



*Respect, Courage, Compassion, Friendship, Trust, Perseverance*

Head Teacher:  
**Mrs C. McManus**

# Virtual Communication Policy

Agreed January 2021

The policy will be



enacted in

conjunction with the school's E-Safety Policy and Acceptable Use Policy, Child Protection and Safeguarding Policy and The Child Protection Safeguarding Policy addendum: COVID-19 school closure arrangements for Safeguarding and Child Protection.

St. John's C of E Primary School communication through video communication may be used to:

1. Hold a **parent/carer meeting** to give updates on their child's progress.
2. Offer **virtual meeting sessions to classes** to children in the event of school closure.

Email and telephone calls remain the primary source of communication with parents for issues and concerns. However, we believe that it is in the best interests of our children that we continue to provide structured support and parents evening meetings to the best of our ability irrespective of school closure or partial closure and when risk assessment limit physical meetings.

We understand the need for flexibility and understanding with arrangements for video conference meetings. Cancellation of planned Zoom sessions may happen due to technical issues or staff availability. Video and audio communication with pupils must be in groups. One-to-one sessions with pupils are not permitted, unless agreed by Senior Leadership Team (SLT).

When using Zoom video conferencing for **parents meeting** or **class sessions with pupils** this policy sets out key guidance and expectations/protocols for staff, parents and children.

In order to use this facility in school, parents and pupils should discuss the agreement guidance and protocol, set out below, with their child and complete the agreement through the Class Dojo:

- Acknowledging agreement by dojo message to the class teacher, 'I agree to the virtual conference protocol.
- Alternatively, emailing agreement to [responses.sjw@schools.sefton.gov.uk](mailto:responses.sjw@schools.sefton.gov.uk)

Parents should also be aware of our **e-safety and acceptable use policy and agreement** and **Home-school agreement** as these further support this aspect of school:

<https://www.stjohnscephprimarywaterloo.co.uk/policies/>

## Procedures and Protocol

### 1. Parent/carer meeting parent/carers agree to:

- Ensure they are ready to join 5 minutes early so the class teacher can admit people from the waiting room on time. If parents are late for their appointment time the meeting may have to be rearranged.
- Ensure they join the meeting with their child's name and their relationship to them, i.e., XXX's Mum.
- Wear suitable clothing – this includes others in their household.
- Be situated in a suitable 'public' living area within the home with an appropriate background. While 'private' living areas within the home offer less distractions, such as bedrooms, these are not permitted during video communication.
- Use appropriate language – this includes others in their household.
- Always remain aware that they are visible.
- **Not record or copy** any content or part of the Zoom meeting/session to share on social media or in any other way.
- Understand that meetings may have a time restriction and it may be necessary to reorganise a further meeting.

- Ensure children are not on the Zoom call which is a meeting between parents and teacher.
- Show understanding in the event of cancellations of Zoom meetings.

#### **Pupils will:**

- Wear suitable clothing – this includes others in their household
- Have an adult in the room or in the vicinity with them.
- Use appropriate language – this includes others in their household.
- Maintain the standard of behaviour expected in school.
- Use the necessary equipment and computer programs as intended.
- Not record, store, or distribute video/audio material without permission.
- Always remain aware that they are visible.

#### **Teachers will:**

- Ensure parents have meeting details prior to the Zoom session.
- Send out login details via the Class Dojo app.
- Adhere to all school policy and agreements.
- Consider the environment. Teachers show understanding that the circumstances will affect families in a number of ways and Zoom session can be challenging for some families.
- Communicate in groups – one-to-one sessions with pupils are not permitted (unless agreed by SLT).
- Wear suitable clothing – this includes others in their household.
- Be situated in a suitable 'public' living area within the home with an appropriate background. (There should not be: personal family photographs, other family members in the background). While 'private' living areas within the home offer less distractions, such as bedrooms, these are not permitted during video communication.
- Use appropriate language – this includes others in their household.
- Maintain the standard of behaviour expected in school.
- Use the necessary equipment and computer programs as intended.
- Not record, store, or distribute video/audio material without permission.
- Always remain aware that they are visible.
- Show understanding in the event of cancellations of Zoom meetings.

## **2. Joining and participate in a Zoom *virtual session***

#### **Pupils agree to:**

- Be ready for the any class meeting **5 minutes early** so teachers can check the waiting room and grant access to the session on time. (*Children joining late may not be able to enter the session.*)
- Ensure that they are quiet or have muted their sound unless the class teacher instructs otherwise so the class teacher can deliver instructions.
- Follow the online protocol (for example: mute, use of hand up, not taking any screenshots or sharing images, using chat for school purposes only) as directed by staff.
- Ensure appropriate behaviour in line with school behaviour policies. Children who break behaviour policies or our virtual communication agreement may be asked to leave the session and not admitted.
- **Not record or copy** any content or part of the Zoom session to share on social media or in any other way.

### **Parent/carers agree to:**

- Ensure their child is aware of expectations on Zoom session.
- Ensure their child is ready to join 5 minutes early so the class teacher can admit people from the waiting room on time.
- Ensure their child joins with their correct name.
- Be present in the room or in the vicinity to support children if necessary.
- **Not record or copy** any content or part of the zoom session to share on social media or in any other way.
- Show understanding in the event of cancellations of Zoom meetings.

### **Teachers will:**

- Ensure parents have meeting details prior to the Zoom session.
- Adhere to the Zoom policy and agreements.
- Only share appropriate activities with their class through sessions.
- When hosting a Zoom session, the teacher should not allow pupils to join until there are at least 3 people in the waiting room (this can include other staff).
- Explain the Zoom protocols at the start of the session: (mute, use of hand up, not taking any screenshots or sharing images, using chat for school purposes only).
- Consider the remote learning environment. In sessions, teachers will allow flexibility in and show understanding that the circumstances leading to a class or school closure will affect families in a number of ways.
- Show understanding in the event of cancellations of Zoom meetings.