CRESTWOOD
COMMUNITY SCHOOL

Virtual Learning Policy

Approved by
Last reviewed - September 2020
Next review due by - September 2023

Introduction and Scope

Crestwood Community School is committed to providing the best possible provision for students in their learning and outcomes. Should the school close and be inaccessible to staff and students then this policy aims to set out the expectations for all members of the school community with regards remote learning. While providing appropriate guidelines for data protection and safeguarding.

'**Remote Learning**' refers to the provision of work, teacher support, assessment and feedback from teachers to students in the event that normal lessons are unable to be delivered 'face-to- face' as normal.

Situations where this policy may apply include:
- An extended period of school closure on the advice from Public Health England, the UK Government or the World Health Organisation
- Students unable to attend school due to a period of advised self-isolation but who otherwise remain well
- Students who are unable to attend school due to mental health concerns which have been certified by the child's GP and/or CAMHS
- Students who have been excluded for more than 3 days
- A student who is absent from school for 3 or more days for a pre-agreed reasons e.g. taking part in a sporting tournament

This policy does not apply in situations such as:
- A student who absents themselves from school without prior authorisation from the school, with or without parental permission, e.g. a family holiday taken in term time
- A parental decision to absent their child as a precaution against an outbreak of infectious disease but contrary to official medical advice from Public Health England, the UK Government or the World Health Organisation

A Period of School Closure

Crestwood Community School is committed to providing continuity of education for its students in the event of an extended school closure. While such situations are inevitably highly varied in their causes and ramifications, we will endeavour to provide continued learning for our students during any period of closure in the following ways:
- The provision of relevant, developmental <u>written</u> work for each subject area and each year group which enables students to make continued progress.
- Regular, live instruction from staff, with the ability for students to ask questions of their teachers in real time.
- The opportunity for students to have their work assessed by their teachers and receive feedback on it.

Expectations of Staff

Faculty staff will make appropriate and informed decisions as to the type and content of the work being set, based on their schemes of learning and planning . Teachers need to ensure that all work is set and made available through Google Classrooms and is set up by each faculty at the start of each week to cover the calendar week ahead, and that sufficient resources are made available to students via electronic means to allow them to carry out this work at home. Where textbooks are not available online, staff should provide relevant resources for that week's lessons.

Where appropriate, in the event of longer-term requirements (i.e. more than 3 continuous days) teachers are to plan and undertake 'interactive lessons' for their classes via Google Hangouts and narrated presentations. Teachers will plan activities in live lessons which will either reinforce existing understanding and skills (retrieval practice) or introduce selected 'new knowledge' in a phased approach. Students will be expected to carry out additional activities assigned by teachers independently.

Achievement Leaders, for each faculty, are responsible for the setting of work (or delegation) of whole year group for Years 7 to 11. These should be campus specific. Additionally, they are required to maintain oversight of the appropriateness and quality of the work set across their faculty and undertake quality assurance activities.

They are required to liaise with their faculty staff through regular (at least weekly) contact to ensure that:
- Staff are using Google Hangouts and Google Classrooms as the designated online platforms to enhance live learning through live teaching when and where appropriate.
- Sufficient work is being set to cover ongoing periods of closure.
- The expected study time to complete the work is considered. This will not exceed the online timetable allocated lesson time and should take account of the fact that students will largely be working independently and therefore tasks will generally take longer than in a classroom setting.
- Teachers will only provide feedback on any work completed which is clearly 'labelled' as a designated assessment task and falls within the Faculty assessment and feedback policy. This could be provided on return to school. All other work completed should be 'saved' by students. This could be electronically and/or as a hard copy .
- Lessons will be recorded, so that students who cannot access the learning as the specific lesson time, can then view it at a more appropriate time. As it is paramount that the lessons are recorded from a safeguarding point of view.
- During a lesson, where possible, there will be 2 teachers present online. There will be an expectation that students will disable their camera and microphone This is to promote a productive learning. environment, as well as to safeguard all. There may be times when the the teacher will allow students to enable their audio or video to answer questions posed by the teacher.
- During a live lesson, if a student disrupts the learning, they will be asked to leave the lesson and the lead teacher will follow the school's behaviour management policy and contact home.
- Any online communication between students and staff must only take place through official school channels, which are Crestwood's email addresses only. No personal email addresses must be used by either staff or students.
- Contact between students and staff through personal telephones or personal email accounts, or any other third-party messaging software or video conferencing software (e.g. WhatsApp, Skype etc.), is strictly prohibited.
- Students causing concern through a lack of engagement with live lessons or assignments requiring submission are flagged with SLT on a weekly basis.
- The teacher will ensure work is set for the classes as per the devised school timetable during the period of closure. There is no expectation that work will be set outside of school working hours.
- Google Meet sessions should be started within Google Classroom (see Generate a Meet link in your Class). If this is not possible, Google Meet sessions should only be created with a Crestwood Google account, so that only those with Crestwood accounts can access the lesson.
- Staff should not accept requests to access lessons from non-Crestwood accounts.
- A reminder email should be sent directly to students before each lesson.
- Codes or links for Google Classroom or Google Meet should not be posted on social media.
- Google Meet links should be posted for all staff on the school collation grid and be updated when they change. This grid should not be shared with students or parents.
- Any concerns please contact Tim Nash or Andrew Whittick
- Please see this Start a video meeting for education guidance from Google for further detail

Learning Support Assistants must be available during their normal working hours. They will be directed by the SENCO as to where and whom to support. They are responsible for:
- Supporting key students with learning remotely
- Offering small group work instruction via Google Meetings
- Monitoring how well key students are undertaking the work set by teachers
- Work with teaching staff to offer differentiated ideas for resources they can use to teach their subject

Expectations of Students

Assuming they are well enough to work, students are expected to:

- Students are encouraged to attend live 'lessons' to support their progress. However it is not a requirement as students can view recorded lessons when best suits them
- Complete all work set, to the best of their ability, and submit work by the deadline
- Check emails regularly and read and respond to communication from the school
- Students are expected to uphold the same standards of conduct and behaviour during live online lessons as they would be expected to in school. This includes but is not limited to:
    - Ensuring appropriate language is used in online lesson comments or emails, and that any comment is on-topic and relevant to the task in hand.
    - Ensuring full engagement with the tasks in hand, including submission of any required work by the deadline that has been set.
    - Ensure cameras and microphones are switched off unless given permission by the teacher.
    - Be appropriately dressed and consider the background behind them
- Students can, where appropriate seek further guidance from their teachers via the school email procedures.
- Students must not share private information.
- Students must not respond to contact or meeting requests from people they do not know, they should only follow the link sent by their teacher.
- Students must be respectful in all your communications. Live streaming means any comments they make will be seen by others and they will not be able to delete or edit them.
- Students must ensure they know who to tell if they see or hear anything upsetting or inappropriate.
- Devices should be used in appropriate areas only, not in bedrooms for example.
- Students can use the chat feature to ask questions of the teacher.
- Language must be appropriate, including from any family members in the background.
- Please note, sessions will be recorded and saved to Google Classroom.
- Students must not email your teachers before 8.30am or after 4pm. They can always schedule their email to send to ensure it goes between the times stipulated.
- If there is limited or no access to IT in the home, parents can email resourcehub@crestwood.hants.sch.uk and the school will look to provide paper work packs.
- There is a laptop loan scheme for those most in need.

Expectations of Senior Leaders

Alongside any teaching responsibilities, senior leaders are responsible for:

- Coordinating the remote learning approach across the school
- Monitoring the effectiveness of remote learning.
- Give feedback to teaching staff at the end of lessons or through through regular whole staff meetings
- Monitoring the security of remote learning systems, including data protection and safeguarding considerations
- Support staff by dealing with enquiries by parents.

Technical issues

The IT staff will be on hand to support all staff, parents and students with IT issues related to access to remote learning. Their key responsibilities are:

- Fixing issues with systems used to set and collect work
- Helping staff and parents with any technical issues they're experiencing
- Reviewing the security of systems and flagging any data breaches to the data protection officer
- Assisting students and parents with accessing the internet or devices - e.g. password issues

The school has also created a page on its website https://crestwood.hants.sch.uk/crestwood-tv/ . This page contains help videos which parents and Students can view to help them with an array of technical issues.

Who to contact

If staff have any questions or concerns, they should contact the following individuals:

- Issues in setting work – talk to the relevant Achievement Leader
- Issues with behaviour – talk to the relevant Year Leader
- Issues with IT – please email itsupport@crestwood.hants.sch.uk
- Issues with their own workload or wellbeing – talk to their line manager
- Concerns about data protection – talk to the data protection officer - Julia Hughes
- Concerns about safeguarding – talk to Tim Nash

Staff Illness

When staff are unwell during a period of school closure, they should notify the school by the normal school cover line - 07901 301450. This needs to be done by 7am on the day of illness. Staff should also contact their direct line manager to inform them too. Where possible teaching staff should provide their line manager with any teaching resources that were going to be used in any teaching they had that day.

Data Protection

- Accessing personal data
  When accessing personal data, all staff members will consider:
    - How they can access the data, such as on a secure cloud service or a server in your IT network
    - Which devices they should use to access the data – if you've provided devices, such as laptops, make staff use these rather than their own personal devices

- Sharing personal data
    - Staff members may need to collect and/or share personal data such as [insert examples, such as email addresses] as part of the remote learning system. Such collection of personal data applies to our functions as a school and doesn't require explicit permissions. While this may be necessary, staff are reminded to collect and/or share as little personal data as possible online.

- Keeping devices secure
  All staff members will take appropriate steps to ensure their devices remain secure. This includes, but is not limited to:
    - Keeping the device password-protected – strong passwords are at least 8 characters, with a combination of upper and lower-case letters, numbers and special characters (e.g. asterisk or currency symbol)
    - Ensuring the hard drive is encrypted – this means if the device is lost or stolen, no one can access the files stored on the hard drive by attaching it to a new device
    - Making sure the device locks if left inactive for a period of time
    - Not sharing the device among family or friends
    - Installing antivirus and anti-spyware software
    - Keeping operating systems up to date – always install the latest updates

Pastoral Care

Crestwood Community School is committed to providing outstanding pastoral care, and this will continue during any period of school closure or remote learning. During such periods the normal channels of communication regarding pastoral care remain open; Students can contact their Form Tutor, Year Leader or one of the Pastoral Support Team, or indeed any member of staff should they prefer, by their school email address. Any contact received or made should be flagged tot he DSL. Staff who notice a child is struggling should complete a safeguarding referral via ClassCharts.

The school counsellor and the rest of the pastoral support team will offer email and telephone consultations to provide support to any students that requires it. Telephone numbers and emails are as follows:

- Zena Smith - 07385 252141 / zena.smith@crestwood.hants.sch.uk
- Denise Sharp - 07385 252049 / denise.sharp@crestwood.hants.sch.uk
- Michaila Dieng - 07385 252050 / michaila.dieng@crestwood.hants.sch.uk
- Karla Walters - 07388 376789 / karla.walters@crestwood.hants.sch.uk
- Megan Parnell - megan.parnell@crestwood.hants.sch.uk
- Educational Psychologist Telephone Support Line - 01962 876 239 - for parents/carers to access for any queries relating to the emotional wellbeing of their child/children in their care

We have also set up a site with useful links to external services and resources to support those in need of advice on a wide range of subjects, please follow the link below to find out more:
https://padlet.com/tim_nash/o0qarrip7u3g

Safeguarding
During any period of school closure, Crestwood's Safeguarding and Child Protection policies still apply, as does the Staff Code of Conduct and the IT Acceptable Use agreement.

Any live contact between students and staff must only take place through official school channels. This includes emails from students to teachers, which should only be sent from students' Gmail email addresses. Any concerns around breaches in safeguarding should be referred to designated safeguarding lead. This is Head of School, Cherbourg Campus, Tim Nash. He can be contacted via email at tim.nash@crestwood.hants.sch.uk. Or via his work mobile on 07435 809561. If you cannot make contact then please contact Andrew Whittick - Assistant Headteacher and Deputy DSL. His contact details are andrew.whittick@crestwood.hants.sch.uk / 07780 393583. The safeguarding governor is Tracey Barnett. She is contactable on tracey.barnett@crestwood.hants.sch.uk.

This policy is linked to our:
- Behaviour policy
- Safeguarding policy
- Child protection policy and coronavirus addendum to our child protection policy
- Data protection policy and privacy notices
- ICT and internet acceptable use policy
- Staff Code of Conduct