

LLE Safeguarding Policy (SP)

SP16 – LLE Online Learning Policy

Date of policy: 27 April 2020

Last reviewed: 11 December 2020, 14 January 2022, 20 January 2023; 29 October 2023; 20 December 2024

Next review date: October 2025 or whenever necessary

Our online learning safeguarding policy has been developed in conjunction with our safeguarding policy. Our safeguarding policy applies to all contexts of Living Learning English operations which also includes online learning.

Living Learning English Online Learning Platform

Living Learning English uses a specially designed digital platform, Tutorbranch to administer its online lessons. During the development stage of Tutorbranch, the safeguarding of students aged under 18 years old was taken into consideration. The platform has a built-in report function where pupils can report instantly any behaviour by the teacher that makes them feel uncomfortable. There is an 'observe lesson' function so Living Learning English can check-in to online lessons without notice. Records of check-ins are kept in the admin section of Tutorbranch.

All lessons must take place on the Tutorbranch platform. There may be times due to unforeseen circumstances, where the Principal may authorise the use of other online platforms such as Zoom. Authorisation will only be granted in exceptional circumstances, with parental permission and teachers must always set a password; enable the waiting room; use full name on Zoom profiles (teacher and student); copy LLE when the meeting invitation is sent so LLE can check into the session.

Lessons

All lessons must be bought and paid for through either a parent, guardian, international agent or education tour operator (ETO) who works on behalf of the student's parent. Students aged under 18 years old are not permitted to book and pay for lessons themselves.

Lessons can be booked for 30, 60, 90 or 120 minutes in duration, and students are able to take a break from the screen by notifying their teacher at any point should they wish to do so.

If a student becomes unwell during the lesson then this should be communicated to Living Learning English by the teacher who will inform the student's parents, in addition to the student being asked to finish their lesson and informing their parents/guardian themselves.

Conduct of Teachers

Teachers sign a code of conduct for their own conduct when teaching on-line lessons, which can be found below.

- Teachers are reminded that they should take the same approach as classroom-based lessons, and follow the same rules with regards to professionalism, dress codes and safeguarding legislation, guidance and policy.
- The teacher's family members or friends are not permitted to take part in lessons nor communicate with the child during the lesson nor should they be visible in the background. Every effort should be taken by the teacher to ensure this does not happen.
- Lessons must take place in a suitable room within the teacher's home and lessons from the teacher's bedroom can never be sanctioned.
- Teachers should consider what and who can be seen in the background of their webcam footage and ideally position themselves in front of an internal wall or blank background. Ideally, teachers will install a green screen and use the LLE online tuition background supplied.
- Lessons are not permitted to be recorded nor should any photographs of the screen be taken, however there is a built-in screenshot button for the "whiteboard facility" only, this enables teachers to keep a record of the student's work. This is stored securely in the dashboard section of Tutorbranch and should not contain any identifiable or sensitive information notably but not limited to, full names, date of birth, address and school name etc.
- Teachers are not permitted to interact on-line with pupils on any other platform, social media or App including email. All forms of professional communication must go through Living Learning English.
- Normal procedures must be followed with regards to behavioural management as detailed in the LLE Policy on dealing with unacceptable behaviour with Young Learners.

Student Conduct

- Students will sign a code of conduct for their own conduct when participating on-line lessons.
- Students are reminded that the same rules as classroom lessons apply.
- Students must be fully dressed.
- Students must not participate in online lessons in their bedroom unless LLE has received permission from the student's parents due to no other room in the accommodation being suitable.
- Parents or an appropriate adult or guardian should observe the lessons where appropriate and be aware when the lessons are taking place. If they cannot be available during the lesson then they should be within ear-shot with the door open and be available at the end of the lesson should the teacher wish to discuss the student's behaviour.

- If the lessons are taking part whilst the student is attending boarding school, then the guardian and student must inform their school.
- Students are reminded that siblings, friends, family members or any child aged under 18 years old should not be visible in their webcam footage.
- Students must report any behaviour which makes them uncomfortable using the report button on the TutorBranch platform and by informing an adult in their home to contact LLE or by informing the Deputy Designated Safeguarding Lead, Andrea d’Essen directly by email: andrea@livingenglish.com

First Lesson

- In the first lesson the teacher must go through the behavioural code of contact with the student which can be found in appendix A and ensure it has been signed and understood.
- Students should be shown how to use the built-in report button, so they can report to LLE any behaviour by the teacher which makes them feel uncomfortable or which is unprofessional, offensive or abusive. This report will then be passed on to the Designated Safeguarding Lead who will take the appropriate action, as outlined in the LLE Safeguarding Policy.
- Students should be informed of the screenshot button and what information will be recorded.
- Students must be advised that a member of staff from LLE may observe the first lesson to ensure that all points have been covered and that they will be checking-in to lessons sporadically for quality assurance purposes.

Monitoring Lessons Remotely

- Living Learning English will regularly check-in to lessons without notice to ensure that the teacher and student code of conducts are not being breached. Formal lesson observations will be arranged in advance by LLE’s Academic Manager.
- All observations must be recorded on the ‘Visits/Teacher Support tab’ on the LLE database and will include the date, time and duration of the observation.
- Check-ins to lessons will be recorded on the Tutorbranch admin portal.
- All concerns must be passed onto the Deputy Designated Safeguarding Lead straight away following the same processes as any other safeguarding concern or allegation.

The Report Button

Students are instructed how to use the report button during their first lesson. Each student is able to report any behaviour they find uncomfortable, offensive or abusive. Students will click on the report button, which will send an automatic report to Living Learning English and both the student's and teacher's account will be automatically deactivated until the Designated Safeguarding Lead has been informed of the allegation and taken the appropriate action as outlined in the safeguarding policy.

Use of YouTube videos

YouTube videos can be added to the "whiteboard area" for pupils to view and can form part of the learning. Teachers must ensure the following when using YouTube videos in their lessons:

- The whole video has been watched by the teacher and screened before the link is uploaded.
- The footage on the video is suitable for the age of the child. Where the video is showing a clip from a film, TV programme or video game those age restrictions are abided by.

The teacher must ensure that the correct link is uploaded. If the teacher has uploaded inappropriate content by mistake then this should be removed straight away and the situation reported to the Deputy Designated Safeguarding Lead without delay.

Sharing the contents of your screen

When pressing the share screen button, both teachers and students should ensure all other windows closed on their desktop so that any personal information is not shared by mistake.

Illegal Activity Online

Both teachers and students of all ages should be made aware that certain actions online can constitute a criminal offence in the UK. The following are some examples of illegal offences in the UK that can never be sanctioned or excused. All instances will be passed on to the police and the necessary action will be taken.

- Accessing child sexual abuse images – the making, production, possession or distribution of indecent images of children aged under 18.
- Grooming, incitement, arrangement or facilitation of sexual acts against children aged under 18 years old.
- Possession of an extreme pornographic image (grossly offensive, disgusting or otherwise of an obscene character).

- Accessing or posting racist or hate material in UK – to stir up religious hatred or hatred on the grounds of sexual orientation or any other protected characteristic.
- Accessing, posting or sharing information on extremist websites.
- Sending an email, text or message that is regarded as offensive, harassment or of a bullying nature.

Code of Conduct For Online Learning: Young Learners

Young Learners are asked to read and sign the Living Learning English Code of Conduct for online learning, with the teacher on hand to explain any points which they do not understand.

1. I will keep my password to TutorBranch safe and my personal information private.
2. I will respect my teacher and I will attend the lesson on time.
3. I will always try to work hard, and I will ask my teacher if I do not understand the lesson.
4. I will dress appropriately.
5. I will tell all my family members that I am having online lessons. A parent or guardian will be at home to supervise my behaviour.
6. I will make sure that my brothers, sisters, and any children aged under 18 years old in my home are not in the room when I am having online lessons and will not appear on-screen.
7. I will not have online lessons in my bedroom or bathroom.
8. I will not record my teacher or take any photographs of the screen.
9. I understand there are different laws in the UK and I am aware some information and certain photographs cannot be shared online.
10. I will not use racist, offensive or abusive language in person or online.
11. I know how to use the report button, if I feel uncomfortable about something I have seen or heard online.
12. I know I can contact Living Learning English by emailing info@livingenglish.com if I feel uncomfortable during the lesson or if I am unhappy with my teacher's comments or feedback.

Code of Conduct for Online Teaching: Teachers

Teachers will be asked to read and sign the Living Learning English Code of Conduct for online lessons which is in addition to the code of conduct in their service agreement.

1. I have read and understood the Living Learning English Online Learning Safeguarding Policy
2. I understand that all lessons must take place in a suitable room within my house and lessons can never be conducted from a bedroom or bathroom.
3. I understand all lessons must be conducted on the TutorBranch platform. Zoom may be used as a backup in an emergency with the following safeguards: set a password; enable the waiting room; use your full name on your Zoom profile and ask your student to do the same; copy LLE when you send the meeting invitation.
4. I will always act professionally and in the best interests of each individual child.
5. I will always adhere to the LLE dress code and dress appropriately.
6. I have read and understood the LLE Safeguarding policy and I know to pass on all concerns from online lessons to the Designated Safeguarding Leads immediately.
7. I understand that I cannot contact students or their parents through any form of social media and all communication must go through Living Learning English.
8. I understand that all LLE policies apply to online lessons.
9. I understand that it is my responsibility to explain the young learner code of conduct to each student under 18 and I must ensure that each student understands the expectations of LLE in the first lesson.
10. I will not record any part of the lesson, take photographs of the screen or ask students to share personal information with me.
11. I understand that my family members should not participate in my online lessons or be visible in the background of any lesson.
12. I will vet all online resources including video clips on YouTube to ensure they are suitable for each student and I will adhere to any age restrictions.