



Online Learning Protocols

These protocols should be read in conjunction with our online code of conduct and will be kept under regular review in light of emerging guidance and our ongoing experience on the ground as we evaluate their effectiveness with pupils, staff and parents/carers.

- In the interests of consistency and security, staff and pupils will use the C2k network as the platform for online learning and teaching and communication. Where, in exceptional circumstances, a member of staff wishes to use an alternative platform for specific curricular reasons this should be agreed by the Principal or member of the SLT.
- Staff will use their C2k e-mail accounts and avoid using personal accounts if contacting pupils or their parents/carers.
- Staff should avoid the use of their personal mobile phones to make contact with pupils or parents/carers. In exceptional circumstances where staff need to contact a pupil or parent/carer by their mobile phone this should be agreed by the Principal or member of the SLT and the prefix 141 should be used.
- Staff should be aware that, in their interactions with young people, all conventional professional teaching norms and standards will apply to online learning. Consideration should be given to camera-free conferencing where the focus is on the content rather than webcam images. Using the C2k platforms teachers are able to maintain full control of the audio and video content and what is shared on the platform.
- Staff should avoid using social media to communicate with pupils.
- Should staff have any safeguarding concerns about what they see or hear online, this should be brought to the attention of the Designated Teacher, Miss K McCabe, or any member of the Safeguarding Team.
- Staff will provide clear and explicit information on a weekly basis about their online or blended learning plans for the week and their expectations for pupil engagement with these plans. Pupils should also be clear what success looks like. Deadlines for the submission of work will be made clear as part of this weekly briefing. Tasks should be posted as assignments with a due date.
- Where all learning is online pupils and staff are not expected to replicate a school timetable: online engagement between pupils and staff will reflect the normal allocation of curriculum time to the subject in the relevant key stage. Where live streaming is planned this will occur during the timetabled lessons and pupils will be notified in advance.
- Staff should share their plans for the week on the day when they would normally have their first lesson of the week to avoid cognitive overload for pupils.
- We advise that parents/carers should seek to establish a regular routine for the pupils at home for online learning with a balance between online and offline activities, exercise and relaxation. We are aware that this routine will vary depending on individual circumstances.

- Where a pupil has difficulty with computer or online access we ask that parents/carers contact us at school so we can make alternative arrangements to support the pupil's learning.
- We also ask that parents/carers discuss with their son/daughter the importance of staying safe online and engaging respectfully and appropriately with others in an online learning environment in line with our ICT Contract and Online Code of Conduct. Useful resources for parents/carers on how to help educate, empower and protect young people when online, can be found on the Safer Schools app downloadable on either the App Store or Google Play.
- Staff will communicate to learners when they will and, will not, be available if they have queries or require feedback. Communications to staff should not be sent after 8 pm.
- Pupils and their parents/carers will be provided with a guide to Google Classroom. Where necessary support clinics for pupils in using Google Classroom will be provided.
- The Guide to Google Classroom will include information for parents/carers on how they can support their son/daughter's work in Google Classroom.
- Parents/carers should not make comments within the stream of their son/daughter's Google Classroom. We ask that any queries should be made through our normal channels, by telephone and by using the school e-mail account.
- The Head of Year will manage their Year Group Google classroom, providing regular updates for pupils with a pastoral focus linked to the preventative curriculum for their year group. Tutors will provide regular 'check-in' opportunities for pupils to raise any queries or concerns.
- In the event of all learning being online or in a hybrid learning context these tutor-led 'check-in' opportunities may include a group chat or live online discussion forum at a designated time to facilitate ongoing pastoral contact. In Key Stage 3 the designated time for the 'check-ins' may be the Personal Development lesson or Tutor Time. In Key Stages 4 and 5 Tutor Time may be used for this contact.
- The SLT working with pastoral teams will contact individual pupils with specific pastoral and learning support needs and their parents/carers on a regular basis by telephone.
- We will also use our website and Pastoral Google classrooms to highlight external means of support for pupils and their families
- We will facilitate fully the Independent Counselling Service for Schools within an online or hybrid learning situation as a vital resource for our pupils.
- The Learning Support Coordinator and Assistant Learning Support Coordinator will coordinate the contact arrangements between Classroom Assistants and their assigned learners.
- Regular Assemblies will be posted by SLT in the Year Group Classrooms.
- Staff will regularly monitor pupil access to the internet and devices and will discuss appropriate arrangements for the provision of alternative learning materials and communication methods for those pupils who require these.

- Pupils are expected to engage with their online learning in the same way as they would in their face to face teaching: appropriate attendance codes will be used in line with DE Attendance Circular 2020/08.
- Parents/guardians should follow the normal attendance procedures and inform school if there is any reason why their son/daughter cannot attend school if face to face teaching is available or take part in their online learning in the event of a school closure situation.
- In a hybrid or online learning situation where the teacher is live streaming the pupil learning at home is expected to participate in the lesson: an attendance register will be taken and non-attendance at lessons without a valid excuse will be followed up through the normal channels. Please also see our online code of conduct.
- If a pupil is not engaging with online learning i.e non-completion of work by due date and non-interaction with staff, the curricular and pastoral teams will follow their normal protocols, including contact with parents/carers to identify the reason and a solution to the issue. Where appropriate the support of the SLT and external agencies may be engaged.
- Regular updates will be posted on our website www.enniskillenroyalgs.com and school app which is our main information channel for parents/guardians. Parents/guardians will be signposted regularly to how they may contact school if they have any queries or concerns. In addition to the normal contact by telephone at 028 66322165 and 028 66322658, parents/guardians may contact the school by using the info email: info@ergs.enniskillen.ni.sch.uk. Our out of hours e-mail if parents/guardians need to contact us out of hours regarding a COVID 19 positive case is: ergscovid19@gmail.com.
- We will also use our website regularly to celebrate the achievements of our pupils and their teachers in showcasing their excellent and innovative work in our regular Celebration Gallery.
- Arrangements will be made to facilitate parent teacher consultations on pupil progress in the absence of face to face parents' meetings.
- Video presentations will be used to provide information for pupils and parents at key decision points such as P7 Open Night, Sixth Form Information Evening and GCSE Subject choices.