



## Video Call Protocol for Pupils, Parents/ Carers

Teachers will use Microsoft Teams to make video calls to provide feedback to the children about their learning and work and to support the wellbeing of children who are unable to attend school.

For this to be successful there are certain expectations that pupils and parents/ carers must follow.

In allowing your child to access Microsoft Teams, you are agreeing to the following protocol.

### Process

The teachers will follow these guidelines when setting up a video call:

- Teachers will organise a time and date for the video call.
- Teachers will not record the video call as per GDPR rules.
- Teachers will use the appropriate child's email address provided by school.
- Teachers will ensure the video call is taken in an appropriate location within school and that staff are appropriately dressed.
- Where staff are shielding/ isolating and are unable to attend work, they can make video calls from home with a blurred/ blank background and must be appropriately dressed.
- Teachers will disable pupil audio when managing pupil participation and when necessary.
- Teachers will disable the option to make private calls and messages between children.
- Teachers will have the messaging content set to 'strict' to make sure GIFs and memes are not allowed to be sent within the chat.
- Teachers will disable the option for children to share their screens with others.
- Teachers will disable the option for the participants to record the video call.
- Teachers will disable the option for the participants to use the chat, unless teachers choose to enable chat for meeting purposes.
- Teachers will end the meeting once it has finished.

### Parents/ Carers:

#### While using Microsoft Teams:

- You will be provided with a user name and password – **do not change these**.
- You and your child will be classed as a guest user and school staff will be classed as the presenter.
- Make sure you and you and your child are set up in a room with a blank/plain wall or background behind you. You may want to blur your background for privacy.
- Ensure you and your child are dressed appropriately (no need for school uniform).



- Make sure others in the house know about the call so the area will remain as quiet as possible and others will not walk into the room.
- Sit still and quietly for a moment and make sure there is no background noise which can interfere with the call.
- Remember that the call is with other children and school staff. Exceptional behaviour is expected and disruptive or inappropriate behaviour will not be tolerated. You and your child must interact patiently and respectfully with school staff and other children.
- When your child enters the call, you must mute their microphone so that audio quality can be maintained.
- When children want to speak, they must raise their hand (we will teach them how to do this) and then we will unmute them when they are directed to speak.
- You and your child will not be able to send images and files, and you will not be able to present your screens.
- You and your child will not be able to record the call and you must not use any other digital device to record the video call or take photos.
- Users cannot make private video calls between themselves.

#### **Online Home Video Calling Responsible User Agreement: Pupil and Parent/ Carer**

- We will ensure our child is supported by an appropriate adult during any video call with school staff.
- We will not reveal our passwords to anyone.
- We will ensure that we are appropriately dressed.
- We will ensure that the location of the video call is in a quiet place where distractions are minimised and no one is able to walk by.
- We will be responsible for our behaviour and actions when using technology (Microsoft Teams); this includes the resources we access and the language we use.
- We will make sure that all our communication with pupils, teachers or others using technology is responsible and sensible.
- We will not record or take photos of pupils, parents/ carers, responsible adults or teachers during an online video call.
- We understand that these rules are designed to help keep everyone safe and that if they are not followed, school sanctions will be applied.

**By accepting a video call with your child, you are agreeing to the terms of this protocol and the responsible user agreement.**