

## Alternative Education Provider - Organisation Profile

Provider Name	TLC LIVE Online Tutoring
Address	2 Ducketts Wharf, South Street, Bishop's Stortford, Hertfordshire, CM23 3AR
Telephone	01279 657 193
Contact	Amy Martin
E-mail	amartin@tlclive.com
Website	<a href="https://www.tlclive.com/">https://www.tlclive.com/</a>

### Summary of provision provided (please tick as appropriate)

Full Time Alternative Provision	
Part Time Alternative Provision	X
Tutoring	X
On-line Learning	X
Bespoke Provision delivered off-site	
Additional Interventions delivered on-site	
Full or Part-Time Alternative Provision for Post 16 Students	X
Key Stage 1	X
Key Stage 2	X
Key Stage 3	X
Key Stage 4	X
16 Plus	X
English Tuition	X
Maths Tuition	X
Science (including IT) Tuition	X
Core Curriculum	X
Vocational Training	X
Physical activities – such as sports	
Therapies – such as equine therapy.	

### Additional Provision Information

TLC LIVE provide live interactive individualised tutoring sessions, delivered by fully qualified teachers to children in a collaborative, engaging format via our online learning programme. By delivering sessions online, the availability of tutors is assured, and the pool of resource available is much strengthened as tutors are recruited based on their ability rather than locality. With over 35,000 hours of national curriculum content available for children from 6 years old up to A level, we can accommodate a range of education needs. Contribution to outcomes Our service focuses on improving academic engagement and attainment by providing personalised one on-one support. As such, outcomes are geared towards removing barriers in education and supporting children to re-engage in learning, ultimately leading to attainment of qualifications or entry back into mainstream school. Sessions delivered are designed to target skills gaps identified in the assessment, ultimately working towards larger outcomes such as improving academic ability and enhancing confidence through bespoke learning at a level the student is able to engage with. TLC LIVE recognise that many students out of school may need alternative pathways to help reintegrate into mainstream education or even just to pursue different academic pathways. That is why TLC LIVE are now a registered ASDAN centre offering short courses as well as an NCFE exam centre to allow delivery of Level 1 and 2 qualifications, functional skills examinations and our own mentoring programme.

Who do we Support:

TLC LIVE have supported students of all ability levels and for a wide range of reasons:

- Children Looked After; because placements have broken down
- Children Looked After; as part of PEP plans
- Students with medical needs, needing extra hours of education
- Students requiring tuition as part of an Alternative Provision package

- Excluded students or students at risk of exclusion
- Student with Emotionally Based School Avoidance (EBSA)
- GCSE intervention
- SATs intervention
- Students with SEND

Who do we work with:

- Primary and secondary schools
- Virtual School
- Pupil Referral Units
- Inclusion departments
- Hospital Schools
- Home educated students
- SEN Departments

How our provision works:

**Individualised Provision:** - Students are taught independently in separate online classrooms this helps them focus their time and energy on mastering the skills they need to catch up and move forward. Our baseline assessments help to identify the young persons current academic level and initial learning gaps. Further assessments are usually carried out every 10 lessons to track academic progress, this can be adapted to suit the requirements of the student or referrer. All lessons are run flexibly so while our tutors set out lesson plans, these can be amended during the lesson based on teacher and student feedback and interests.

**Flexibility:-** TLC LIVE can run lessons at anytime including weekend and holiday times, our hours are flexible to accommodate the young persons timetables so if we need to start a lesson at 10 past 10, we can. We can support anything from 1 hour up to 17 hours per week with no minimum booking. One of the factors Schools and Local Authorities choose our service is that we don't do contracts, so while you can book in a terms worth of sessions, as we invoice monthly, you only pay for the sessions that have been received, as we ask for is 24 hours to cancel or re-arrange a lesson.

**Reporting and feedback:-** At the end of each lesson, students are asked to give feedback on content and overall enjoyment. This feedback can be accessed by the referrer through summary reports available to download via our online portal. Our tutors will also provide feedback and summarise topics covered and a lesson plan for next time. Real-time attendance can also be viewed via our portal.

**Quality of teaching:-** Our live tutors are fully UK trained and qualified in their specialist subject so we can ensure each student receives the maximum support and guidance each lesson. All tutors are enhanced DBS checked for safeguarding purposes and all lessons are recorded and monitored through head office.

### **Process for Service Delivery**

The service delivery process at TLC LIVE follows a structured 4-step approach to ensure that every student receives personalized support that effectively addresses their educational gaps and facilitates their academic progression.

1. **Planning Meeting:** Upon receiving a referral, we organize a planning meeting with all stakeholders, including parents, educators, and any relevant support staff. This meeting aims to gain a comprehensive understanding of the student's needs, current educational levels, and desired outcomes. Based on this discussion, a personalized timetable is developed, and suitable tutors are assigned. This ensures that the student's learning journey is tailored specifically to their needs.

2. **Intensive Lessons:** Once the plan is in place, we commence with intensive lessons focused on bridging educational gaps and building the student's confidence. Our lessons are delivered flexibly, allowing students to engage in a comfortable environment, whether at school or at home. This stage includes 6-weekly review meetings where all stakeholders can assess progress, adjust plans, and ensure that the student is benefiting from the sessions.
3. **Reintegration Phase:** For students who are transitioning back to mainstream education, we gradually introduce TLC LIVE lessons on the school site. This step is crucial as it helps students reacclimate to the routine of attending school while maintaining the consistency of their learning. Lessons may take place in quieter settings like the library to ease this transition. Regular review meetings continue during this phase to monitor the student's progress and make necessary adjustments.
4. **Full Reintegration and Ongoing Support:** The final step involves the student's full reintegration into mainstream classes. To ensure they do not fall behind, we continue providing weekly tuition. This ongoing support helps solidify the skills they have gained and ensures they remain engaged and confident in their academic abilities.

### **Additional Services**

While our primary focus is on academic subjects, TLC LIVE also offers a range of supplementary services to support the personal, social, and emotional development of students. These include careers guidance, CV writing, PSHE (Personal, Social, and Health Education), and mock exams. For students who benefit from a broader curriculum, we offer ASDAN courses, which cover less academic subjects like Foodwise, Health and Beauty, and Construction. These courses can be particularly engaging for students, providing them with valuable skills and helping them explore potential career pathways.

### **Pastoral Support Offered – please provide a summary of the pastoral care you provide**

#### **Pastoral Support at TLC LIVE**

At TLC LIVE, we are dedicated to providing pastoral support that ensures the wellbeing of all students, including safeguarding their safety, promoting health and wellbeing, and offering tailored one-to-one support. Our approach is centred on creating a safe, engaging, and nurturing environment where every student can thrive academically and personally.

#### **Safeguarding**

Safeguarding is at the heart of our operations. All our tutors are fully trained in safeguarding practices and undergo enhanced DBS (Disclosure and Barring Service) checks. We have robust policies in place to protect students during their lessons, whether online or in-person. These include clear communication protocols, secure digital platforms, and regular staff training to ensure that potential risks are identified and addressed swiftly. Our trauma-informed practices are particularly vital for

students who have faced challenging circumstances, providing a safe space for them to rebuild confidence and engage with their learning.

### **Health and Wellbeing**

We recognise the significant impact that emotional and mental health can have on a student's ability to learn. Our curriculum includes PSHE (Personal, Social, and Health Education) sessions, designed to support students' broader wellbeing by teaching essential life skills, resilience, and self-awareness. For students who may benefit from alternative approaches, we also offer ASDAN courses such as *Foodwise* and *Health and Beauty*, which promote practical skills alongside emotional growth. Additionally, our tutors employ flexible teaching methods to ensure students remain comfortable and supported during lessons. Lessons are structured to build confidence, starting with achievable goals to foster a sense of success before progressing to more challenging tasks. This approach reduces anxiety and supports a positive attitude towards learning.

### **One-to-One Support**

TLC LIVE provides personalised, one-to-one support tailored to each student's needs. From the initial planning stage, we gather detailed information about the student's interests, preferences, and learning requirements. This enables us to match students with suitable tutors and adapt lesson content to keep them engaged and motivated.

Students are encouraged to share feedback after every lesson, which our team monitors closely to identify areas for improvement. We also conduct regular review meetings with parents and other stakeholders to ensure the support remains aligned with the student's needs. This individualised approach ensures students feel heard, valued, and supported in both their academic and personal development.

### **Service Provider Benefits – please list the main benefits of your provision**

- 1. Personalised Support:** Tailored one-on-one lessons to remove barriers to education and re-engage students in learning.
- 2. Outcome-Focused Goals:** Aiming for qualifications, academic progress, or successful reintegration into mainstream education.
- 3. Skill Gap Targeting:** Lessons address specific skills gaps identified through an initial baseline assessment.
- 4. 4-Step Structured Process:** Includes planning meetings, intensive lessons, reintegration phases, and ongoing support.
- 5. Regular Monitoring:** Progress assessed every 10 lessons, with flexibility to adapt to student needs.
- 6. Collaborative Approach:** Close communication with stakeholders, including parents and educators, ensures tailored support.
- 7. Behavioural and Engagement Tracking:** Improvements in behaviour and engagement are monitored throughout the intervention.
- 8. Feedback-Driven Improvement:** Feedback from students and tutors after each session informs ongoing support.



