

## SHORT COURSES CODE OF CONDUCT (ONLINE)

### 1. INTRODUCTION

- 1.1 The Academy aims to maintain a safe and welcoming environment for all staff, students and visitors. The Academy is committed to meeting its duty to safeguarding responsibility under relevant legislation and guidance, in particular for children and adults at risk with whom it comes into contact through activities and events within and linked to the Academy environment. The welfare of children and adults at risk in the Academy environment is paramount and governs our approach to online learning, and the use and management of electronic communications and technologies.
- 1.2 Short courses form part of the Academy's provision of activities and events that extend beyond Higher Education (HE) teaching and learning. This Code of Conduct applies to online short courses and provides information for Academy staff, participants and parents/guardians. It should be read alongside the Academy's [Safeguarding Policy](#).

### 2. ABOUT ONLINE TEACHING FOR ACADEMY SHORT COURSES

- 2.1 Online short courses will take place using the Academy-approved virtual platform (Microsoft Teams). An individual link for the course will be sent to participants (or their parents/carers if under-18) in advance of the first class and will be deactivated following completion of the course. Participants or parents/carers will be required to confirm permission to provide a suitable email address for the purposes of the Teams virtual learning environment. Only registered participants will be admitted to the virtual learning environment via the waiting room.
- 2.2 Classes will be facilitated live at the specified time. Any recording, reproduction or distribution of the virtual classes (whether in part or in full) is strictly prohibited.
- 2.3 Participants enrolled on Academy short courses and workshops are not granted access to internal Academy IT systems. However, any concerns or misuse of the Academy's IT systems will be dealt with in accordance with internal IT policies and procedures. Online or safeguarding risks identified or reported will be reviewed and investigated in line with the procedures in the Academy Safeguarding policy (under 18) and other policies and must be brought to the attention of the Designated Safeguarding Lead (DSL).
- 2.4 Personal data will be stored and processed in accordance with the provisions of the Data Protection Act 2018 and UK General Data Protection Regulation (GDPR). Please see [www.ram.ac.uk/privacy](http://www.ram.ac.uk/privacy) for more information.

### 3. INFORMATION FOR STAFF

- 3.1 All Academy staff involved in the teaching and delivery of online short courses should adhere to the procedures contained in this document alongside the Academy's Safeguarding and child protection policies.
- 3.2 Tutors with responsibility for delivering online short courses to participants under 18 have enhanced DBS certificates (or are on the DBS Update Service) and have taken NSPCC safeguarding and online safety training.
- 3.3 Online teaching of short courses must take place using Academy technical equipment (i.e. institutional laptop or PC) and approved internet connection and network.
- 3.4 Tutors and administrative staff involved in the delivery of short courses should communicate information to participants (or their parents/guardians if under 18) via approved channels using an Academy institutional email address. Direct communication with participants under the age of 18 should be avoided. Staff must familiarise themselves with and adhere to the Academy's [Social Media Policy](#).
- 3.5 Tutors should host the virtual learning environment for online short courses from an onsite Academy location. A suitable Academy teaching room will be provided for this purpose.
- 3.6 The use of breakout rooms for online short courses should be avoided for participants under 18, unless appropriate Academy staff supervision for each breakout room is provided.
- 3.7 Tutors should be mindful of the wellbeing of participants and incorporate breaks from the screen during classes of more than 1 hour.
- 3.8 Teaching staff responsible for delivering online short courses will permit access to the virtual learning environment by a Designated Safeguarding Lead (DSL) or Designated Safeguarding Officer (DSO), if required. (The designated DSL for short courses is John Hutchins, Director of Junior Academy).

## 4. INFORMATION FOR PARTICIPANTS AND PARENTS/GUARDIANS

- 4.1 Participants will require a computer or laptop with a secure broadband connection and access to Microsoft Teams. For participants under the age of 18, an email address of a parent/guardian should be supplied for use with Microsoft Teams at the point of booking. For participants under 13, a parent/carer is expected to be on hand to support the participant with Teams and remain within earshot during the class.
- 4.2 Communication with Academy staff and other participants must be through appropriate and approved channels.
- 4.3 Participants with special educational needs and disabilities (SEND) are encouraged to notify the Academy's short courses team at the time of enrolment of any reasonable adjustments or access requirements.
- 4.4 Participants are encouraged to attend the online learning environment from a suitable quiet location free from distractions. Cameras should be switched on, and the use of blurred background is encouraged to protect participants' privacy. Virtual backgrounds are permitted if they are appropriate and non-distracting.

- 4.5 Participants should dress appropriately for an educational environment, ensuring a respectful environment.
- 4.6 Participants should be mindful of online wellbeing and make use of scheduled breaks from the screen during classes.
- 4.7 Individual catch-up classes cannot be provided if a participant is unable to attend due to illness or other unexpected circumstance. Please refer to our short courses terms and conditions for further information on refunds and cancellation.
- 4.8 Participants are expected to behave appropriately and responsibly for an educational setting. The sharing of personal or offensive content in the Teams chat or via other online spaces is prohibited.
- 4.9 Children, who are involved in any Academy activities both onsite or offsite, must not be exposed to the following areas of risk by staff members in any capacity, by other children, family members or other persons both online (including group chats, forums, through online tuition or emails) and/or in person:
- Content: being exposed to illegal, inappropriate, or harmful content, for example: pornography, fake news, racism, misogyny, self-harm, suicide, anti-Semitism, radicalisation, extremism, misinformation, disinformation (including fake news) and conspiracy theories.
  - Contact: being subjected to harmful online interaction with other users; for example: peer to peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes.
  - Conduct: online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images (e.g. consensual and non-consensual sharing of nudes and semi-nudes and/or pornography, sharing other explicit images and online bullying, and
  - Commerce: risks such as online gambling, inappropriate advertising, phishing and or financial scams. If this is identified it should also be reported to the Anti-Phishing Working Group.
- 4.10 Online bullying and harassment of any kind by any person is not tolerated. Concerns may be reported via an Academy staff member, Designated Safeguarding Officer (DSO) or the Designated Safeguarding Lead (DSL). Where it is found to involve a staff member, student or another person connected to the Academy disciplinary action may be taken.

## 5 FURTHER INFORMATION

- 5.1 For further information about Academy short courses get in touch at [shortcourses@ram.ac.uk](mailto:shortcourses@ram.ac.uk)
- 5.2 For general safeguarding matters please contact [safeguarding@ram.ac.uk](mailto:safeguarding@ram.ac.uk)
- 5.3 For further information on reporting and seeking support, please visit the Academy's report and support pages: [Report + Support - Report + Support - Royal Academy of Music](#)