



Adult Training Network

Online Delivery Policy

Sarjeet Singh Gill (Managing Director):
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Contents

1. Background & Purpose	2
2. Overview	2
3. Recruitment of staff	3
4. Privacy	3

5. Online Support.....	3
6. Roles and Responsibilities of staff.....	3/4
7. Roles and Responsibilities of Learners.....	4
8. Roles and Responsibilities of the Management of ATN Provision	4
9. Compliance.....	5
10. Review Date and Officer Responsible	5
Appendix A: Guidance from the Department for Education	5
Appendix B: Guidance on Setting Classroom Rules	5
Appendix C: Top Tips for Keeping Your Privacy when Online Learning/ Teaching.....	6

1. Background & Purpose

1.1 Adult Training Network (ATN) is committed to ensuring the highest possible standard of safeguarding. The personal safety and wellbeing of each learner/participant and staff member using ATN online provision is paramount.

1.2 Online provision has been developed with the aim of ensuring activities take place in a safe environment. Expectations of staff and learner/participants are that they conduct themselves in the same way for the purposes of online learning as for classroom-based provision.

1.3 'Learners/participants' in this policy refers to any individuals receiving a service from ATN.

1.4 This policy should be read in conjunction with the ATN Safeguarding Policy and ATN ICT Acceptable Use Policy and any local lead/prime contractor and partner policies, relating to codes of conduct and learner behaviour.

2. Overview

2.1 The aim of this policy is to safeguard all learners/participants and staff whilst they are using digital services to offer online support, group or one-to-one sessions, following advice outlined by the Department for Education (please see Appendix A) and Lead/Prime Contractors. It is to be viewed as an extension of our existing policies and procedures to provide additional clarification, including but not limited to, during the Covid-19 crisis.

2.2 This policy covers educational provision which takes place outside the classroom. This includes practice such as e-learning, distance learning, blended learning, flexible learning, the use of web-based materials and social media to supplement classroom-based learning and learner/participant support services.

2.3 It is important that all persons using or working on behalf of ATN are aware of this policy and have familiarised themselves with the detailed safeguarding procedures.

2.4 This policy should be read and understood before engaging in any activity arranged through ATN and the responsibilities and procedures therein adhered to. Contravention of the policy document could lead to suspension and/or barring from the provision (see *Compliance* section).

3. Recruitment of staff

3.1 ATN online provision is planned and delivered by qualified tutors and other staff members (coaches, mentors, facilitators/trainers) who are directly employed by ATN and have therefore met the stringent pre-employment checks required by ATN and our Lead/Prime Contractors.

4. Privacy

4.1 All data held by ATN is in accordance with the Data Protection Act 1998 and GDPR regulations 2018.

5. Online Support

5.1 All online lessons and materials remain the property of ATN.

5.2 ATN will review online sessions as part of the Quality Monitoring Process.

5.3 ATN will allow access to UK law enforcement of any recording or session communications where it is reported a criminal offence may have occurred in relation to a specific lesson.

5.4 ATN will monitor the online activity of staff and learners/participants through seeking feedback and having regular one-to-one sessions with staff members.

5.5 Staff will take the necessary steps to exercise their professional judgement in checking that all online platforms are suitable, safe and secure. It is paramount that the safety of learners/participants and tutors is met. These steps include but are not limited to ensuring that best practice guidance within the platform being used is followed at all times.

5.6 ATN's IT & Network Manager will offer additional advice, guidance and support where required and requested.

6. Roles and Responsibilities of staff

6.1 All staff shall hold themselves to the highest professional standards. They must:

- Set robust ground rules for participation to make expectations clear (please see Appendix B for guidance).
- Ensure that their environment does not display any inappropriate images or documentation when conducting a video session.
- Treat learners/participants fairly and without prejudice or discrimination.
- Ensure language is appropriate and not offensive or discriminatory.
- Ensure any contact with the learner/participant is appropriate to their role as a staff member and confined to the relevant online session.
- Not make any improper suggestions to a learner/participant.
- Not share their personal details.
- Value and take contributions seriously.

- Report any dispute to ATN in accordance with the relevant policies and procedures.
- Immediately report any inappropriate behaviour or illegal activity identified within an online session, in accordance with the relevant policies and procedures.
- Ensure appropriate adjustments are made to allow access for all learners/participants.

6. Roles and Responsibilities of Learners

7.1 The learner/participant shall:

- Follow the ground rules set out by this policy.
- Treat the staff member and other individuals with respect and fairness, and not subject them to abusive behaviour or language.
This includes but is not limited to:
 - No use of swearing
 - No nudity
 - No explicit content, including suggestive use of emojis or GIFS
- Not make any improper suggestions to the staff member or other learners/participants.
- Not share the personal details of themselves or others on the online platform.
- Have no inappropriate communication with the staff member or other learners/participants outside the session.
- Report any dispute with a tutor or other learners/participants of any inappropriate behaviour in accordance with the relevant policies and procedures.

8. Roles and Responsibilities of the Management of ATN Provision

8.1 The Management Team of ATN shall:

- Ensure that any dispute between persons using ATN online provision is handled efficiently and fairly without discrimination in accordance with the relevant policies and procedures.
- If any incident is reported to the police relating to a specific session, make the materials and communications available for the police to use as evidence in any proceedings, if appropriate.
- Regularly review the policy and procedures to ensure they are relevant and adequate to safeguard all persons using ATN online provision.
- Quality monitor online provision, as they would for face to face delivery.

9. Compliance

9.1 All persons using the ATN online provision have a responsibility to familiarise themselves with all ATN safeguarding policies and procedures.

9.2 Any person reported for a breach of this or any other ATN policy will be temporarily barred from the online provision pending an investigation.

9.3 Any person reported for causing harm to a member of staff or learner/participant or subjecting the individual to sexual abuse will be reported to police and barred from the service.

10. Review Date, Officer Responsible and Contacts

10.1 This policy will be reviewed on a regular basis to ensure it is adequate and relevant to safeguarding legislation.

10.2 It will next be reviewed on 1st April 2021.

10.3 It will be reviewed by ATN's Managing Director

10.4 Please direct all queries relating to the content of this policy to s.gill@adult-training.org.uk

Appendix A: Guidance from the Department for Education

Coronavirus (Covid-19): Safeguarding in Schools, Colleges and Other Providers:

<https://www.gov.uk/government/publications/covid-19-safeguarding-in-schools-colleges-and-other-providers/coronavirus-covid-19-safeguarding-in-schools-colleges-and-other-providers>

Appendix B: Guidance on Setting Classroom Rules

Tutors can use the guidance in the link below to set strong ground rules for participation in online learning to complement the behavioural guidance set out in this policy. This is one example of a policy, there will be others you could access too.

<https://mediamotiononline.com/ground-rules-web-conference-participants/>

Further guidance can be sought from ATN's Quality Manager.

Appendix C: Top Tips for Keeping Your Privacy when Online Learning/ Teaching

It is imperative that when teaching and learning online you remember to stay safe and not disclose personal information.

Top Tips

- Only share your email address where necessary. For staff this should be your '@adult-training.org.uk' email address only.
- Do not divulge other personal information. Do not share personal mobile numbers.
- If you are using a webcam, ensure your surroundings do not divulge any personal details. For example, are any noticeboards in view or personal photographs? Are in an appropriate space?
 - Microsoft Teams enables you to blur your background
 - Zoom enables you to add a virtual background which is an image behind you
- Be aware of your surroundings especially if sharing confidential or sensitive information.
- Is your meeting platform secure? Have you checked your settings? Have you only invited those people who need to be there?
- Have you made sure learners/participants cannot enter either Google Classroom or Zoom until you arrive? Check your settings! This enables you to be sure the conversation is related to the topic and appropriate.
- Consider activities carefully when planning – online access in learning or public centres has internet content filtering systems in place that are unlikely to be replicated in the home environment.
- Be careful that staff and learners don't incur surprising costs, e.g. mobile data access charges - (video utilises significant amounts of data).
- Be clear about whether it being recorded or is acceptable for learners to record events and expectations/restrictions about onward sharing.
- If you think there has been a safety breach or have concerns about safeguarding, please contact the ATN Safeguarding team.