

MMF Online Learning

Code of Conduct

Mandatory Guidance for:

Parents, guardians, tutors, pupils and all members of their respective households.

- All video lessons must be arranged with the full knowledge and consent of an adult responsible for any participants under the age of 18. MMF tutors must only initiate video-lessons via the email address of a named adult with parental responsibility for their pupils. Where parental consent has been obtained, it is permissible for the pupils over the age of 16 to schedule their lessons directly with the tutor via email only if the pupil uses a dedicated email account that the parent/guardian maintains shared access to.
- Before the start of the first video-lesson MMF tutors must ensure that a parent/guardian has read and agreed to MMF's Online Learning Consent Form.
- When creating an e-lesson on Zoom and inviting parents/guardians via email, tutors must also cc: e-learning@mmf.org.uk and include the date/time of the lesson.
- MMF staff will continue to observe lessons digitally for the purposes of quality assurance and safeguarding.
- MMF tutors will be required to use a dedicated professional email account (e.g. john.smith.teaching@gmail.com) for all communications regarding the scheduling of lessons and for initiating lessons via Zoom or any other video-conferencing package. It is not admissible for tutors to use their own personal email accounts for this purpose. Therefore, tutors will need to create their Zoom account using their dedicated professional email address.
- All participants and all members of their household will be expected to wear suitable clothing at all times whilst the lesson is taking place.
- Language must always be professional and appropriate during video-lessons, including that of all other members of either household.
- Lessons must take place in an appropriate room in the home and wherever possible, not in the pupil's bedroom. It is recommended not to use the 'virtual background' function as this could be distracting from teaching and learning and may obscure the presence of other persons from view.
- All lessons must be supervised by an adult with parental responsibility for the pupil(s). Ideally the parent/guardian will remain in the room for the duration of the lesson, however this may not always be possible or desirable. As a minimum, the parent/guardian should remain in the general proximity throughout (e.g. by remaining in the building with the door to the teaching room being left open) and will ideally be present in the room at the beginning and end of the lesson. Alternatively, the parent/guardian could supervise the lesson digitally, by joining the Zoom conference on another device. In this case the adult must join the conference before the child. It may be preferable for the supervising adult to mute their microphone so as not to disrupt the lesson with background noise.

- Lessons should take place during reasonable working/learning hours. What is reasonable will be dependent on the age of the individual pupil concerned and a matter of negotiation between the parent/guardian and tutor. However, no MMF e-lessons are permitted to take place before 8am or after 8pm.
- Tutors must ensure that the teaching environment, both physical and digital (including desktop backgrounds and open tabs, software, documentation) are professional and neutral (e.g. family photos would be inappropriate).
- Extra-care must be taken by all parties to ensure that private or sensitive information and data is not accidentally shared during a video-lesson. Bills, receipts, documents (both physical and digital) and letters/emails should not be on display. All members of both households should be aware that the video-lesson is taking place and be mindful of this.
- To further prohibit the accidental sharing of private/confidential data/images, it is required that when lessons are delivered or received via a mobile device, such as a tablet or phone, the device is securely mounted on a stand or flat surface (not hand-held) before the video-lesson is due to start.
- Recording lessons is prohibited. Zoom can make video recordings of meetings/lessons. Whilst there are arguable benefits of doing this (quality, training, safeguarding), it is not permitted for either party to record lessons. This is because MMF can not ensure the security of the storage of these files or guarantee limitations of their future use.
- Tutors must not share their personal phone numbers with pupils or interact with pupils via social media, even for the purposes of sharing lesson content. Tutors and pupils must not 'friend' or 'follow' each other via social media accounts. Video-lessons are only permitted to take place via Zoom and not other webcam or video chat platforms.
- Zoom's chat feature may be used during lessons for the purposes of supporting pupil learning, however all content must be appropriate. The chat function may not be used outside of a scheduled lesson or for social purposes.

If at any time during or after a video-lesson the terms and practical measures set out in the Code of Conduct are not followed by either party, the lesson should be terminated and the reason for this communicated afterwards.

If parents/guardians, pupils and/or tutors breach the terms of this policy, MMF withholds the right to terminate their contract without further pay or cancel all remaining lessons without refund.