

Use of cameras in online learning

The use of online learning and general interaction with tutors, coaches and client service administrators is now a part of the every-day experience for Tolley®Exam Training learners. We offer a blended approach to our programmes, which will involve some face to face learning delivery. However, the use of video for live teaching sessions is part of our blended approach, and our learners may also experience live video learning at some point in their programme.

This policy aims to set out our approach to the use of cameras during live online sessions.

Staff

All staff will use their online cameras in the following circumstances:

- delivery of tuition and revision courses to a group of learners;
- delivery of skills and behaviours webinars;
- 1-2-1 coaching sessions for apprentices.

Support tutors may use their cameras at the discretion of the lead tutor and with regard to any disruption it may cause.

In the event that a member of staff has a 1-2-1 discussion with a learner then cameras can be used at their discretion, and they should be guided by what the learner feels comfortable with.

Learners

Learners will not be required to turn their cameras on whilst in an online tuition or revision course, or a skills and behaviours webinar. This is due to the limitations of the technology and the practicalities of delivering learning to a large group. Further, all webinars are recorded and made available to all Tolley Academy users, including learners not in that class.

Where tutors use breakout rooms for group learning then the group can decide whether to turn them on. All participants must be in agreement and it should be an 'all or nothing' approach so learners feel equally involved in the discussions.

Learners will be expected to use their cameras in all coaching sessions.

We recognise that learning in an online environment can be challenging. We believe however that the more participation and discussion that takes place, the more successful the session will be. Tutors will be expecting learners to participate as if they were in a face-to-face class. For example, learners should actively use the chat facility to ask questions and respond to polls and quizzes.

Learners should assume that interaction with the Tutor is required during online learning sessions. This will be commonly done through chat facilities, polls, and quizzes.

Learners should treat the online classroom as they would a face-to-face class. By this we mean that they should make sure that they attend on time and have completed any preparation work, so that they are able to actively participate.

In devising this policy we have taken into account the following issues:

- our need to ensure that our learners receive a standard of learning that meets their needs, and that is compliant with our quality policies and procedures;
- creating an environment where we can fulfil our obligation to our learner's welfare and safeguarding needs;
- our obligation to respect student concerns about their privacy, level of access, and equitable treatment.



Jonathan Scriven – Director of Tax Markets