Key College

Remote Learning policy

Department: Key College

Approval Route: Lifelong Learning Committee

Frequency of Revision: 2 years

Version	Date Approved	Reason for Update
V2	06.06.2023	Change of names due to structural changes.
V3	03 June 2025	Updated as part of bi-annual review.

Table of Contents:

1. **Policy statement**

The purpose of this policy is to ensure YMCA Key College delivers a consistent and centralised approach to remote learning which will ensure good practice and high standards are maintained. This policy will inform students, parents/carers, staff members, and external organisations on how we will deliver remote training.

We will ask that all staff and parents/carers read a copy of this policy in additional to our online remote learning offer published on our website as of January 2021. This document will outline the expectations of Key College staff members throughout remote learning practice.

By ensuring that clear expectations are outlined we will provide our students with a consistent and high quality, sustainable education throughout any period of remote learning. As we are all unable to coordinate our efforts within a specified geographical location the need for this document is apparent to ensure we deliver consistently across a much wider geographical footprint.

The policy will also outline how we will continue to ensure fit for purpose safeguarding and Prevent systems whilst also considering our students wellbeing throughout any sustained period of remote learning.

The remote senior leaders responsible for the quality of remote learning at YMCA Key College are: Louise Curd louise.curd@ymcaderbyshire.org.uk Director of Lifelong learning and Gary Lambert Gary.lambert@ymcaderbyshire.org.uk Head of Training and Education.

2. **Roles and responsibilities:**

2.1   **Tutors –** will be available each day between the hours of 9am-4pm (a regular college day). All staff members can be contacted by mobile phone as issued to all stakeholders. Where it is not possible to contact the designated tutor then the Head of training and education should be contacted on 07525984375.

Setting work and virtual lessons:

Tutors will ensure that students are set work in line with their regular onsite timetables. This will ensure that it follows the four-phase model outlined in the YMCA Key College remote learning offer. Tutors are expected to have knowledge of all learner timetables they are responsible for, and what work they are required to complete following schemes of work. Tutors are therefore responsible for recording student engagement on the communication log and planning remote delivery of sessions throughout the week, including marking of registers remotely. Tutors will talk to all students they are responsible for at least three times each week. When setting work tutors must ensure that:

- They explain work set to learners and the expectations in relation to deadlines.
- Ensure the students know how to submit work via email or if they require pick up from their address.
- Ensure that all learners have sufficient resources at home to complete work set, including IT resources.
- Monitor attendance and engagement through the communication log and recording accurately when students do not engage on their set days.
- Ensure the learners know how they will receive feedback.
- Continue to deliver learner reviews with students.
- Ensure monitoring is up to date and progress tracked.
- Ensure that any complaints or concerns raised by students or parents are passed through to a member of the Training and Education management team and follow organisational procedures.
- Raise any concerns in relation to the above with the relevant line manager and/or head of Service.
- Know who the designated leads are for remote learning at YMCA Key College.
- Follow the YMCA Key College remote learning offer.

In relation to conducting remote learning, tutors must ensure the following:

- They know how to access and use Microsoft Teams and Zoom securely and appropriately ensuring that they have appropriate IT and internet infrastructure in place at home. To inform their line manager and/or Head of Service if they do not.

- They dress appropriately when on video calls.

- They choose an appropriate location (e.g. avoid areas with background noise, nothing inappropriate in the background – plain wall etc).

- Use professional language.

- Ensure that any tabs on their desktop (web browsers etc) are appropriate, as these may be visible to other users.

- That they understand the expectations around 'confidentiality':

- Other members of the public or family members of learners should not be privy to conversations or have visible access to sessions.

- Only sharing appropriate/approved information, as required.

- Not making promises regarding any disclosures.

- Always maintaining a professional manner.

- That they ensure that learners/parents accessing Teams or Zoom meetings are aware of the expectations for doing so 'in an appropriate manner' (plain background, appropriately dressed, using appropriate language etc), in accordance with the learner remote teaching agreement that has been sent to parents and learners.
- Ensure that they do not use personal phones to contact learners.

- o Report any safeguarding concerns in the normal manner following organisational procedures.
- o Ensure that Internet safety is explained at the beginning of each session referring to guidance sent out to learners as well as the remote teaching agreement that was sent out to learners and parents.

2.2 **Senior Leaders and Managers** – senior managers and managers must ensure that they:

- o Work together to co-ordinate the remote learning approach across YMCA Key College.

- o Monitor the effectiveness of remote learning – through regular review of the online provision via the various platforms, meetings with tutors and managers, reviewing work set or reaching out for feedback from learners and parents - providing constructive feedback and support, as necessary.

- o Support tutors with requests for equipment to enable better home learning and virtual learning where possible.

- o attend regular one to one and team meetings with staff members virtually.

- o Monitor the security of remote learning systems.

- o Monitor any safeguarding concerns and continue to report safeguarding concerns in line with the safeguarding policy.

- o Learners have access to the technology required to engage with remote learning.

2.3 **Safeguarding and designated safeguarding leads –**

All staff members must continue to report safeguarding as normal using established reporting procedures. Colleagues should ensure that:

- o All vulnerable students are identified.

- o All those identified as vulnerable are monitored and receive additional contact and support, and where appropriate additional resources.

For further information on reporting safeguarding concerns please see safeguarding policy.

2.4 **Learners and parents/guardians –**

All learners and parents must sign and return a copy of the remote learning agreement for learners. Learners will need to:

- o Be contactable at some point throughout their timetabled day – although we acknowledge that they may not always be in front of a device the entire time.

- o Make their best efforts to complete work to the deadline set by tutors.

- o Seek help if they need it, from tutors.

- o Inform tutors if they're not able to complete work.
- o Inform tutors if they do not have appropriate resources at home to complete tasks set.
- o Attend all agreed onsite learning or virtual learning sessions by Zoom or Teams.
- o Know how to access Zoom and Teams.

Tutors will expect parents/ guardians with students learning remotely to:

- o Make the College aware if their young person is sick or cannot complete work if they are unable to inform us themselves.

- o Seek help from college if they need it, including informing staff if they are unable to access 'remote learning provision'.

- o Be respectful when asking questions and/or making any complaints or concerns known to staff.

- o Support their young person where possible in completing their work. This could include ensuring that they have a quiet place to study.

3 Communication:

All learners will be able to contact their tutor and centre administrator or manager at any time throughout the week via email or by using the mobile phone number allocated to that member of staff. Learners will be able to expect replies from tutors via email or be able to contact their tutor by phone between the hours of 9-4 Monday to Friday. Tutors will ensure that they are available to communicate with students between these hours.

Tutors will have an accurate list of learner contact emails and phone numbers for both the student and parent/guardian. **Tutors will not be able to respond to queries regarding a learner if they do not match these records.** Our preferred method of communication for providing work and newsletters will be via email. Learners are to ensure that they have access to the email that they have provided to us. Where email is not possible for learners to access, they can request items to be posted, or for workbooks or packs to be delivered by YMCA Key College to their home address.

All staff members will contact students using their work mobile phone. Personal numbers are not to be used by staff members. Social media will also not be used to contact students.

There are only two platforms we will deliver remote sessions on, these will be either Microsoft Teams or other appropriate piece of software identified by the Key College leadership team in line with the safeguarding team.

3.1   Guidance for video-to-video meetings:

- ➢ Must take place in quite spaces.
- ➢ Have a plain background where possible (nothing inappropriate).
- ➢ Appropriate language must be used at all times.
- ➢ Must dress appropriately fully clothed wearing suitable clothing.
- ➢ Ensure nobody can overhear the conversation or observe the session.
- ➢ Use only specified applications to video call.
- ➢ Tutors must inform learners when something is being recorded.
- ➢ Not to share log in details with other people.
- ➢ Only conduct meetings with authorised staff members or learners (those on roll and with the designated tutor for that session).

3.2   Contact Numbers and addresses-

The following numbers below highlight contact numbers for each centre. Tutors will share their individual numbers with their designated learners:

- ➢ **Campus for Training & Education** – **YSS St Marks Road**, Chaddesden, DE21 6AH- 01332 854649

- ➢ **Campus for Training & Education - Claude's, Marble Hall** - 80 Nightingale Road, Derby, DE24 8BF - 07525 984375

- ➢ **Campus for Training & Education** – **Ilkeston campus:** 4, Coronation Street, Ilkeston, DE7 5QH - 01159 443226

Please contact the Head of Training and Education on 07525984375 in the event that there is no response from the numbers identified above.

3.3 Safeguarding contact -

Any safeguarding concerns should be emailed through to our safeguarding team at safeguarding@ymcaderbyshire.org.uk or telephone your concern straight through to one of our team on 07590452826. A link to our website with further information on safeguarding at YMCA Key College can be found here: Policies and Reports - YMCA Key College

4   Data Protection:

Under GDPR all online content from a learner could be regarded as personal data and is subject to the provisions under the Data Protection Act. Our data protection policy outlines ways we handle data (see policy for further details Data-Protection-Policy-v7-renewal-March-2026.pdf). The following must apply throughout any remote learning:

> ➢ The names, emails and phone numbers of learners are personal data. This means that only relevant people should have access, and the information should only be kept as long as it is required.

> ➢ Personal data should only be used to assist staff members to carry out work related tasks that are relevant and necessary. It must not be given out to people who have no right to see it.

> ➢ All staff should maintain the security of all computerised databases of information on individuals, whether they are staff, learners or members of the public.

> ➢ Blind Carbon Copy (BCC) feature will be utilised when sending emails to ensure privacy of personal details.

5 Reviewing our policy and processes:

YMCA Key College will continue to review this policy as well as conduct a full review of our entire remote educational provision in line with DfE guidance. Each review will be discussed at leadership and senior leadership levels with outcomes and actions identified.

This policy will be review biannually should there be no amendments required prior to this.

6 Links to other policies:

- ❖ Safeguarding policy
- ❖ Data protection policy