

Expectations for Parents and Carers in Lessons

At My Online Schooling, we strive to respect pupils and families, and to ensure they are empowered to thrive. We understand the importance of wanting to support your child at home during their live lesson time; however, this must be carefully balanced with a trust placed in teaching staff to equip your child to learn independently.

During Live Lessons

The classroom is a place for pupils to explore, experiment and, importantly, to make mistakes. Our teachers use these mistakes and gaps in knowledge to identify where they can focus their attention and fill in gaps in understanding. Therefore, it is vital that our pupils are:

- attending lessons on their own, without parental intervention in live lessons
- submitting learning that reflects their true abilities

By attending lessons without parents and carers, pupils are able to develop questioning skills, goal setting habits, and to take ownership and accountability over their learning journey.

Pupils are encouraged to have their own space in which to engage with their lessons without distractions. We understand that this is not always possible. Where parents and carers wish to remain in the room as a supervisory measure, we must ask that the camera and microphone only be used by the pupil attending the live lesson. In shared workspaces, the use of a headset is an appropriate choice for the pupil.

Families are not required to prompt a pupil to provide an answer; it is preferred that pupils participate, where comfortable, at the behest of their teacher.

Unless otherwise arranged and permitted by the school, parents and carers should avoid direct contact with the classroom teacher during live lessons.

Parent-Carer In Class Requests (PCICR - Junior School only)

For pupils with additional support needs, families of Junior School pupils may request that their child is assisted during their live lessons.

Should your child require your presence due to ASN or other approved needs, please do not hesitate to submit a PCICR Form in the Parent Portal. We will review these requests and approve them on a case by case basis. Our utmost priority is to create the best learning environment for your child and all the pupils in the classroom. We are happy to accommodate these requests where possible.

In the Secondary School, please contact secondary@myonlineschooling.com to explore parent/carer presence in live lessons for a Secondary School pupil.

In the event that you are unsatisfied with a lesson

At My Online Schooling, we follow national guidance and best practice in all that we do, aiming to uphold and maintain the highest standards of teaching and learning, and overall school experience for pupils and their families.

In the unlikely event that you have a concern regarding the content of a lesson, families can:

1. Contact the teacher in the **first instance**, using the inbox function of the Canvas observer account, to resolve the concern informally
2. Communicate with the Head of Faculty, who will work together with the subject teacher to address the issue if the issue is not resolved informally with the class teacher first
3. Liaise with our Complaints Procedure if the concern cannot be resolved informally with the i. class teacher, ii. Head of Faculty, iii. Senior Academic Leadership

In the event that you are dissatisfied with a lesson, to ensure respect for all pupils and families, parents and carers should avoid direct communication with the class teacher during the live lessons. Parents and carers should wait until **after** the lessons to contact the class teacher.

In the event that you have a safeguarding concern

The safeguarding of My Online Schooling pupils is of paramount importance to us. We have robust policies and procedures in place to ensure our young people are schooling safely and securely online with us.

Should you feel concerned about the welfare of a member of the class during a live lesson, including feeling anxious or worried by anything that has been said or implied, please do not hesitate to email safeguarding@myonlineschooling.com.

To report an incident or concern that requires immediate attention, please do not hesitate to call:

(+44) 131 380 0259 Emily Peters, Designated Safeguarding Lead

(+61) 087 905 7276 Mariana Reyes, Deputy Safeguarding Lead (APAC)

(+44) 131 681 7503 Euan Maclean, Deputy Safeguarding Lead (EMEA)