



Terms and Conditions for students and parents booked onto our online courses using the Zoom video conferencing platform

Booking and Payment

- All online classes are deemed to have parental consent to take place as soon as the lesson booking has been made.
- All lessons must be paid for at the time of booking.

Downloading Zoom and Technical Issues

- Visit <https://zoom.us/download> to download the Zoom app. Make sure you look through all of the setting options to ensure your account is properly protected. We recommend that you disable the “Join before host” option. Please leave the Host Screen Share option on so that tutors can show the material.
- Please test out the Zoom app before your first lesson, to check that you have good sound and video. If you have intermittent internet connection, then please look into upgrading your broadband subscription.

Security

- Each class has a unique code which is only sent to the tutor and each parent of the children in the class. No one can access the class without this code. If anyone is seen entering the class who is not on the register, they will be removed. After all students on the register have been accounted for, the lesson is locked. There is no need for your child to have their own Zoom account. They simply need to log on to your account and use the ID to access the meeting.
- Please go into the settings and change your account name, using the nickname setting to that of your **child’s full name**. This will help tutors identify everyone quickly and efficiently for the register, before locking the class.
- Children are not then permitted to change their nickname.
- All tutors have up to date enhanced DBS checks and are trained in safeguarding. If any tutors have concerns about the safety of a child they are teaching online, they will follow the same policy that we have for onsite children.

ZOOM Features and expectations:

- **Class Environment.** In this context, we are not able to control the class environment so please ensure that the space your child is working in is as well lit, quiet and free from distractions as possible- that means don’t come in and start hoovering half way through!
- **Video.** Tutors are acutely trained to read children’s expressions and so although we understand that some children may be nervous, this is no different to being present in person. We believe that your child will get more out of their class, if they can be seen. Tutors will be able to form stronger relationships with pupils and the group will also benefit from recognising each other each week. If the parent has concerns about



using the video option, they are welcome to stay present in the room during the class. If it is agreed that the child doesn't have to be visible, then at the very least, the student needs to show their face for registration and again at the end of the class to say goodbye.

- **Audio.** It is vital that student and tutor can hear each other. This will be checked at the beginning of each class. However, during quiet moments where children are working independently, it is important that they are familiar with the "DISABLE AUDIO" option. This is the microphone icon which has a red line through it when turned off. Some microphones are sensitive; scratching, breathing and background noise are all unwanted distractions.
- **Screen sharing.** Your tutor will likely share their screen to present lessons and demonstrate principles. At the start, they will always show the main sheet that was emailed to parents, so that children can check that they have the correct material.
- **Whiteboard.** Your tutor may use this tool for children to brainstorm ideas and participate in lessons
- **Special icons.** There are Raise Hand, Clap, Disagree, Speed Up, and Slow Down icons that your child can use to let the teacher know if they have a comment or are going too fast. However, we recommend that students use these sparingly and opt for a more specific message via the chat box.
- **Group chat- features.** All our tutors have disabled the ability for children to message each other (to prevent unnecessary distractions) but we positively encourage them to use the chat option to send messages to the tutor if they need to, for any reason.
- **The class is locked.** After the register has been taken and all pupils are present, the class will be locked. If a connection is lost and a student leaves due to technical issues, the tutor may decide to reopen the class to allow the student to re-join at their discretion.
- **Good Old-Fashioned Methods.** Overall, tutors will still rely on methods such as asking children to raise their hands and selecting children to share their answers and take turns. At RTC, we are keen to maintain a certain level of interaction and confidence and so it is important that children share their video and audio during times such as brainstorming or sharing answers.
- **Behaviour.** Just as we would expect students to behave in the onsite classroom, so too do we expect them to behave in the virtual class. This means that things such as polite language, saying please and thank you and raising your hand to speak is all well-known classroom etiquette that should be employed online. All children are welcomed to raise any questions they may have, as long as they are focused to the task.
- **Marking-** Often, the work will be marked at the end of the lesson as the group go through answers together however, if children are asked to send homework in. Please send it to the tutor's direct email address. If you are sending photographs of work- please make sure the image is properly cropped and in focus.

RTC would like to thank you for reading through and complying with all these important terms and conditions, to help us provide the most efficient and safe remote learning experience for your children.