

TCES Group Code of Conduct Policy for Distance Learning and Distance Therapy

Mandatory Guidance for:

Parents, guardians, staff, pupils and all members of their respective households.

All video sessions must be arranged with the **full knowledge and consent** of an **adult responsible for any participants under the age of 18**. To ensure this, school staff must only initiate video-lessons via the TCES Group email address of a named pupil after receiving consent from an adult with parental responsibility for their pupils. Once parental consent has been obtained, the video call can be made only according to the timetable shared with and agreed by the adult with parental responsibility.

- Before the start of the first video-session school staff must ensure that a parent/guardian has read and agreed to the TCES Group Code of Conduct Policy for Distance Learning and Distance Therapy
- When creating an e-session on MS Teams and inviting pupils via email, **TCES Group staff must also cc: their SLT and include the date/time of the lesson.**
- SLT will continue to observe lessons digitally for the purposes of quality assurance and safeguarding.
- Staff will be required to use a **dedicated TCES Group email account** (e.g. john.smith@tces.org.uk) for all communications regarding the scheduling of sessions and for initiating sessions via MS Teams. It is not admissible for staff to use their own personal email accounts for this purpose. Therefore, TCES Group staff will need to create their MS Teams account using their dedicated TCES Group email address.
- Pupils will be required to use a **dedicated TCES Group email account** (e.g. joe.bloggs@tcespupils.org.uk) for all communications regarding the scheduling of sessions and for attending sessions via MS Teams. It is not admissible for pupils to use their own personal email accounts for this purpose. Therefore, TCES Group pupils will need to create their MS Teams account using their dedicated TCES Group email address.
- Emails between TCES Group Staff and pupils must only be via TCES email accounts and used for the scheduling of sessions or for sending work to and from the pupil. All language used in emails must be professional and appropriate and follow the standards set in the safeguarding policy.
- All participants and all members of their household will be expected to wear **suitable clothing** at all times whilst the lesson is taking place.
- **Language** must always be professional and appropriate during video-lessons, including that of all other members of either household.
- Sessions must take place in an **appropriate room** in the home and wherever possible, not in the pupil's bedroom.
- **All sessions must be supervised by an adult with parental responsibility** for the pupil(s). Ideally the parent/guardian will remain in the room for the duration of the session, however this may not always be possible or desirable. **As a minimum, the parent/guardian should remain in the general proximity throughout** (e.g. by remaining in the building with the door to the room being used being left open) and will ideally be present in the room at the beginning and end of the session. **Alternatively, the parent/guardian could supervise the lesson digitally**, by joining the MS Teams conference on another device. In this case the adult must join the conference before the child. It may be preferable for the supervising adult to mute their microphone so as not to disrupt the lesson with background noise.
- Sessions should take place during **normal learning hours** and according to the timetable set by the school and agreed by the adult with parental responsibility
- Staff must ensure that the **teaching or therapy environment**, both physical and digital (including desktop backgrounds and open tabs, software, documentation) are professional and neutral (e.g. family photos would be inappropriate).
- Extra-care must be taken by all parties to ensure that **private or sensitive information** and data is not accidentally shared during a video-lesson. Bills, receipts, documents (both physical and digital) and letters/emails should not be on display. All members of both households should be aware that the video-lesson is taking place and be mindful of this.

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- To further prohibit the accidental sharing of private/confidential data/images, it is required that when lessons are delivered or received via a **mobile device**, such as a tablet or phone, the device is **securely mounted on a stand or flat surface** (not hand-held) before the video-lesson is due to start.
- MS Teams can make video recordings of meetings/lessons. **Recording sessions by pupils is prohibited. Recording of sessions is only allowed by staff following permission sought and approved by the SLT in consideration of the views of the person with parental responsibility for the pupils.** The benefits of doing this are to quality assure the session being delivered, to use as a future training material but primarily, to ensure the safeguarding of the pupils and staff. **It is prohibited for a member of staff to save these recordings anywhere other than on a TCES server or equipment in order to ensure the security of the recordings.**
- Staff **must not share their personal phone numbers with pupils** or interact with pupils via **social media**, even for the purposes of sharing lesson content. Staff and pupils must not 'friend' or 'follow' each other via social media accounts. **Video-lessons are only permitted to take place via MS Teams** and not other webcam or video chat platforms.
- **MS Teams chat feature** may be used during sessions for the purposes of supporting pupil learning, however all content must be appropriate. The chat function **may not be used outside of a scheduled session** or for social purposes.
- MS Teams is **not to be used as or to replace emergency services** or contacts and is for planned sessions only. (E.g - a young person is suicidal or in distress and parents/carers using MS Teams to contact therapists/teachers during crisis etc)
- MS Teams is not to be used for communications between staff and parent/carers unless planned (e.g parents must not interrupt sessions to discuss other matters)
- **All normal incident and safeguarding procedures apply** as per the policies and reporting should happen through the normal channels. For more information please contact the school.

Important:

If at any time during or after a video-session the terms and practical measures set out in the Code of Conduct are not followed by either party, the session should be terminated and the reason for this communicated afterwards.

If parents/guardians or pupils breach the terms of this code of conduct, TCES Group reserves the right to cease online live sessions and provide education through pre-recorded sessions, other online resources and/or hard copy materials.

If staff are alleged to have breached the terms of this code of conduct, TCES Group will follow the disciplinary policy as appropriate.

Confirmation of understanding

I, the undersigned understand the above code of conduct and agree to the terms of the agreement.

Signed:

Name:

Role: **Staff / pupil / parent carer**

(please circle one)
parent or carer)

Pupil name:

(please state pupil name above if you are a pupil,

Date: