effective upon posting the updated version on our website

Please be reassured that all aspects of our Privacy Policy which refer to the data & information of 'Parents/Guardians' also apply to our partner organisations (e.g. councils, schools).

Safeguarding Policy

Purpose of the Policy:
- **To safeguard and promote the rights and welfare of children and young people at The Online School (TOS).**

Safeguarding Statement:
- Applies to all TOS staff, teachers, tutors, students, senior managers, candidates, and volunteers.
- Commitment to a safe, secure, respectful online learning environment.
- Emphasis on student wellbeing and an enriched life experience.
- Safeguarding is everyone's responsibility, with mandatory understanding of TOS's 'Reporting a Safeguarding Concern' procedure.

Safeguarding Aims:
- Timely actions to safeguard and promote children's welfare.
- Training and awareness for all staff regarding statutory responsibilities.
- Proactive safeguarding approach in all school activities.

Legal Framework:
- Guided by Children Acts 1989 & 2004, United Convention on the Rights of the Child 1991, GDPR, Human Rights Act 1998, Sexual Offences Act 2003, Safeguarding Vulnerable Groups Act 2006, Children and Families Act 2014.
- Designation of an experienced and trained Safeguarding Lead and deputy.

Allegations Against Staff:
- Immediate referral of abuse allegations to Local Authority Designated Officer (LADO).
- Suspension of involved staff during investigation.

Safer Recruitment:
- Stringent compliance checks for all candidates and volunteers, including identity verification, referencing, and criminal record checks.

Safeguarding Policy cont.

Preventing Radicalisation:
- Fulfilling duties under the Counter-Terrorism and Security Act (2015) to protect against radicalization.
- Awareness and internet safety measures for staff, tutors, and students.

Storage of Child Protection Records:
- Secure and sensitive handling of child protection data in accordance with Data Protection Policy and GDPR.
- Individual child protection files maintained separately.
- Record retention for 7 years after last contact.

Designated Safeguarding Leads:
- DSL: Naiomie Moss
  - Head of Classroom Happiness
  - Email: naiomie@theonlineschool.uk
- Deputy DSL: Angela Verma
  - Lead Parent Liaison
  - Email: angela@theonlineschool.uk

Our Enrolment Packages

1) Choose your Package

Base Package

Included:
- **Maths**
- **English**
- **Science**
- **Life Skills (FREE)**

OR

Full Package

Included:
- **Entire subject range (Maths, English, Science, Life Skills, Humanities, Spanish, Psychology, Coding)**

All enrolled students have access to Assembly, Revision Sessions & Debate Club if requested.

2) Select your Contract

Half-Term Contract

Provides you with...
- **The option to explore school reintegration after a shorter period of study with us**
- **The ability to cancel without a cancellation period**

OR

Annual Contract

Perfect for...
- **Securing your child's place for the entire academic year**
- **Creating a monthly payment plan to spread the cost**
- **Saving over 35% compared to other learning plans**

Enrolment is quick & easy! The entire process can be done by YOU on your student dashboard. Alternatively, we are happy to guide you through it during a consultation call.

WELCOME TO
KEY STAGE 2

KS2 Weekly Calendar

THE ONLINE SCHOOL

Time	Monday	Tuesday	Wednesday	Thursday	Friday
08:00-09:00					
09:00-10:00	Maths	Maths	Maths	Humanities	
10:00-11:00					
11:00-12:00	English	English	Science	Food + Languages	
12:00-13:00	Hangouts	Life Skills	Art	Assembly (30 min)	
13:00-14:00					
14:00-15:00					
15:00-16:00					

◎ **All lessons last 50 min**

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KEY STAGE 2
PACKAGES

THE ONLINE SCHOOL

Base Package

£204
/Month
(Annual Contract)

£258
/Month
(Half Termly Contract)

You will receive

- ✓ Maths
- ✓ English
- ✓ Science
- ⊕ Assembly (FREE)
- ⊕ Life Skills (FREE)

- ⊕ Add extra subjects for £43.20/month/subject

Full Package

£360
/Month
(Annual Contract)

£468
/Month
(Half Termly Contract)

You will receive

- ✓ Maths
- ✓ English
- ✓ Science
- ✓ Humanities
- ✓ Art
- ✓ Hangouts
- ⊕ Assembly (FREE)
- ⊕ Life Skills (FREE)

ALL OF OUR PACKAGES ARE ON AVERAGE 10-30% CHEAPER THAN OUR COMPETITORS

WELCOME TO
KEY STAGE 3

KS3 Weekly Calendar
THE ONLINE SCHOOL

Time	Monday	Tuesday	Wednesday	Thursday	Friday
09:00-10:00	Maths	Science	Maths	Spanish	
10:00-11:00				English	
11:00-12:00		Life Skills	Science		
12:00-13:00	English				
13:00-14:00	Humanities	Psychology	AfterSchool Club	Assembly (30 min)	Debate Club
14:00-15:00			Coding		
15:00-16:00		Art			
16:15-17:00	Revision				

◎ **All lessons last 50 min**

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KEY STAGE 3
PACKAGES

THE ONLINE SCHOOL

Base Package

£276/Month
(Annual Contract)

£360/Month
(Half Termly Contract)

You will receive

- ✓ Maths
- ✓ English
- ✓ Science
- ➕ Assembly (FREE)
- ➕ Life Skills (FREE)
- ➕ Revision (FREE)
- ➕ Add extra subjects for £43.20/month/subject

Full Package

£504/Month
(Annual Contract)

£672/Month
(Half Termly Contract)

You will receive

- ✓ Maths
- ✓ English
- ✓ Science
- ✓ Humanities
- ✓ Art
- ✓ Psychology
- ✓ Coding
- ✓ Spanish
- ➕ Assembly (FREE)
- ➕ Life Skills (FREE)
- ➕ Revision (FREE)

ALL OF OUR PACKAGES ARE ON AVERAGE 10-30% CHEAPER THAN OUR COMPETITORS

THE ONLINE SCHOOL

WELCOME TO
KEY STAGE 4

KS4 Weekly Calendar
THE ONLINE SCHOOL

Time	Monday	Tuesday	Wednesday	Thursday	Friday
09:00-10:00				Spanish	
10:00-11:00					
11:00-12:00	English	Maths	English	Geography	
12:00-13:00			Science	English	
13:00-14:00	Maths	Life Skills	AfterSchool Club		Debate Club
14:00-15:00		Psychology	Coding	History	
15:00-16:00	Science	Art	Science	Assembly (30 min)	
16:15-17:00		Maths Revision	English Revision	Science Revision	

◎ **All lessons last 50 min**

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KEY STAGE 4
PACKAGES

THE ONLINE SCHOOL

Base Package

£**352**
/Month
(Annual Contract)

£**448**
/Month
(Half Termly Contract)

You will receive

- ✓ Maths
- ✓ English
- ✓ Science (Double or Triple)
- + Assembly (FREE)
- + Life Skills (FREE)
- + Revision (FREE)
- + Add extra subjects for £46.80/month/subject

Full Package

£**600**
/Month
(Annual Contract)

£**780**
/Month
(Half Termly Contract)

Choose any 8 subjects from below

- ✓ Maths
- ✓ English Language
- ✓ Science (Double Award)
- ✓ Geography
- ✓ History   + Assembly (FREE)
- ✓ Spanish   + Life Skills (FREE)
- ✓ Coding   + Revision (FREE)
- ✓ Psychology
- ✓ English Literature
- ✓ Triple Science

ALL OF OUR PACKAGES ARE ON AVERAGE 10-30% CHEAPER THAN OUR COMPETITORS

THE ONLINE SCHOOL

2024-2025 Term Dates

September

MO	TU	WE	TH	FR	SA	SU
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

October

MO	TU	WE	TH	FR	SA	SU
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

November

MO	TU	WE	TH	FR	SA	SU
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

December

MO	TU	WE	TH	FR	SA	SU
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

January

MO	TU	WE	TH	FR	SA	SU
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

February

MO	TU	WE	TH	FR	SA	SU
27	28	29	31	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2

March

MO	TU	WE	TH	FR	SA	SU
24	25	26	27	28	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April

MO	TU	WE	TH	FR	SA	SU
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

May

MO	TU	WE	TH	FR	SA	SU
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

June

MO	TU	WE	TH	FR	SA	SU
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July

MO	TU	WE	TH	FR	SA	SU
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

August

MO	TU	WE	TH	FR	SA	SU
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

● • School Closed for Holidays

◯ • UK Bank Holidays (England & Wales) (School Closed)

THE ONLINE SCHOOL
2024/25