

Alternative Education Provider - Organisation Profile

Provider Name	Bright Heart Education Ltd ("Bright Heart")
Address	20 – 22 Wenlock Road, London, N1 7GU
Telephone	0208 064 3800
Contact	Jenny Donovan (Client Manager) / Ryan Stevenson (Director)
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Summary of provision provided (please tick as appropriate)

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

Additional Provision Information

Bright Heart is an award-winning SEN-focused tutoring agency. It won the prestigious Tuition Business of the Year award in the 2022 National Tutoring Awards, organised by The Tutors' Association (joint runners-up in 2024, runner-up in 2023).

Bright Heart works closely with local authorities to provide AP tuition to students with Education Health and Care Plans (EHCPs). It also supports schools as an accredited National Tutoring Programme (NTP) Tuition Partner, and has successfully completed Quality Assurance for 2023/4 carried out by Tribal Group across three broad categories – Organisation; Safeguarding and Safer Recruitment; and Quality of Provision.

Bright Heart offers a more nurturing approach and focuses on supporting children and young people with learning challenges or social, emotional, and mental health (SEMH) needs. Its nurturing approach boosts learning by building rapport and confidence with warmth.

Bright Heart's experienced team is passionate about helping children and young people achieve their potential. Its education experts take the time to fully understand students' unique learning needs and ensure that pupils receive well-matched tutors. Students receive individual learning plans (ILPs) that cater not only to their academic requirements but also to their SEMH needs. ILPs serve as a roadmap, guiding tutors to deliver tailored tuition that keeps students' learning and transition plans on track.

Tutors are carefully screened, personally interviewed by a director, and background checked (including Enhanced DBS with children's barred list check). Tutors receive training and guidance on tutoring and safeguarding practices and adhere to Bright Heart's tutoring standards, Safeguarding and Child Protection Policy, and Online Tutoring Policy. Tutors have the patience, understanding and experience to ensure that sensitive learning situations are handled with care. Tutors embody Bright Heart's student-centred approach, taking the time to listen and connect to students, enhancing trust, self-esteem, and self-belief before building on academic abilities.

Bright Heart covers from Reception to A-level and offers adult support. It offers supplementary tuition and interim education, covering the entire curriculum. In addition, it provides help with lifelong skills, including study techniques and transition into adulthood.

Bright Heart has significant experience working with local authorities to support children, young people, and adults with a wide variety of specific needs. Bright Heart has actively worked with 19 local authorities over the last 12 months. Bright Heart also works with many schools and with private clients.

Bright Heart provisions typically include:

- i) introductory discussion with parents/carers and LA caseworker by the assigned client manager to better understand the student's needs, barriers to learning, learning preferences, and interests;
- ii) detailed documentary reviews, for example, EHCPs, by the assigned education consultant;
- iii) detailed consultation by the assigned education consultant with the LA caseworker, parents/carers and other relevant practitioners, for example, a social worker to ascertain additional details to the EHCP and understand the student's unique needs and learning styles;
- iv) matching to an appropriately experienced and qualified tutor, who has been subject to a stringent safer recruitment process (including online interviews, background checks and face-to-face meetings), signed contract and child protection and safeguarding policy, has passed internal and external safeguarding tests following training, has in place current (<12 months) Enhanced DBS with a check of the children's barred list, and has received a briefing from the assigned education consultant;
- v) risk assessments, covering a general risk assessment and a learning environment risk assessment;
- vi) fully refundable trial lesson to ensure pupil and tutor are a good potential match, with both parties able to decline to proceed following the trial;
- vii) preparation of Individual Learning Plan (ILP) by Education Consultant (initial part) and tutor (subsequent parts), covering SEMH targets, academic SMART goals, and goal for Positive Destination / Transition, tracked against actual outcomes to ensure successful provision, with oversight from the education consultant;
- viii) lesson reporting after each lesson, which includes tracking student engagement and whether academic and SEMH targets linked to ILPs are on track. Reports also cover learning objectives, description of the session, comments about the session, comments about the student, comments on lesson outcomes, and comments if engagement / targets are flagged. Reports are all reviewed by the assigned education consultant, with appropriate follow-up action taken where necessary;
- ix) monitoring and reporting of attendance in line with specific requirements, with action taken to address attendance issues;

x) attendance at meetings, for example PEP meetings, annual reviews and CP (Child Protection) conferences by assigned education consultant and safeguarding team where necessary. We provide an updated ILP prior to key meetings to help summarise progress;

xi) Reviews of tutor performance against a formal tutor evaluation tool - covering preparation/subject knowledge; delivery; learning environment; and student progress - and guidance and support for tutors from the education consultants, with tutors provided training from Nasen (compulsory) and TES CPD (optional), in addition to compulsory in-house and third-party safeguarding training. Tutors can be replaced where necessary, and the first lesson is a fully refundable trial; and

xii) Support with any exam bookings and post-provision transition.

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

Bright Heart tutors have a nurturing, holistic approach to tuition, focusing in the first instance on building rapport and a positive relationship of trust with their tutees.

We understand that for children and young people to learn, they must feel safe and supported in their learning environment, and our student-centred nurturing ethos ensures that students' mental and emotional well-being is always prioritised. As such, all tutoring provisions involve a pastoral element. SEMH targets are specifically set out in ILPs in addition to academic targets. Bright Heart's education consultants (all experienced former teachers with QTS) carefully oversee all aspects of tutoring provisions.

In addition, we also offer specialist pastoral support to students where required. This can include, for example, a specific Learning Support role (often in line with requirements outlined in an EHCP), or a Mentoring role.

For example, we have worked with a special needs school in west London, providing mentoring support to students with a range of needs, including ASC and SEMH challenges. Our tutor has built positive relationships with the students, and the school has stated that these students benefit a lot from these sessions and that they help with regulating their emotions and behaviour.

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

1. Specialist SEN tutoring agency that focuses on supporting students with special needs
2. Specialist SEN tutors with SEN experience and SEN / person-centred training from Nasen
3. Strong focus on safeguarding and safer recruitment, with staff/tutors comprehensively trained
4. Free consultation with an education consultant (with QTS) to fully understand student needs
5. Individual learning plans (ILPs) with SEMH / SMART academic targets are provided for each student
6. Lesson reports provided after each lesson, tracked against targets outlined in ILPs
7. Education consultants (with QTS) oversee provisions, including attending annual review meetings
8. Offer a refundable trial lesson to ensure a potential tutor and student are a good match
9. Bright Heart's more nurturing approach boosts learning and confidence
10. Bright Heart's excellent tutoring has been recognised at the National Tutoring Awards (2022/3/4)

Provider Outcomes – please list the main outcomes

1. Improvements to student's SEMH, including self-confidence and self-esteem
2. Increased ability to manage tasks, timetables and engage with structured activities
3. Improved overall engagement and attendance
4. Improved academic outcomes, measured by SMART targets (reviewed by education consultants)
5. Successful transition to appropriate destinations (e.g. school re-integration or post-16 destinations)

Other Information

Registered as a school? (please provide URN)	No
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Which regulatory body are you registered with? (e.g. OfSTED, ISI, CQC etc.)	Bright Heart is a corporate member of The Tutors' Association (membership number C0338), the only professional membership body for tutoring and the wider supplementary education sector in the UK and is recognised as such by the UK Government. https://thetutorsassociation.co.uk/member-register Bright Heart is also an approved Tuition Partner for the DfE's National Tutoring Programme (NTP).
What was your last inspection rating?	N/a
Free School Meals Catered for?	No
Can cater for service users with restricted mobility?	Yes
Can support service users with complex health needs?	Yes
Can support service users with complex education needs?	Yes

Pricing Schedule					
Course/Service	For Course	Per hour	Per Day	Per Week	Per Term/Per Annum
Full Time Alternative Provision – Lower range		£42.00			
Full Time Alternative Provision – Upper range		£67.50			
Part Time Alternative Provision – Lower range		£42.00			
Part Time Alternative Provision – Upper range		£67.50			
Tutoring – Lower range		£42.00			
Tutoring – Upper range		£67.50			
On-line Learning – Lower range		£37.75			
On-line Learning – Upper range		£60.75			
Provision for Post 16 Students – Lower range		£42.00			
Provision for Post 16 Students – Upper range		£67.50			

* Prices stated pre-VAT, and before volume discounts. Prices vary within a range based on the experience and qualifications of the tutor (and will be firmed up based on the tutor selected for a specific referral). We offer a 5% discount for all tutoring hours if tutoring hours across all lots for Reading reach 200 hours in a calendar month. Based on specialist SEN tutors, and the hourly rate includes assessment, reporting, and meeting costs, we cannot typically offer a bigger discount. If a 1:2 provision is required, support tutor rates start from £39.90/hr or £35.86/hr online.