



**Stogursey C of E Primary
and Pre-School**



Staff/ Pupil Remote Learning Contact Protocol

Approved by: G Tucker

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Last reviewed on: 15.1.21

**Next review due by:
15.4.21**

Protocol for telephone, email, learning platforms and video call contact with pupils from teachers from their homes

This is a special short - term policy for how telephone communications between pupils and Class Teachers or Support Staff from School will take place during the Covid-19 lockdown while schools are closed.

The following actions must be in place:

Data Protection of pupil's confidential information at Staff's homes- Teachers will ensure the confidentiality around pupil contact details in their homes.

- The pupils' details will be kept in a file on their school laptop that no one else in the household has access to this file.
- If the Teacher does not have a school laptop at home the details will be stored on a home device in a password protected file (Arbor is the default system).
- **The details will be kept away from the eyes of any of the Teacher's family members.**
- If the teacher emails any children the email address must be typed in Bcc even if to a single pupil.
- If there are any accidental data breaches they must be reported immediately to the Head of School.

Data Protection of teacher's confidential information- Teachers will ensure the confidentiality around their personal details.

- School email addresses are not confidential and can be openly used by anyone wishing to contact you.
- Your telephone number is personal and private to you, you will be using personal devices either landline or mobile phone so please **block your number from being revealed.**
- Landlines type in 141 prior to entering the pupil's number
- Mobile phones- identify how your individual device allows you to block your number when calling someone.

Conversations that concern or worry you

- If parents are struggling, be supportive but avoid getting into discussions about other pupils.
- Refer parents to the EPS Helpline- 01823 357000
- If things worry you, please treat it as a concern and email or phone DSL/ DDSL immediately with all the details you would normally put onto a concern sheet.

Shared and agreed boundaries

You are still expected to behave professionally in accordance with the school Safeguarding Policy and KCSIE 2020

The teacher-pupil relationship is not equal. Teachers and all education professionals are in a unique position of trust, care, responsibility, authority and influence with their pupils.

Appropriate language

You can and should develop good strong trusting relationships with the pupils that you teach, but you are not “friends” with them. On this basis always be thoughtful about the language that you might be using. Sensitive thought and challenge should be explored in relation to inappropriate language or terms. **Just talk to them as you would at school!** Examples to avoid include:

- Use of inappropriate names or terms of endearment.
- Inappropriate conversation or enquiries
- Disrespectful or discriminatory treatment of, or manner towards, young people based on their perceived or actual sexual orientation.
- Humiliation, profanity or vilification.
- Suggestive humour, “banter”, jokes or innuendo of a sexual nature.

Information-sharing

Avoid sharing personal information. Your online boundary-setting is equally as important as your school and classroom-based boundaries. Remember that social media is just that – social. Examples to avoid:

- Discussing personal lifestyle details of self, other staff or pupils.
- Correspondence of a personal nature via any medium (phone, text, letters, email etc) that is unrelated to the staff member’s role. This does not include class birthday cards and the general acknowledgement of other celebrations – warmth and thoughtful modelling remains important.
- Adopting an on-going support or welfare role, beyond the scope of your position, or a role that is the responsibility of another staff member (e.g. a school counsellor, designated teacher, designated safeguarding lead) or external professional, that occurs without the permission of senior staff or the Head of School.
- Photographing, audio recording or filming pupils via any medium without authorisation from the leadership team or without parental consent.
- Using personal rather than school equipment for approved activities, unless authorised in writing by the leadership team.
- Correspondence or communication (via any medium) to or from pupils where a violation of professional boundaries is indicated and where the correspondence has not been provided to the school leadership team.
- Still/moving images or audio recordings of pupils on personal equipment or kept in personal locations such as car or home that have not been authorised by leadership team.
- Uploading or publishing still/moving images or audio recordings of pupils to any location without parental and leadership consent.

Work and home

Work and home or the personal and the professional should be held separately. Only communicate with pupils or their families during normal school hours. Remaining “in role” at all times minimises the likelihood of false, or unfounded allegation and ensures that professional codes of conduct are adhered to. Examples to avoid:

- Inviting, allowing or encouraging pupils to attend your home.
- Allowing pupils to access to a staff member’s personal internet locations and personal devices (e.g. social networking sites).
- Attending pupils’ homes or their social gatherings.
- One-to-one tutoring, mentoring or coaching of pupils without the prior agreement of the Head of School.
- Giving personal gifts or special favours. Singling the same pupils out for special duties or responsibilities. Offering overnight, weekend or holiday care as respite to parents without the prior knowledge of the Head of School.

Collusion

Be careful not to collude with pupils. Be aware that children and young people can draw adults into conversations and situations. We should always remain within the boundaries of our professional role.

Confidentiality

Avoid discussing information regarding other pupils or members of staff. Be aware of being overheard while on the telephone or your mobile phone.

Specific Guidelines around Video Calls (Google Meet, for example)

- Ensure another adult is in earshot of the conversation. If this is not possible to do at home, this activity will have to be done in school.
- Remove items from the background if conducting this at home
- Ensure no one else is in the background or interrupting the session
- If using Google Meet, follow specific guidance around safely starting and ending sessions. This is crucial so that children do not start their own meetings unsupervised.
- Ensure the video session is for the purpose agreed with SLT (social gathering with class, hearing readers for example)
- For TAs, do part 1 (wellbeing check) over the phone and then the reading on Google Meet. If conversations move back towards wellbeing then try to finish off the reading and return to a phone call or follow up. Never feel on your own with this and bring in SLT if need be.
- Our preferred method of video calling is Google Meet. If you use Zoom, please do this only for whole class activities and check with a member of SLT first.