

Expectations for Parents and Carers in Lessons

At My Online Schooling, we strive to respect pupils and families, and to ensure they are empowered to thrive. We understand the importance of wanting to support your child at home during their live lesson time; however, this must be carefully balanced with a trust placed in teaching staff to equip your child to learn independently.

Safeguarding our young people is our top priority and we want to ensure the highest standards of safeguarding are in place as well as supporting our pupils who require it. We understand that some pupils will, from time to time, require the input of their parent/carer to engage fully in lessons. Consideration must also be given to the fact that the presence of unfamiliar figures i.e. parents/carers, can be disconcerting for other pupils in the class and may result in disengagement from learning. We would like to ensure that the classroom environment is as safe, positive and conducive for learning, as possible, for all.

All individuals, interacting with children at the school, are required to undergo the necessary background and safeguarding checks i.e. DBS or PVG check. All of our staff and teachers, including external contractors, have undergone this process.

To ensure we are meeting the highest standards in safeguarding, we would like to take this opportunity to outline the extent to which parents can be involved in their child's live lessons.

During Live Lessons

The classroom is a place for pupils to explore, experiment, collaborate and, importantly, to make mistakes they can learn from. Our teachers use these mistakes and gaps in knowledge to identify where they can focus their attention and fill in gaps in understanding. In addition, it is important that our teaching team is able to assess pupil progress and outcomes based on what a pupil can achieve independently, so that next step feedback is meaningful and allows pupils to make further progress. Therefore, it is vital that our pupils are:

- attending lessons on their own, without direct parental intervention in live lessons
- submitting learning, assignments and assessments that reflects their independent, true abilities

By attending lessons without parents and carers, pupils are able to develop independence in their learning journey with My Online Schooling including their: questioning skills, goal setting habits, and to take ownership and accountability of their learning and next step targets.

Pupils are encouraged to have their own safe space in which to engage with their live lessons without distractions. However we do understand in some circumstances this is not always possible. Where parents and carers wish to remain in the same room as a supervisory measure, we must ask that:

- The camera is used **only by the pupil** attending the live lesson

- The microphone is used **only by the pupil** attending the live lesson
- The pupil's background must be appropriate for all pupils attending the lesson. Pupils may wish to use an appropriate virtual background, if necessary. (Pupils should avoid the use of any avatars in Junior School lessons.)

Additionally, the use of a headset is an appropriate choice for the pupil, in shared workspaces.

Families in the same room as a pupil attending a live lesson are not required to prompt a pupil to provide an answer; we nurture and encourage active participation of pupils in live lessons including not being afraid to make mistakes in both their oral and written responses. .

Unless otherwise arranged and permitted by the school, parents and carers should avoid direct contact with the classroom teacher during live lessons. Contact can be made with the school through your designated Success Coordinator or with the class teacher via the parent Canvas portal. Our Junior Teaching Team are happy to meet face to face on Zoom with parents and carers at a mutually convenient time to discuss any concerns.

In the event that you are unsatisfied with a lesson

At My Online Schooling, we follow national guidance and best practice in all that we do, aiming to uphold and maintain the highest standards of teaching and learning, and overall school experience for pupils and their families.

In the unlikely event that you have a concern regarding the content of a lesson, families can:

1. Contact the **teacher** in the **first instance**, using the inbox function of the Canvas observer account, to resolve the concern informally either through inbox messaging or arrange a face to face Zoom meeting at a mutually convenient time **(Junior only)**
2. Communicate with the Head of Faculty, who will work together with the subject teacher to address the issue if the issue is not resolved informally with the class teacher first **(Secondary only)**
3. Communicate with the Head of School, who will work together with the subject teacher and Head of Faculty, to address the issue if the issue is not resolved informally with the Head of Faculty **(Secondary only)**
4. Liaise with our Complaints Procedure if the informal concern cannot be resolved informally with the i. class teacher, ii. Head of Faculty/Subject **(Secondary only)**, iii. Senior Academic Leadership

In the event that you are dissatisfied with a lesson, to ensure respect for all pupils and families, parents and carers should avoid direct communication with the class teacher during the live lessons. Parents and carers must wait until **after** the lesson to contact the class teacher via Canvas. From September 2022, parents/carers in the **Secondary** School can book in some time to speak with the teacher through 'Connections Hour'.

In the event that you have a safeguarding concern

The safeguarding of My Online Schooling pupils is of paramount importance to us. We have robust policies and procedures in place to ensure our young people are schooling safely and securely online with us.

Should you feel concerned about the welfare of a member of the class during a live lesson, including feeling anxious or worried by anything that has been said or implied, please do not hesitate to email safeguarding@myonlineschooling.com.

To report an incident or concern that requires immediate attention, please do not hesitate to call:

Designated Safeguarding Lead (EMEA timezone)	Euan Maclean Director of Inclusion & Wellbeing euan@myonlineschooling.com +44 (0)131 380 7217
Deputy Designated Safeguarding Lead (EMEA timezone)	Laura Hendry SENDCo laura.hendry@myonlineschooling.com +44 (0)131 380 7216
Deputy Designated Safeguarding Lead (APAC timezone)	Scarlett Campbell Teacher of Juniors scarlett.campbell@myonlineschooling.com (+61) 8 6186 0435

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