

# IH Manchester

## Safeguarding Guidelines specific to Online Tuition

### Introduction

International House Manchester is a private college welcoming students aged over 16. This policy describes the measures taken to ensure the safety, welfare and protection of all children following ONLINE programmes offered by IH Manchester. This document complements the school's Child Protection Policy and focuses on online courses only.

### Key personnel

The Welfare Officer and the Principal are the main points of contact in terms of safeguarding and child protection and are available on the channels below:

Title	Contact Details	Role
Designated Safeguarding Lead and Prevent Officer	Claire BOUEDO <a href="mailto:claire.bouedo@ihmanchester.com">claire.bouedo@ihmanchester.com</a> 07572 467787	<ul style="list-style-type: none"> <li>• lead responsibility for child protection and safeguarding</li> <li>• responsible for the prevention of radicalisation, extremism and being drawn into terrorism</li> </ul>
Welfare Officer	Claire BOUEDO <a href="mailto:claire.bouedo@ihmanchester.com">claire.bouedo@ihmanchester.com</a> 07572 467787	<ul style="list-style-type: none"> <li>• responsible for pastoral guidance and ensuring the safety and well-being of minors on course</li> </ul>
Principal	John O'Leary <a href="mailto:john@ihmanchester.com">john@ihmanchester.com</a> 07455 563392	<ul style="list-style-type: none"> <li>• managerial oversight and deputises for the DSL and Prevent Officer in their absence</li> </ul>

### Official platforms of communication

All school activities, communications and classes take place via official school platforms only, in order to ensure compliance with GDPR and the Data Protection Act 2018:

- Classes, social activities and meetings take place via the school's Zoom (<https://zoom.us/>) platform, at the times scheduled by the school. Video appointments with key personnel are available on request via Zoom.
- Internal communications take place via Microsoft Office 365.
- Communication with students take place via phone and Whatsapp on school phones only.

The use of personal devices or accounts for school activities and communications is not permitted.

### Good practice guidelines for staff

Here are general good practice guidelines that all adults involved with the organisation should follow:

- Acting in a professional manner at all times.

- Treating all children with equal respect and dignity.
- Ensuring that the welfare of the child is paramount.
- Maintaining a safe and appropriate relationship with each child, which should be based on honesty, openness and mutual respect.
- Being an excellent role model and exemplifying core British values.
- Giving children enthusiastic and constructive feedback, rather than negative criticism.

### Online good practice guidelines for staff

These specific guidelines apply for teaching staff in charge of delivering online sessions:

- Sessions are to be held in a professional setting eg. Home office, study.
- Teachers must ensure that everything students will see in background is appropriate.
- Teachers must think of the space for online work as the same as a classroom; it is a company /public area. Appropriate online behaviours should be similar to one-to-one working, e.g:
  - ∅ switch off mobile phone
  - ∅ always have professional appearance i.e. the same as in a physical classroom
  - ∅ stick to lesson content
  - ∅ Attend class in an appropriate environment, i.e. preferably not in bed
  - ∅ Have appropriate appearance i.e. no pyjamas or shirtless
  - ∅ Be as polite and courteous as in a physical classroom
  - ∅ Switch the video off when temporarily leaving the class i.e. going to the kitchen or bathroom

### Online behaviour guidelines for students

During classes and school activities, teachers and staff should encourage students to:

- Switch off mobile phone
- Attend class in a quiet, appropriate environment, i.e. preferably not in bed or in a noisy room
- Have appropriate appearance i.e. no pyjamas or shirtless
- Have appropriate behaviour i.e. not under the influence of alcohol
- Be as polite and courteous as in a physical classroom
- Wait for their turn to speak and listen to their classmates and teacher
- Switch the video off when temporarily leaving the class i.e. going to the kitchen or bathroom
- Avoid sharing personal information or inappropriate topics

### Involving Parents

In order to keep parents involved with online learning, the school commits to:

- Sending parents a template schedule of online lessons.
- Being available for parents if they have any concerns about online lessons. See “key personnel” section above for contact details.

### Online U18 student safety and support

Point of contact

The Welfare Officer is in direct contact with all under 18 students via official channels of communication and regularly checks in with them on a one on one basis, at least twice weekly.

#### Induction

Children receive an induction on their first day, usually on a Monday (or Tuesday in case of a Bank Holiday Monday). A welfare induction document will be distributed then.

#### E-Safety

All teaching and non-teaching staff are using a secure contact network when accessing classes and carrying out school activities.

#### Attendance

Under 18 students must attend all their classes. The attendance policy remains unchanged and attendance is checked as normal, twice daily, at 9.45am and 2.15pm. Under 18 students who are missing from their classes are contacted via phone and Whatsapp following the standard procedure detailed in the Child Protection Policy.

#### Welfare meetings

Welfare meetings are available for all students and parents with the Welfare Officer, Julie Battesti. Contact details are available in the *Key Personnel* section above.

#### Content monitoring and class observations

All class content is overseen and managed by the academic management team and carefully checked for appropriacy. Teacher development sessions are offered to all teachers once a fortnight and regularly focus on delivering online lessons. Finally, IH Manchester operates an open door policy in terms of class observations. It means that academic managers regularly join classes in order to carry out formal observations as well as informal checks.

#### Safer Recruitment

We follow the same recruitment procedures for our online courses as for our regular courses. H Manchester takes all reasonable measures to ensure unsuitable people are prevented from working with our children. Every member of staff (academic or non-academic) involved in online tuition has been thoroughly vetted through the Disclosure and Barring Service (DBS) and references. All staff is also appropriately trained in safeguarding. For more information, please refer to our Child Protection Policy which is available on our website.

#### Dealing with issues and allegations of abuse online

Teachers are responsible to ensure students' behaviour is appropriate.

In the case of a minor issue, teachers should address it with student(s) privately, via chat, or after class and inform academic management.

In the case of a more significant issue OR repeated minor issues, teacher have the option of ejecting the problematic student(s) or ending the lesson.

If an issue is noted during a welfare meeting, in class, or by generally talking to a student or their host, additional support will be provided to the student accordingly (welfare meetings and contact with homestay host or family members as appropriate).

If there is a worry about potential abuse, the school will follow the procedures detailed in the Child Protection Policy.