

Our online group and private tutoring classes are safe space for all ages and level of student to learn, where everyone is respected and valued. Here we explain how our class culture works so you can help support this at home and get the best from your online learning.

Ready

- Join your online class a few minutes before the start time and have any course books, stationary, digital resources or other resources to hand.
- Do your best to complete any homework set before the class starts and if not, try to let your tutor know beforehand.
- Test your camera and microphone before the lesson and ensure that the video function is enabled for all kids group classes and private tutoring classes for all ages.
- Make sure you have the correct lesson link, if you are unsure please ask your tutor or Todo el Mundo.
- If you are having trouble joining your online class please phone or text Todo el Mundo on 07892685611.

Respect

- Tutors give clear instructions and expect students to listen to the tutor and to each other when taking turns for speaking activities.
- In a group class please use the 'hand up' feature or write in the chat rather than interrupting the tutor or other students and for answering questions put the group.
- Tutors at times will mute students to minimise background noise and improve the audio quality of the class.
- We aim for our tutors to use only positive language in our lessons and expect the same from students.
- Any concerns we have with conduct/engagement will followed up privately with students or their parents.

Safe

- It is the responsibility of the student or their parent/carer to ensure devices and power sources are in safe working order and any relevant internet filters/child safety features are enabled on the device being used for the class.
- For students under 18: complete in full our registrations forms before the first class and update us when any details change eg. moving house
- For students under 18: an adult parent or carer should be present in the same room as student during the lesson.
- All students should be sat safely and comfortably for the lesson e.g at a desk or table and consideration given to your surroundings that may be seen by others in the lesson.
- Do not share the class link with others, do not record your class to your computer or another device. We will notify you if we plan to record the class and will only take screen shots for promotional purposes when image consent has been given.
- Do not share links or display on screen or via your device camera any unrelated, inappropriate or offensive material during the class.
- Students should be appropriately dressed for class as well as any other household members that may be picked up by your device camera.
- Lack of adherence to the class culture may result in exclusion from lessons. This is a last resort only after all other avenues of help & support has been given.
- Inappropriate or offensive behaviour from students during a class will not be tolerated and the student will be removed from the meeting and the matter followed up on in writing and any necessary action taken by Todo el Mundo.