

# LUL'S COMMITMENT TO PARENTS AND CARERS.

At Light Up Learning, we are committed to adapting our current face to face work to work so that we can continue to mentor young people online. Sessions will continue to take place during term time for one session per week on an agreed day and time. This will be the same each week. We will continue to mentor your young person in line with our values



## STUDENT LED

- Participation within LUL is voluntary and we will take our lead from your young person if they wish to continue. If they decide that online mentoring isn't for them, we will look to make contact again once it is safe to do so.
- Sessions will take place in a way you and your young person decide is best for them. For example if you both decide that a video call is best, then this is what we will do.



## RESPONSIVE

- At LUL we will continue to adapt our delivery to suit the changing circumstances. For example if IT or the internet is an issue, please let us know and we can see how we can support.
- We want to make sure that young people are safe, we've adapted our child protection procedures to make sure that they're relevant for online mentoring



## COLLABORATIVE

- We will work together with you, the school and your young person to make sure that we are keeping each other up to date with changes in our delivery.
- We would really appreciate it if you could let us know if your young person can't check in for a session and we can then see if we can rearrange.



## FUN

- It is more important than ever that learning is fun! We will actively seek out new ways to do this and keep a fresh, exciting and innovative approach.
- We still want LUL sessions to be fun for your young person, and we will openly listen to their feedback on how things are going. This is new territory for us and we would really welcome feedback and suggestions.



## INCLUSIVE

- If your young person continues to want to engage with their mentor online then we will commit to making this happen to the best of our ability.
- We want all of our mentees to feel supported during this time. We have set up group sessions too so that if they would prefer this to 1:1 work this is also an option.

**Feedback is hugely important to us. Please get in touch with any feedback or comments that you have. You can reach out to our Head of Mentoring Clare: [clare@lightuplearning.org](mailto:clare@lightuplearning.org) or our Chief Executive Emily: [emily@lightuplearning.org](mailto:emily@lightuplearning.org).**