

# Craft Training

## Policy and Code of Conduct Video Conferencing and E-learning



Craft Training Ltd provides an inclusive and accessible approach to learning. We believe that learners should be treated with respect by their trainers, assessors and all other staff. In return, we also expect and anticipate that learners will behave respectfully towards other learners, staff and towards their training programme.

The policy sets out expectations for learner and staff behaviour when using online learning platforms which may involve video conferencing including VLE, Zoom, Facetime or Whatsapp video call and Skype. The policy outlines procedures that Craft Training Ltd uses to resolve matters when learners' behaviour is unacceptable when using online platforms associated with Craft Training Ltd or for the purposes of their training.

### **This Policy and Code of Conduct applies to:**

- All learners enrolled with Craft Training Ltd to include Training for Success, ApprenticeshipsNI and private learners.
- All teaching and non-teaching staff directly employed by or providing services on behalf of Craft Training Ltd
- Employers of enrolled learners on ApprenticeshipsNI programme where applicable

### **RESPONSIBILITIES**

#### **Learners should:**

- Respect others, regardless of culture, ability, race, gender, age or sexual orientation.
- Not use words, language or share content that could be deemed offensive or inflammatory. This includes, but is not limited to, language, names or content which is racist, sexist, abusive, sexually explicit, homophobic or that contains swearing.
- Demonstrate behaviour (verbal or non-verbal) which could be recognised as bullying or harassment. *[Refer to Craft Training Anti-bullying policy / Craft Training Anti-harassment policy].*
- Attend punctually to training events you have been scheduled to take and communicate with your tutor in the event you cannot attend.
- Co-operate with tutors and Craft Training Ltd staff with respect to your training.
- Take care of your own health and safety and respect others well-being.
- Show a positive commitment to your own development and learning and show respect for another learners' development.
- If you are required to take part in tests and assessments, we expect you do so honestly.
- Not attend online training sessions under the influence of drugs or alcohol.
- Choose a suitable location within your environment to locate your laptop/tablet/phone if participating in video conferencing free from distractions.
- Comply with Craft Training ICT acceptable use policy.
- Not share personal details or contact information with others in a public forum unless you consent to doing so and not ask others for their contact details or personal information without permission.

## **RESPONSIBILITIES**

### **Staff should:**

- Ensure that learners have received, understood and completed the video conferencing consent form before any videoconferencing begins.
- Ensure any minor has parental consent to partake in videoconferencing and those parents, guardians and carers understand the benefits and risk involved with online delivery.
- Collect, store and destroy personal data in line with GDPR Act 2018 [*refer to Craft Training GDPR policy for more information*].
- Log into delivery channels via your business email address and where possible use Craft Training Ltd devices [*refer to Craft Training ICT acceptable use policy*].
- Check privacy and security settings on your device before commencing online training via Zoom and Skype ensuring training sessions are managed effectively by host.
- Record, store and use training session footage in line with Craft Training GDPR policy and Craft Training Document Retention policy. Learners must be informed that training will be recorded before each session in addition to the signed videoconferencing consent form which details this.
- Follow Craft Training Safeguarding policy and report directly to Senior Safeguarding Officer should the following occur: you see or hear something worrying during your online lesson or a learner discloses abuse via telephone, videoconferencing, email or any other method of communication.
- Craft Training Ltd will participate in the video conference with candidates in a private office with a closed door and/or will use a headset to prevent others from overhearing particular discussions or training sessions when required.
- Maintain effective and professional work and study relationships with learners.
- Facilitate a safe and encouraging learning environment which cares for and focuses on the well-being and pastoral care of all learners.

### **At the start of each videoconferencing session, Craft Training Ltd staff should:**

- **Remind learners that the session is being recorded and may be used as evidence for their qualification portfolio or for inspection purposes**
- **Remind learners of their responsibilities as outlined below in the Code of Conduct**

Craft Training Ltd expects all learners and staff to adhere to this policy and code of conduct at all times to ensure quality teaching and learning is delivered online in a safe and productive manner. In the instance that a learner or employee of Craft Training Ltd is in breach of the guidance and expected behaviours set out, Craft Training Ltd will complete an investigation in line with the company Disciplinary policy. All cases will be treated reasonably, consistently and fairly ensuring learners and staff are treated with dignity and respect.

Any breach of the policy must be reported to your Line Manager in the first instance in a timely manner. If, for any reason, you believe the investigation has not occurred and concluded within a reasonable period of time, refer the issue to a member of the Senior Management Team.

### **Learner Code of Conduct for Video Conferencing and E-learning**

At the start of each videoconferencing session, Craft Training Ltd staff should communicate the following information:

- **“I need to remind you that the session is being recorded and may be used as evidence for your qualification portfolio or for inspection purposes”**
- **“I am reminding you that any disruptive or negative behaviour will result in you being removed from the video session and the instance referred to Management”**
- **“I am reminding you of your responsibilities through this code of conduct”**

### **RESPONSIBILITIES**

#### **Learners should:**

- Choose a suitable location to take part in the session, free from distractions
- Always show respect to everyone regardless of their culture, ability, race, gender, age or sexual orientation.
- Do not use bad language, swear or share content that could be offensive
- Do not bully or harass others
- Be co-operative and fully take part in your training sessions and if you must leave the session early, let your tutor know
- Take care of your own health and safety and respect others well-being
- Do not attend any sessions under the influence of drugs or alcohol
- If you are required to take part in tests and assessments, we expect you do so honestly
- Use your phone or IT equipment in an acceptable manner
- Do not share personal details or contact information with others in a public forum unless you consent to doing so and not ask others for their contact details or personal information without permission