

# Balcombe CE Primary School

## Protocol for using Zoom or similar to enable remote face to face interaction between staff and pupils.

### Staff will:

- use a bland background in a room where they are alone;
- wear appropriate clothing;
- email instructions including a hyperlink (plus the Meeting ID and Password where relevant) to participants in advance;
- use the waiting room feature in order to monitor and manage attendance;
- ensure that participants have their video switched on, but start the meeting with the sound off;
- use mute function at various times in order to best manage the meeting including any potential issues with sound;
- ensure that if sessions involve pupils who are in attendance at school, they will join using a school device only and be supervised by a member of staff;
- disable the screen share function for most participants for the session. Only the lead staff member/ host will have this function enabled in order to share a presentation, images, sound and video to support the core purpose of the session. If the lead staff member feels that the session will benefit from another participant sharing their screen then they may choose to allow this for an individual.
- end the session by using the 'end for all' function.
- end the session immediately if inappropriate pop ups, comments or visuals can be seen;
- ensure that if video conferencing is used for the sole purpose of remote teaching and learning, it is timed to take place during the school day and between 9.00am and 3.15pm.
- ensure remote teaching and learning session must have a minimum of three participants. For an individual learning support session, this could be the teacher, pupil, and supervising parent or carer.
- outline their expectations during the first remote session. Subsequent sessions will include a brief reminder of the expectations and rules that keep pupils and staff safe online. Any inappropriate behaviour will be dealt with in line with the school Behaviour Policy.

### Parents/Carers will:

- use an appropriate user name familiar to school staff;
- ensure participants are suitably dressed;
- position the device in a suitable location, ie not the child's bedroom;
- be aware of the background and location of other members of the family;
- join the session with the camera on and the sound off;
- be in the room (or at least within earshot) whilst the session is in progress;
- tell children to leave the meeting if inappropriate pop ups, comments or visuals can be seen;

- ensure that screen shots and recordings are not taken;
- remind pupils to behave as they would in school;
- ensure that contributions are respectful and in line with our Christian values and ethos.

**Parents/Carers MUST ensure that when pupils are participating in remote teaching and learning sessions they remain suitably supervised for the entirety of the session. During the session, the interaction should be between staff members and pupils only, just as it would be on school premises. If a parent would like to speak to a staff member, this must be arranged at a separate time.**

#### Technical issues

When endeavouring to make best use of technology technical issues are often unavoidable. All participants are asked to be patient and mindful that video conference is new to many of us. In order to make the best use of the meeting time available, the following advice should be followed by all participants.

- Prior to any session, participants should set up and test their equipment and internet connection well in advance. Individual participants are responsible for their own equipment and this should not become the first item of business for the video conference.
- Participants should be familiar with the mute and unmute functions.
- Best practice is for all participants to attempt to establish an online video conferencing connection 5 minutes before the meeting start time. The meeting host will know that participants are waiting and grant access at the appropriate time.
- Should the connection freeze or fail during a video conference, participants should do their best to re-establish the connection as quickly as possible. All participants must be aware that this may necessitate restarting equipment which can take time.
- Due to the potential impact of a delayed meeting on subsequent appointments or activities, the staff member reserves the right to reschedule or postpone any delayed meeting so that best use is made of time.

By joining a video conference hosted by a staff member at Balcombe CE Primary School, we understand that you are agreeing to the above and giving your consent. Please also take the time to discuss the expectations with your child.