Commissioner Information Pack

Education that builds momentum | Schools, trusts and local authorities

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01 / The proposition

MFactor Education provides live, teacher-led online specialist education for learners who benefit from a more personalised approach. The initial offer is for Years 7–9 English and mathematics, commissioned by schools, trusts and local authorities.

Our focus is educational suitability, a clear learning plan, dependable teaching, constructive engagement and useful information for the commissioner. MFactor combines individual learning, suitably matched group provision and flexible programmes agreed with the purchaser.

Primary enquiry: referrals@mfactor.co.uk | Website: mfactor.co.uk

02 / Who we support

Learners experiencing barriers to accessing mainstream education, interrupted attendance or a need for appropriately adapted teaching may be considered. This includes some pupils with SEND and SEMH-related educational support requirements.

- Suitability assessed individually; online learning is chosen for educational fit.
- Age focus at launch: Years 7–9.
- Subjects at launch: English and mathematics.
- Commissioner remains responsible for the child's wider education arrangement.
- MFactor does not provide diagnosis or clinical therapy.

03 / Our educational formats

Service	Use case	Fee
Individual Learning	Live 1:1 teaching to agreed objectives	£65 / 30 mins
Small Group, up to 3	Compatible learners requiring smaller teaching format	£49 / learner / 30 mins
Group, up to 6	Compatible learners suited to supported group learning	£32 / learner / 30 mins
Flexible Learning Programme	Agreed combination of subjects and formats	Quotation

The fees shown are current published charges; MFactor is not VAT registered. A signed order establishes timetable, price, review arrangements and any additional services.

04 / What a learning week can look like

Illustrative Year 8 example: three weekly 30-minute individual online sessions over six weeks; one English and two mathematics. A fuller example programme is supplied separately.

Day	Teaching focus	Learning evidence
Monday	Fraction concepts and worked examples	Accuracy checks

Wednesday	Reading comprehension and paragraph response	Short written/oral sample
Friday	Ratio problems and consolidation	Strategy explanation + review

Each learner's timetable is developed from suitability review and commissioner agreement. Other programmes may include appropriate groups, adapted pacing and different objectives.

05 / From enquiry to learning

Step	Commissioner experience
1. Discuss	Share broad requirements without identifiable pupil details
2. Assess	Agree secure referral and complete educational/safeguarding suitability checks
3. Confirm	Agree staff, programme, timetable, responsibilities, commercial terms
4. Teach	Learner accesses approved live teaching environment
5. Review	Receive agreed attendance, learning and progress information

Real pupil data are accepted only through a formally approved secure process. Starting a discussion does not commit the commissioner to purchasing provision.

06 / Oversight and progress

A structured reporting model supports institutional oversight without reducing children to a single score. The commissioner can receive session delivery and attendance information, educator observations, progress against agreed learning objectives, programme adjustments and next review recommendations.

An illustrative six-week learner progress report is available as a separate document. Progress is interpreted against the learner's agreed starting point and curriculum objectives. Attendance, participation and academic learning are distinct measures.

07 / Safeguarding and quality

The website identifies Anubhuti Rajpal as Designated Safeguarding Lead and Zahida Hakim as Deputy. The named roles, operational availability, training and escalation arrangements must be formally confirmed before service delivery.

The MFactor commissioning framework covers safer recruitment, safe online teaching, attendance escalation, incident handling, learner-specific risk assessment and teaching-quality review. Evidence of implementation is provided during commissioner due diligence.

Safeguarding: safeguarding@mfactor.co.uk. Immediate danger: call 999.

08 / Commissioning MFactor

We welcome discussions with schools, academy trusts and local authorities about provision for individual learners and suitable small groups.

- Discuss intended age group, subjects and educational goals.
- Receive a proposal and suitability review process.

- Agree a written order, reporting, safety and data responsibilities.
- Receive relevant approved service, safeguarding and supplier documents.

Discuss Provision: mfactor.co.uk/contact

Referrals and commissioning: referrals@mfactor.co.uk

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Document use and information integrity

Individual programmes are established through a signed commission, an assessment of educational suitability and the required safeguarding and staffing arrangements.

Commissioning assurances and regulatory responsibilities

How commissioned online education fits

MFactor delivers the specified live sessions and shares provision, attendance and progress evidence. Commissioning schools/local authorities remain responsible for determining the pupil's overall suitable education, register coding where applicable, statutory reviews and the lawful basis for a placement.

Safeguarding and information sharing

A child-specific safety and escalation arrangement is agreed before sessions. Appropriate safeguarding information is shared through a controlled route, informed by Keeping Children Safe in Education 2026, Working Together 2026 and the September 2026 information-sharing guidance.

Published standards and regulatory status

The service framework is informed by the DfE non-school alternative provision national standards and the relevant safeguarding, attendance and online education guidance. Schools and commissioning authorities apply their own statutory duties to each placement.