

This policy aims to set out the minimum requirements when tutoring students online through Winchmore Tutors. Failure to comply with these requirements will impact your suitability to tutor students online.

### **Tutor Cameras**

- Tutor videos should remain on at all times during the tuition session.
- Backgrounds should be a plain wall or blurred.
- Other persons or animals should remain out of video and microphone range.

### **Student Cameras**

- Student cameras should remain on for tuition session with the exception of those with record medical reasons (eg. Anxiety). If any student's camera is off the following actions are required:
  - This noted in the session lesson summary
  - Student asked at the beginning of the session to turn camera off.
  - Account manager made aware of camera being off.
  - After the third session of no camera, this is raised with this account manager who will alert the parent and school/LA.
  - Students with medical reasons as to why they cannot use their camera, will be reviewed on a half termly basis as to how progress can be made towards this.

### **Resources**

- A wide range of resources to be used during every session to increase student engagement. These should include videos, interactive whiteboard, worksheets, online assessments, polls and PowerPoints.
- Kerboodle to be used with all KS4 Science and Maths students which offers the all forementioned resources.
- Resources should be adapted to meet the individual student need.

### **System Usage**

- Online tuition must be delivered via the Zoom link located on your individual portal login
- Tuition must be delivered using a laptop or computer with a suitable camera and microphone
- Your internet bandwidth needs to be able to withstand the demands of online tuition. If there is difficulty with this, you may be removed from the online tutor list.
- You must have a clear understanding of how to use Zoom for the purposes of tuition. Training is provided initially but thereafter it is your responsibility to ensure you are up to date with Zoom functionality.

### **Student ITP's and Assessments**

- All students should complete a base line and progress assessments. Assessments are available to use on Kerboodle.
- All student ITPs should be completed and kept up to date as the student progresses.

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### Student Attendance

- Should a student not arrive within the first 5 minutes of the start of the session, the guardian should be contacted via phone as well as your account manager at Winchmore Tutors.
- If a student has not attended after 15 minutes, a further call should be made and the session should be closed. If the student is then ready to attend, the meet can be re-started.
- All attendance should be logged on the lesson summary system and non-attendance reported to the relevant account manager.

### Online Tuition Conduct

While adhering to the above we also expect tutors to abide by these additional terms when providing online/video tuition. As well as the steps below, Winchmore Tutors will also be providing moderation and observation on selected lessons, as/when deemed necessary:

- Ensure that your appearance and dress adhere to normal standards
- If the pupil engages in any unacceptable behaviour (undressing, exposing themselves inappropriately, or being in possession of any inappropriate material), immediately terminate the session and inform your account manager
- If a pupil types anything inappropriate in the chat, report this to your account manager immediately
- Only contact the pupil via video for tuition at times agreed with Winchmore Tutors and the parent/guardian/carer
- If a pupil logs out of the session during tuition report it to your account manager immediately, who will then contact the parent/guardian/carer

Please note that all lessons are recorded for training, monitoring and safeguarding purposes.