Coventry & Warwickshire Chamber Training

Remote Education and Learning Policy

Policy Statement

Coventry and Warwickshire Chamber Training (CWCT) will work closely with employers, learners and other stakeholders to ensure that learners receive continuity of education remotely where face to face learning is not available. We will deploy a range of solutions to ensure that learners remain engaged and are able to progress their development in a seamless manner. CWCT will work with employers to ensure learners have the correct equipment to assure parity of access, with due regard to learner safety.

CWCT has outlined the considerations given in response to COVID-19 and revised its curriculum and delivery approaches accordingly, acknowledging government guidelines regarding service delivery with the aim of ensuring equality of opportunity, retention and engagement which minimises the risk of:

➢ Being exposed to illegal, inappropriate or harmful material
➢ Being subjected to harmful online interaction with others
➢ Personal online behaviour that increases the likelihood of or causes of harm

Overview

Apprenticeships will be offered remotely to all age groups, encompassing:

➢ One to one information, advice and guidance interviews
➢ One to one progress reviews
➢ One to one vocational assessments
➢ Group based off the job learning across all curriculum areas

Delivery Arrangements

Learner Progress Reviews

Learners' progress will be reviewed remotely using an online platform (Zoom/MS Teams) or over the telephone where this is more appropriate when face to face means are not an option. All reviews will be booked in advance via the learner and their employer. A three-way (CWCCT, the learner, the employer) review will undertake a reflection of apprenticeship progress to date and plan future goals and targets. Learners and employers will be required to agree the content of the documented progress review.

Information, Advice and Guidance Interviews

Individuals and employers will be able to remotely access information, advice and guidance interviews as part of the pre-apprenticeship screening process. The medium by which this will be conducted will be jointly agreed (telephone, Zoom, Teams) in order to achieve the best outcome for

each party. Individuals will be able to explore apprenticeship opportunities, undertake initial assessment and screening so as to determine the most appropriate pathway. CWCT will liaise with individuals and employers to facilitate the remote take-up of apprenticeships using on-line platforms, including Zoom and MSTeams as well as over the telephone. Apprenticeship applications will be available via CWCT website or by e-apply.

Vocational Assessments

Where practicable, learners will access observational assessments using remote means. This will require the prior consent of the learner and the employer and will be undertaken using Zoom or MS Teams.

Off the Job Training

Off the job training will be provided using appropriate platforms to support the delivery of 'classroom' sessions which form part of a learner's programme of development. Approved platforms include Zoom and MSTeams, which will be deployed in conjunction with user codes of conduct. Learners will be invited to participate in sessions by their designated Trainer in a secure manner. Trainers will notify the learner and employer in advance of timetabled sessions.

All classes are 'live' in the sense that a Trainer will be present online with the group, interacting in real time with learners. This will be through either video, audio, chat, or indeed any combination of all three of these elements with also powerpoint as appropriate. It is down to the Trainer's individual discretion on what approach they adopt, depending on the topic and also the point in the course.

During on-line sessions Trainers will have the same expected professional behaviours and safeguarding roles as would apply in a face to face setting Normal teaching practice and the video environment is a 'classroom' and, as such, will require the same expected behaviours as any other sessions delivered at the training centre or at employer premises including assessment activities.

A session must take place using the CWCT approved platform, which is Zoom and MSTeams. There may be other platforms approved at an employer's request. Advanced security procedures have been implemented within our set up to ensure the learning environment is safe and secure. These include:

➢ A unique password for teacher's Zoom / Teams room
➢ Recording feature is disabled
➢ Learner screen sharing is disabled
➢ Trainer controls who can enter from the Zoom Waiting Room
➢ Trainer can remove anybody from the lesson at any time

All sessions will be accessible for CWCT management to 'drop in' and oversee at any time for the purposes of quality assurance and safeguarding. As per our standard safeguarding policy a member of management/safeguarding staff will be on call at all times when teaching is taking place to report any safeguarding concerns.

Information for Learners

Learners must give prior consent before taking part in training sessions delivered through on-line learning platforms (Zoom and other). All learners must adhere to the following code of conduct:

➢ Learners must follow all the requirements laid out by the Trainer in preparation for the session
➢ Learners should arrive timely for the session
➢ Any absence from the session must be reported in advance to the Trainer and the employer or line manager
➢ Learners should be dressed appropriately for a session, wearing clothes suitable for being seen in public
➢ Learners should follow privacy practices outlined by the Trainer at the beginning of each session in regards to the use of the mute and camera facility
➢ No session should be recorded under any circumstances
➢ Language must always be professional and appropriate during sessions, including any family members or other colleagues that may pass in the background.
➢ Distractions whether at home or in the workplace must be minimised at all times
➢ Learners cannot leave the session without the permission of the Trainer
➢ Learners should report any safeguarding concerns immediately to the most appropriate person, Trainer, employer or the safeguarding officer. The safeguarding officer at CWCT is Sarah Williams who can be contacted at Williams.s@cw-chambertraining.co.uk
➢ Learners will be encouraged to report any instances of bullying or harassment in line with the CWCT Bullying and Harassment policy
➢ Permission must be given by the learner on an individual basis when the camera is used for face to face observation of competence or small group work
➢ Where cameras are in use the learner needs to ensure any confidential information is not visible
➢ Learners when attending sessions should base themselves in a shared family space and not in a bedroom, unless there is no alternative
➢ Other family members or colleagues should not participate in the session
➢ Learners will be surveyed to ascertain there level safety and to ascertain where there are any issues or potential improvements

Remote Lessons Online Guidance for Parents (of young people under the age of 18)

For remote classes online parents are advised of the following guidelines to safeguard the interests of all young people (aged under 18 years):

➢ Parents are advised not to watch or listen to the session as other young people will be present in the classroom when the session is taking place
➢ Parents can supervise by ensuring a young person attends and assist with any technical difficulties
➢ Any questions regarding lesson content should be addressed with the Trainer either verbally or by using the chat function

Information for Trainers

Session and Data Management

➢ Trainers must ensure that the operating system in use during lessons are kept updated, to ensure that lessons are protected against emerging security threats

➢ Administrators will have access to all lesson sessions. Trainers will all have individual log-ins to the system as 'hosts'.

➢ The list of Trainers who have access to a Zoom licence will be monitored regularly by CWCT to ensure it includes only those currently delivering.

➢ Sessions will be scheduled in advance by Trainers or administrative staff. Session ID in the form of both Zoom number and hyperlink will be generated and sent to learners. This means that:

    a. Parents/carers/employers do not need a Zoom/Teams account to access sessions, and learners do not log-in and so no log-in data is collected

    b. Each Trainer's ID number/hyperlink is unique to that Trainer's Zoom/Team 'room'

Computers and Equipment

➢ Trainers are permitted to use the 'share screen' function taking special care to choose specific resources and not their entire desktop. Learners are not permitted to use this function.

➢ The live session must not be recorded on a personal device, nor should any photographs be taken under any circumstance unless prior written permission is sought from a person with parental responsibility or the student where over the age of 18.

➢ All other web browsers and programmes not related to the session must be closed before starting the session

➢ Where learners do not have access to the necessary equipment/connectivity, CWCT will liaise with a learner's employer to provide the necessary resources

➢ Learners with additional needs, including access to equipment, will be invited to attend CWCT's training facility to participate in on-line interventions

Location of lessons

➢ Sessions should take place in front of a neutral plain background (applies to both Trainer and learner).

➢ Trainers can use a Zoom Virtual Background setting if preferred to hide the teaching space.

➢ Any furniture, pictures and ornaments visible in the Trainer's teaching space should be non-distracting (e.g. posters, images).

➢ Care should be taken to minimise visibility of any personal items.

➢ Sessions should take place in a suitable quiet space, without intrusions from others, or movement taking place behind the Trainers visible on camera.

➢ Trainers are advised to situate themselves so that their webcam is not pointing towards a window. This will help to make their video stream clearer.

➢ Trainers know how to act if they have any concerns about a learner/ parent/supervisor.

Security Information for Trainers

- ➢ Lock the Meeting when a session in in progress.
- ➢ Expel a participant: Trainers should remove participants who are not complying with the documented guidelines.
- ➢ Prevent learners from Screen Sharing
- ➢ Attendee On-Hold: if you need a private moment, you should put attendee's on-hold.
- ➢ Disabling Video: Trainers should turn participant video off and request to start participant video.
- ➢ Mute participants or Mute All: Trainers should turn mute / unmute learners or all.

Information for Employers

Prior consent must be given by the employer for a learner to participate in training and assessment sessions whilst on the employer's premises delivered through on-line learning platforms (Zoom and other) and agree to the following code of conduct:

- ➢ Employers will provide an appropriate space for the learner to promote a suitable learning environment, in a suitable quiet space, without intrusions from others.
- ➢ Other colleagues are not allowed to be present during online delivery sessions, unless previously agreed in the case of planned observation, assessment, meetings, and reviews.
- ➢ Care should be taken to minimise visibility of any confidential information relating to the organisation whilst the camera is in use for face :face observation and small group sessions
- ➢ Employers are encouraged to report concerns during remote and/or live streamed sessions Concerns should be sent to the CWCT safeguarding officer
- ➢ All remote sessions will be formally timetabled. Employers will be informed in advance of the session including times, dates and agreed location.
- ➢ CWCT will quality control sessions. A member of the CWCT management team will be able to drop in at any time to observe the session

Policy Review

A systematic review and evaluation will take place to ensure the effectiveness of the policy and any remedial actions identified will be implemented. The Department for Education COVID-19 helpline is available to answer questions: 0800 0468687, email DfE.coronavirushelpline@education.

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