YMCA KEY COLLEGE

Accredited vocational training courses for young people

Remote Learning Policy

YMCA Key College

January 2021

Approved by the Training and Education Committee on 4 February 2021

1. Purpose

The purpose of this policy is to ensure that 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, staff members and external organisations on how we will deliver remote training.

We will ask that all staff and parents 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.

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 it is not possible 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: Julia Hodder (Julia.hodder@ymcaderbyshire.org.uk), Head of Training and Education, and Gary Lambert (Gary.lambert@ymcaderbyshire.org.uk), Senior Training and Education Manager.

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 stakeholder members of staff. Where it is not possible to contact the designated tutor, then the Head of Service should be contacted on 07921263963.

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 student 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 deliver of sessions throughout the week. 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 students 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 students 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 students know how they will receive feedback.
‣ Continue to deliver student reviews with students.
‣ Ensuring 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 – use a 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 adults/children should not be privy to conversations

    - Only sharing appropriate/approved information, as required

    - Not making promises regarding any disclosures.

    - Always maintaining a professional manner

- ‣ That they ensure that students/parents accessing Microsoft 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 students.
- ‣ Ensure that they do not use personal phones to contact students.
- ‣ Report any safeguarding concerns in the normal manner following organisational procedures.
- ‣ Internet safety should be included at the beginning of each session referring to guidance sent out to students as well as the remote teaching agreement that was sent out to students and parents.

2.2   Senior Leaders and Managers must ensure that:

‣ Working with the remote learning leads to effectively co-ordinate the remote learning approach across YMCA Key College.

‣ 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 students and parents - providing constructive feedback and support, as necessary.

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

‣ Have regular one to one and team meetings with staff members.

‣ Monitor the security of remote learning systems.

‣ Monitor any safeguarding concerns.

2.3   Safeguarding and designated safeguarding leads—All staff members must continue to report safeguarding as normal using established reporting procedures. Tutors, in conjunction with the safeguarding team, should ensure that

‣ all vulnerable students are identified

‣ all those identified as vulnerable are monitored and receive additional contact and support

‣ where possible, those identified as vulnerable are provided with additional resources

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

2.4   Students—All students must sign and return a copy of the remote learning agreement for students. Students will also need to:

‣ 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.

‣ Make their best efforts to complete work to the deadline set by tutors

‣ Seek help if they need it, from tutors

‣ Inform tutors if they are not able to complete work

‣ Inform tutors if they do not have appropriate resources at home to complete the tasks set

‣ Know how to access Zoom and Microsoft Teams

‣ Attend all agreed on-site learning, or virtual learning sessions by Zoom or Microsoft Teams

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

‣ Make the college aware if their young person is sick or cannot complete work should the young person be unable to inform us themselves.

‣ Seek help from college if they need it, including informing staff if their young person is unable to access the remote learning provision

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

‣ 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 students will be able to contact their tutor at any time throughout the week via email or by using the mobile phone number allocated to that tutor. Students can expect replies from tutors via email or will be able to contact their tutor by phone between the hours of 9 and 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 contact email addresses and contact phone numbers for both students and parent/guardians. **Tutors will not be able to respond to queries regarding a student if the e-mail address or incoming phone number does not match these records.** Our preferred method of communication for providing work and newsletters is via email. Students are to ensure that they have access to the email account that they have provided to us. Where it is not possible for students to access e-mail, 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 phone numbers are not to be used by staff members. Social media will *not* be used to contact students.

There are only two platforms on which we will deliver remote sessions: these are the Microsoft Teams and Zoom applications.

3.1   Guidance for video to video meetings

- ➢ Meetings must take place in quite spaces
- ➢ Meetings must have a plain background where possible (nothing inappropriate)
- ➢ Appropriate language must be used at all times
- ➢ Participants must dress appropriately.
- ➢ Participants must ensure nobody can overhear the conversation or session.
- ➢ Only the specified applications may be used to video call
- ➢ Tutors must inform students when something is being recorded
- ➢ Participants must not share log-in details for Zoom or Teams with other people
- ➢ Should only be conducted with authorised staff members or students (students on roll meeting with the designated tutor for that session)

3.2   Contact numbers and addresses

The numbers are the contact numbers for each campus. Tutors will also share their individual college mobile numbers with their designated students.

- ➢ **Osmaston road Campus**: 118 Osmaston Road, Derby, DE1 2RD - 01332 854649

- ➢ **Claude's, Marble Hall** - 80 Nightingale Road, Derby, DE24 8BF - 07525 984375

- ➢ **Chesterfield Campus**: Ashgate Manor, Ashgate Road, Chesterfield, S40 4AA - 01246 564921

- ➢ **Ilkeston Campus:** 4 Coronation Street, Ilkeston, DE7 5QH – 0115 9443226

Please contact the Head of Service for Training and Education on 07921263963 in the event that there is no response from the numbers given above.

3.3   Safeguarding contacts

Any safeguarding concerns should be emailed through to our safeguarding team at safeguarding@ymcaderbyshire.org.uk, or you can telephone your concern straight through to one of our team on 07921263963. A link to our website with further information on safeguarding at YMCA Key College is below: https://ymcaderbyshire.org.uk/policies-procedures/safeguarding/

4. Data Protection

Under GDPR, all online content from a student 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). The following must apply throughout any remote learning:

➢ The names, emails and phone numbers of students 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 databases of information on individuals, whether these are members of staff, students or members of the general public.

5. Reviewing our policy and processes

YMCA Key College will continue to review this policy, in addition to conducting a full review of our entire remote educational provision in line with Department for Education guidance. Each review will be discussed at leadership team and senior leadership levels with outcomes and actions identified.

6. Links to other policies

❖ Safeguarding policy
❖ Data protection policy

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