

REMOTE LEARNING POLICY

SERVICE: ACL ESSEX

CONTROL OF DOCUMENT

Adult Community Learning Senior Leadership Team

POLICY AIMS AND INTENTION

This policy will ensure that ACL has a secure framework for remote learning in which staff and learners can work safely. Associated policies will be updated to reflect remote learning requirements as they are reviewed.

RESPONSIBILITY GROUP

ACL Senior Leadership Team

POLICY WRITER

Vice Principal Quality and Compliance

DATE OF ACCEPTANCE

June 2020

LAST REVIEW DATE

June 2020

NEXT REVIEW DATE

June 2021

AUDIENCE

All ACL staff, all ACL learners, and other stakeholders.

STORED LOCATION

ComEd Pool/Policies and Strategies.

VLE within ACL Policies (Learners)

VLE within ACL Policies (Staff)

THE POLICY

Remote learning takes place when a learner and member of staff giving instruction are not in the same place and the learning session is instead delivered through downloading information, telephone calls, webinars, or live streaming. This may be a part of curriculum design or as part of a response to ACL closure arrangements. It is essential that this is undertaken in a safe way, supported by appropriate risk assessments.

This includes but is not limited to:

- Learners working from personal devices such as computers, tablets, mobile phones
- Live learning through streamed video conferencing
- Pre-recorded learning
- Provision of online learning materials ie through the VLE, My Maths
- Electronic chat forums and virtual classrooms
- E-Portfolio
- Setting and marking of assignments, electronically or via the post.

SAFEGUARDING

All members of staff are required to work within the clear guidelines of ACL's Safeguarding policies and follow the guidance which remains applicable to remote online learning. An appendix for Covid-19 has been produced for the safeguarding policies, all staff should be familiar with the content of this. Staff will continue to raise concerns during remote working, following ACL procedures and alerting the safeguarding team to any disclosures or concerns.

Safeguarding awareness including Prevent will always be covered at the start of a course, learners should be made aware of what safeguarding is and given the contact number for safeguarding, if any vulnerable learners are self-isolating and need additional support this should be passed to the safeguarding team.

Learner Welfare forms are a vital part of safeguarding our learners and should still be completed when learners chose to do so using the Online Learner Welfare form. These forms will be returned electronically, and the information added to TERMS, it will not be shared with other staff unless this is appropriate such as in a safeguarding concern but will be accessible to the tutors teaching that learner.

ACL requires tutors to embed teaching about online safety and risks of harm, within a whole service approach. This instruction will include how to use technology safely, responsibly, respectfully and securely, and where to go for help and support when learners have concerns about content or contact on the internet or other online technologies. This online safety training will cover how to stay safe but also how to behave online.

Staff have a responsibility to avoid crossing professional boundaries by sharing personal information and putting themselves and learners at risk.

ACL will make every possible effort to ensure reasonable adjustments are made for learners including issues around availability and accessibility of learner's devices and internet connectivity.

METHOD OF IMPLEMENTATION

ACL STAFF

- Remote learning operates within the quality frameworks of the 2019 Education Inspection Framework, and the Matrix Standards.
- The expectations of teaching, learning and assessment within ACL apply to all remote learning, see Appendix A.

This includes but is not limited to:

- Learning materials are of a high standard, relate to the intended course learning outcomes and are inclusive, current and accessible to distance learners.
- Where possible complex ideas are presented in more than one format and/or approach to support different learning styles.
- Activities consolidate learning and contribute to learners' wider skills development. Further relevant reading and development opportunities are signposted.
- Learner work is assessed by tutors and assessors detailed feedback provided.
- Learners are guided by tutors and assessors to the right learning resources to improve their work.
- All ACL developed online provision uses the templated course on the ACL VLE. All courses to contain this information as a minimum to ensure consistency across the Service.
- Staff ensure they use ECC allowed software for delivery.
- Learners' personal details are not stored by staff on a personal home computer. Details should be kept in a secure location on one drive.
- If a session is recorded all learners know it is being recorded and where it will be stored for what purpose (live recordings must have captions within 14 days from Sept 2020).
- Tutors ensure they have suitable evidence for RARPA/ accreditation and audit purposes
- Learning materials used, including pictures and videos, comply with copyright restrictions.
- ACL learners are signposted to the online End of Course Evaluation form for completion.
- ACL session visit team oversee the consistency and quality of learning being delivered and/or work being set.
- Remote learning to be accessible. This includes adherence to accessibility guidance relating to web-based materials.
- Staff are supported through workforce development opportunities to develop the skills needed to effectively and safely deliver remote learning.

Confidentiality, Information Sharing and GDPR

ACL must ensure that it can demonstrate full compliance with the principles of the General Data Protection Regulation (GDPR). All staff are required to be familiar with Data Protection guidance, accessible on the VLE/ECC Intranet, or from their line manager. Any data breach or suspected data breach must be referred immediately to your line manager.

ACL LEARNERS

Learner participating in remote learning to abide by the ACL Learner Charter (Appendix B) and all ACL Learner Policies. These can be found on the VLE or by contacting your tutor/assessor.

ACL NETIQUETTE GUIDE FOR ONLINE COURSES

It is important to recognise that the online classroom is in fact a classroom and certain behaviours are expected when you communicate with those engaging with you. These guidelines are known as netiquette.

GENERAL GUIDELINES

- Be on time. Sessions will start and finish according to the timetable. If you join late, please don't interrupt the session. Remain silent. Your tutor will support you.
- Be prepared. Come to the meeting with a positive attitude and with any course materials or resources that you have been asked to have ready
- Where possible, choose a quiet location – away from pets, children, etc. Turn off the TV and any music.
- Be ready to take part. Not everybody is confident in speaking up within a group, especially when you don't already know other learners. However, to make the most of your learning experience we ask that you share ideas, ask questions, and contribute to the discussions.

SECURITY

- Remember that your password is the only thing protecting you from pranks or more serious harm.
- Don't share your password with anyone.
- Change your password if you think someone else might know it.
- Only share an email address or other personal information if necessary.
- If using a webcam, think about what is behind you in view – is it something you don't want others to see?

WHEN COMMUNICATING ONLINE YOU SHOULD ALWAYS:

- Be respectful of others and their opinions.
- Be careful with personal information (both yours and others').
- Beware of using reply all – does everyone need to see your message?
- Remember to stay on topic. Is this relevant to your subject?
- Remember to listen and not talk over each other – this comes with practice! Mute yourself when not talking.
- The site's owners and moderators have the final say in enforcing the rules.
- Please do not write or say anything that you wouldn't say to someone's face and always think about how you would feel if you were receiving it.
- Please remember we still need to keep each other safe. If you are concerned about your own or another person's safety, please tell your tutor or report it using the Safeguarding number.

Adapted from:

<http://www.bbc.co.uk/webwise/guides/about-netiquette>

<http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf>

ALL STAFF AND LEARNERS

Working Safely with Display Screen Equipment (DSE)

While preparing and/or participating in distance learning staff and learners are responsible for looking after their own health. This includes ensuring they have adequate arrangements in place to maintain good posture and reduce DSE related risks. Any member of staff who has concerns about their health and safety should contact their line manager in the first instance.

Staying Safe Online

Staff and learners are recommended to read the advice and information for families and individuals on the National Cyber Security Centre website <https://www.ncsc.gov.uk>. This includes top tips for staying safe online and how to protect your data and devices.

MONITORING AND EVALUATING THE POLICY

- Session visits of remote delivery
- Moderation and standardisation of remote learning
- Learner feedback
- Personal Development Records

ASSOCIATED POLICIES

ACL Session Visit Policy
Adult Safeguarding Policy
Children and Young People Safeguarding Policy
Admissions Policy
Fitness to Learn Policy
Exclusion Policy
Disability Policy
Harassment and bullying Policy
ECC Code of Conduct
Data Protection
Internet Safety
Computer Use Policy