

Vault Change Log

24 Sept 2026, 11 min read

A running log of structural changes, policy additions, and version uplifts.

2026-09-24 (ii) — NEO Terms: places, prices and timetable

- **NEO Terms and Conditions for Parents and Carers and NEO Terms of Business (Commissioned Placements)** merged with the approved Google Doc versions: the Docs' products, prices, timetable and invoicing adopted; the published legal clauses kept (data protection, liability, late payment, device return, records transfer, KCSIE citation, policy links)
- Places are now Small-Group 12 hours (£40/hr, £480 a week, Monday to Thursday) and 15 hours (£30/hr, £450 a week, adding the Friday Cornerstones day), replacing the single £18,000 Standard place. The 15-hour weekly price is lower by design: the same annual price spread over five days rather than four
- Commissioned Terms Schedules 1 and 2 now list the Discovery Phase (£370), Intensive Place, Curriculum Access (£250 a year), Tuition (£70/hr) and the Nudge practitioner add-on (£65); VAT at 20%; registration not charged for Discovery Phase or Curriculum Access
- Timetable: lessons from 10:00, a 9:30 mentor group and a 13:00 check-in (replaces "four lessons a day")
- Parents and Carers Terms §11.2 complaints timescales aligned with the Complaints Policy v2.0 (closes the follow-up noted below)
- Not yet included: card payment (Stripe), pending Finance agreement

2026-09-24 — Complaints re-aligned; Safeguarding Sept 2026; policy impact alerts

- **Complaints Policy** replaced with the Nudge Education **Sept 2026 v2.0** (Executive Team approval 23 September 2026; Service Director sign-off date to be confirmed): one formal outcome, then one review, replacing the three stages; outcome and review each normally within 15 working days; 10 working days to request a review. Owner now Service Director

- **NEO complaints procedure** (addendum to the Complaints Policy) rewritten as v09.26 to follow the Nudge structure and timescales. NEO's review keeps a panel of at least three with a member independent of NEO's management, as a safeguard for OEAS
- **NEO Appeals and Complaints Policy** uplifted to v09.26 (complaints route re-aligned; appeals route unchanged). **NEO Home-School Agreement** v09.26 amended 24 September 2026: section 6 timescales aligned
- **Child Protection and Safeguarding Policy:** canonical policy replaced with the **Sept 2026 Nudge Education Safeguarding Policy (Including Child Protection)** — a full rewrite (29 sections and five annexes). Staff contact details replaced with role titles; the Annex 4 table was rebuilt from a garbled PDF extraction and should be checked against the source. NEO Online Addendum v07.26 unchanged (DSL countersignature still pending)
- **Policy impact alerts:** new workflow (`.github/workflows/policy-impact.yml`, `scripts/policy_impact.py`). When a policy changes, a GitHub issue lists the published policies linked to it (by wikilink or `related_policies` front-matter), grouped by owner role, and flags any that still use timescales or stage names the change removed. The issue is assigned to the policy-site owner, so GitHub emails them. `related_policies` added to the four policies above
- Known follow-up: **NEO Terms and Conditions for Parents and Carers** §11.2 still states 20 working days and a panel hearing — to update with the pending Billing Rules edits

2026-09-23 — NEO Home-School Agreement v09.26

- **NEO Home-School Agreement** uplifted from v04.26 to **v09.26** (Proprietor-approved, September 2026) and aligned with the NEO Terms and Conditions for Parents and Carers and the Billing and Payment Rules v0.3: which Terms form the contract (Parents & Carers vs Commissioned), and that the Terms prevail on fees, payment, notice and ending a placement; notice one calendar month from receipt, email is enough; monthly-in-advance direct debit and VAT; home-environment duties (responsible adult, safe space, smoke alarm); NEO device return within 14 days; missed lessons not rescheduled; lesson-recording commitment; complaints timeframes; children-missing-education notification; under-13 consent

- Signing moved from wet-signature blocks to the electronic NEO Parent and Carer Agreement (parents) and induction (learners); terminology updated to Practitioner-Mentor; related-documents list re-pointed at published pages (the unpublished Digital Consent and AI Safety Parent Guide reference removed)

2026-08-17 — KCSIE 2026 citation sweep (site-wide)

- All remaining KCSIE 2025 citations updated to **KCSIE 2026** across the vault, verified against the published KCSIE 2026 PDF: 23 mechanical year swaps across twelve policies (Recruitment ×2 residual, SEND, Admissions, Practitioner Code of Conduct, Practitioner Lone Working, Administration of Medication, Personal & Intimate Care, Trauma-Informed Practice, NEO Behaviour and Regulation, Health & Safety, Data Protection, EDI)
- **Child Protection and Safeguarding Policy:** canonical policy uplifted to cite KCSIE 2026 as the operative edition throughout (brought forward from the December 2026 review); July interim note folded into the body; “what changed in 2025” narration recast as background; “KSCIE” typos corrected; mental health section re-pointed to KCSIE 2026 Part One paragraphs 45–48; further-information references re-pointed to Annex A (2026 renumbering — previously Annex B)
- **Managing Allegations Against Staff Policy:** KCSIE 2026 removed the 80%/90% indicative resolution timescales — replaced with the 2026 expectation (first review within four weeks of initial assessment, further reviews fortnightly/monthly, para 450–451); retention wording updated to “normal pension age or 10 years from the allegation, whichever is longer” (para 497), with malicious/false allegations removed from records absent consent (para 495); Part Four scope now explicitly includes supply teachers, trainee teachers, volunteers and contractors
- **NEO Artificial Intelligence Policy:** KCSIE paragraph citations re-pointed to the verified 2026 numbering — misinformation para 163; generative AI and the DfE Generative AI Product Safety Expectations paras 165 and 175; Cyber Security Standards paras 176–177
- **NEO Online Safety and Acceptable Use Policy (v08.26):** section 7 rebuilt as an explicit KCSIE 2026 filtering and monitoring framework — named senior leader responsible (Director, NEO & Head of School), annual

effectiveness review with DSL and IT support, documented per-account/per-device checks, generative AI in scope

- **Safer Recruitment Letter of Assurance:** Oct 2024 letter replaced with the Aug 2026 version (from the May 2026 draft) — KCSIE 2026, full current check list, role-only signature
- **Citation house rule adopted:** “as amended from time to time (currently the 2026 edition)” in Terms and notices (Parents & Carers Terms §8.1, Privacy Policy — Staff, Letter of Assurance); dated edition in safeguarding-operational policies (Risk Assessment, Managing Allegations, Personal & Intimate Care)
- Verification note: the live site was serving stale pages predating the 16 July uplift (recruitment page and others) — after this push, confirm the Actions deploy succeeded and check live pages in a private window

2026-08-14 (evening, ii) — PDF downloads live; curriculum linked

- Every policy page now carries a **Download as PDF** button; PDFs are regenerated automatically on every deploy, so they cannot go stale against the published page. Each PDF carries page numbers and a footer noting the website as the controlled version — suitable for attaching to procurement portals
- The **NEO Curriculum** linked from the library index and the NEO section, closing the OEAS standard 1.1 signposting gap

2026-08-14 (evening) — Notice-period consistency fix, and PDF downloads plumbing

- Admissions Policy and Home-School Agreement corrected: withdrawal notice is **one calendar month** (was stated as a full term / ~12 weeks in three places, contradicting the Withdrawal Policy and both sets of Terms published earlier today)
- Stale references to the former unified “NEO Terms and Conditions” repointed at the B2B and B2C documents that replaced it (Admissions, Home-School Agreement, Behaviour and Regulation)
- Build tooling added for per-policy PDF downloads (generator script and page component; switched on in a follow-up commit once the deploy workflow is updated)

2026-08-14 (later) — Commercial terms published, and the examinations suite folded into the audience packs

- New: **NEO — Terms of Business (Commissioned Placements)** — the B2B terms for Local Authorities, schools and other commissioners
- New: **NEO — Terms and Conditions for Parents and Carers** — the B2C consumer terms, carrying the prominence box, the 14-day cooling-off right and the one-month notice
- Both reconciled against the published policies before publication; corrections recorded in the reconciliation note below
- Counsel's two open drafting points on the B2B terms resolved: clause 9.2 (independent controllers, with a data-sharing protocol, breach notification and an FSA savings provision at 9.3–9.7) and clause 11.3 (mutual liability cap at the greater of £100,000 and 12 months' fees, with the Commissioner's payment obligation carved out and framework limits prevailing)
- The August examinations suite — **Examination Venues Policy**, **Examination Contingency Plan** and **Appeals Procedure** — added to the commissioner, parents & carers, schools and qualified teachers packs, which the 10 August commit had missed
- Version numbering removed from the Privacy Notice for Learners: NEO is no longer following the vMM.YY docx naming convention for these documents

2026-08-14 — Withdrawal, Appeals and Complaints, and the learner-facing Privacy Notice

- New: **NEO — Withdrawal Policy** (v08.26) — one calendar month's written notice for places and Tuition Packages alike, billed through; cooling-off and registration-fee treatment deferred to the Consumer Terms; non-payment handled adult-to-adult and never learner-facing; children-missing-education notification on unplanned family-funded exits
- New: **NEO — Appeals and Complaints Policy** (v08.26) — umbrella policy for awarding organisation, JCQ and OEAS purposes. It does **not** replace **NEO — Appeals Procedure** or the **Complaints Policy**; it incorporates both by reference and sits above them

- New: **NEO — Privacy Notice for Learners** — child-readable privacy notice, DPO-approved. Unambiguous typos and sentence punctuation corrected on publication; no substantive wording changed
- Cross-references converted to wikilinks across all three pages; reciprocal link added from the Appeals Procedure to the umbrella policy
- **Open points:** the Privacy Notice addresses “learners aged 13–18” while NEO is 11–18, and its version table reads 0.1 against a v08.26 document — both to be confirmed with the DPO. Terms and Conditions references to the Privacy Notice (“in production”) can now be pointed at the live page

2026-08-10 — Examinations suite for the Pearson Virtual Edexcel Centre application

- New: **NEO — Examination Venues Policy** (v08.26) — examination centre partnership with Tutors & Exams, per-candidate venue allocation process, venue checks, access arrangements at venues
- New: **NEO — Examination Contingency Plan** (v08.26) — JCQ-aligned contingency scenarios and responses, special consideration, communication cascade
- New: **NEO — Appeals Procedure** (v08.26) — examination and assessment appeals companion to the Complaints Policy: internal assessment reviews, entries/tiers/access arrangements, post-results services, awarding organisation and Ofqual EPRS routes
- All three drafted to support Section 5 of the Pearson “Application to become a Virtual Edexcel Centre” (V7 July 2026); Word versions filed in NEO Policies

2026-07-16 — KCSIE 2026 uplift, sign-offs and new policies

- NEO Child Protection and Safeguarding addendum updated to Keeping Children Safe in Education 2026 and signed off by the Director, NEO & Head of School (v07.26; DSL to review and countersign on appointment, September 2026) — DRAFT status removed
- Canonical Child Protection and Safeguarding Policy: interim KCSIE 2026 note added; full uplift scheduled for the December 2026 review

- New: **NEO — Online Anti-Bullying Strategy** (OEAS standard 4.5; KCSIE 2026-aligned, including AI-generated imagery)
- New: **Privacy Policy — Staff**
- Complaints Policy: Data (Use and Access) Act 2025 electronic-complaints route and 30-day acknowledgement added (canonical + NEO addendum); OEAS escalation wording corrected for pre-accreditation period
- Privacy Policy — Web Users: stranded drafting notes removed, DUAA framing and young-people paragraph added, dates normalised (v2.2 / Jul 2026)
- Recruitment, Selection and Sub-Contracting Policy: KCSIE 2026 uplift (Check a Teacher's Record, 30-day DBS rule, regulated-activity change for volunteers under the Crime and Policing Act 2026); stale "(in development)" cross-references to Managing Allegations and Whistleblowing corrected
- SEND Policy: SEND Code of Practice citation aligned (2015, as updated September 2024) in all three locations
- Personal names replaced with role titles across public policies (business contact details retained)

2026-04-29 — Vault initialised

- Initial vault structure scaffolded
- Tag taxonomy defined
- 65 source documents inventoried (47 Nudge Education + 18 NEO)
- Consolidation strategy adopted: 13 direct equivalents collapse to canonical core + NEO addendum
- 5 NEO standalone policies identified
- 5 new NEO addendums identified for drafting (Attendance, Trauma-Informed Practice, Risk Assessment, Supporting Medical Conditions, Administration of Medication)
- 5 policies tagged `inactive-neo` (Physical Intervention, Personal & Intimate Care, CCTV, Dog, EpiPen)
- Brand: navy `#1A2E3B` / teal `#2AB3A0` / off-white `#F7F7F5` per NEO brand identity
- Repo target: under `nudgeeducation` GitHub org (exact org name to confirm before push)

Outstanding items

- ~~NEO Child Protection and Safeguarding Policy v04.26 — DRAFT pending DSL sign-off~~ — signed off 16 July 2026 (v07.26); DSL countersignature due on appointment
- Performance Management Policy — using December 2025 (most recent)
- Quality Assurance Policy — using December 2025 (most recent)
- 5 new NEO addendums to draft once core policies are migrated