

## Video & Phone Conferencing Protocols for remote teaching and learning support

### DO:

- **Send an email with the *agreed communication* to parents & carers using Appendix A text (see below)**
- All 1:1 on line activity with under 18s or vulnerable adults **should** be agreed with parents / carers prior to the 1:1 taking place. The 1:1 must then take place only at the days / times agreed with parents. Ideally, parents and carers or other responsible named adult should be present in the house at the time.
- If at any time you feel uncomfortable during a 1:1 call, with something done or said, you should end the call as soon as possible and report any concerns to your line manager and / or safeguarding. Examples may include: student inappropriately dressed or in an inappropriate location (e.g. bedroom).
- Please note: If your safeguarding training is not up to date you **MUST NOT** conduct a 1:1 video or phone conferencing session. Refer to your line manager for further guidance.
- Encourage students to maintain an awareness of employability skills in how they conduct themselves in on line sessions (see also VC Protocol Guidance for Students).
- Conduct yourself in a professional manner throughout calls with colleagues or students - you remain an employee of Hertford Regional College throughout the call.
- Conduct video or phone calls to learners or colleagues from a desk or other appropriate location. If you do work from your bedroom, you **MUST** blur your background.
- Position yourself away from where your children, spouse, or pets are.
- Remind students that all calls/videos may be recorded - this is to safeguard both parties and wouldn't routinely be shared.
- Be punctual and courteous. Language must be professional and appropriate. Introduce yourself and take note of other attendees' so you can address them by name. Turn your phone to silent. Treat this just like you would a face to face meeting with a student, colleague or other adult.
- Test your audio (and/or video) before a scheduled call.
- Record any live classes so that if any issues were to arise, the video can be reviewed.
- Live classes should be kept to a reasonable length of time, or the streaming may interfere with other family activity.
- Look at your screen, pay attention to others and when speaking make sure to look at your camera.
- Use the 'blur background option' to hide any background if needed.
- Check what you can see when you first log in as this is what others will see.
- Mute your microphone when not needing to talk to avoid any background noise.
- On completion of the phone or on-line conversation, post your comments/questions on ProMonitor.

### DON'T:

- Conduct a video or phone call, if it would be improper for a face-to-face meeting.
- Multi-task; your audience will be aware.
- Shout; the other participants will tell you if they cannot hear.
- Click your pen, tap on your desk or anything else annoying or distracting.
- Eat or drink, other than water / tea / coffee
- Leave multiple applications open during the call as it may affect the quality.
- Wear stripes or heavy patterns creating pixilation of images.

Useful further guidance

<https://www.kirkleessafeguardingchildren.co.uk/home/coronavirus-covid-19/>

<https://www.tes.com/news/coronavirus-10-safeguarding-rules-teachers-home>

<https://learning.nspcc.org.uk/news/2020/march/undertaking-remote-teaching-safely/>

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/internet-connected-devices/>

## Appendix A - letter/email to parents and carers, '**Agreed Communication**'

Dear parents and carers,

Whilst the Government continues to request our college to 'shut down' for all but the most vulnerable learners, we are offering a 'remote teaching and support' package to your young people.

Most of the teaching material is offered on the Moodle platform, which your young person has been told how to use. Learning Support necessarily means offering them the opportunity to talk with a member of the support team. In this way they can ask any questions they may have about their set work.

Learning Support staff will be contacting your young person either by email, phone, video conferencing on Teams or a mix of all three communications.

We trust you are happy for this to go ahead for the foreseeable future. If you have any questions, please ask the staff who are in contact with your young person.

Naturally the usual safeguarding protocols continue in place throughout this time.

The college website has further information about the college during the Covid 19 arrangements.

Gemma Hilton

Learning Support Manager

## Appendix B - **Initial Contact in remote support**

1. Please text the learner first to introduce yourself.

Questions to structure your conversations with learners

1. Did you receive my text / email saying I would be contacting you?
2. How are you managing during this 'shut down'?
3. Have you been on Moodle to find the work your teachers have set for you?
4. Do you need some help doing this?
5. How can I help you?