

Student Virtual Classes Parent Guide

13 May 2020



Virtual Lessons

Dear families,

At the British Council we take the safety, well-being and protection of children and adolescents very seriously, both in our classroom and when delivering online classes.

Please read this document in conjunction with the Child Protection Policy, the Code of Conduct, the Acceptable Use Policy of ICT and our Anti-bullying Policy. You can find them [Child Protection Policy](#) [Terms of use](#)

For any doubt or clarification, or if you observe any action that seems inappropriate by an adult or another child, please contact us at the following email: **Customer Service: Mahlet.Negussie@et.britishcouncil.org**

Virtual lessons are designed to cover the same skills and provide the same progress as regular classes. We also try to ensure, as far as possible, that they are with the same teacher, at the same time as the normal class and with the same group of students. It will also involve elements of guided learning to ensure a fully rounded learning experience.

Get ready!



Be seen and be heard

In virtual lessons students need to have a camera in order to participate fully. If you have ever used Skype, FaceTime or any other video calling app, the experience is very similar. Ear/headphones with a built-in microphone are also needed to speak to the teachers and other students throughout the class.



Test your video and mic before the lesson if you are not sure they work.



Be in a quiet place

The great advantage of Virtual lessons is that you can choose where to study. For the best experience, however, find a place where other people will not interrupt and where noise is not a problem. Being interrupted and constantly on the move can result in a poor learning experience.



Use a desktop/laptop computer rather than phone or tablet.



Be properly connected

You are going to need a stable internet connection. A poor connection will mean students may find it hard to hear or see each other and the teacher. This can be frustrating for everyone.

Get online!



Use a laptop or PC.

Using a tablet or phone can cause problems in joining live classes and completing tasks



Open Chrome browser

This is the best browser to use with the platform, other browsers may not work.

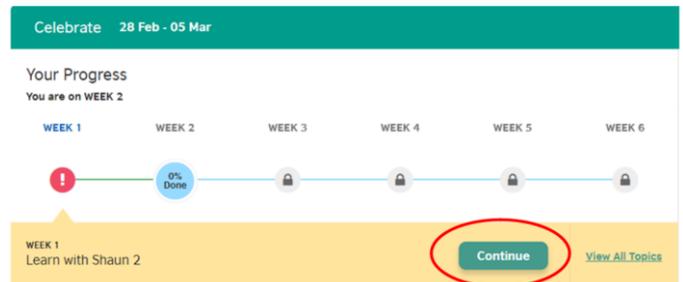


Open <https://englishonlinelearn.britishcouncil.org>

and use your email address and supplied password to log on

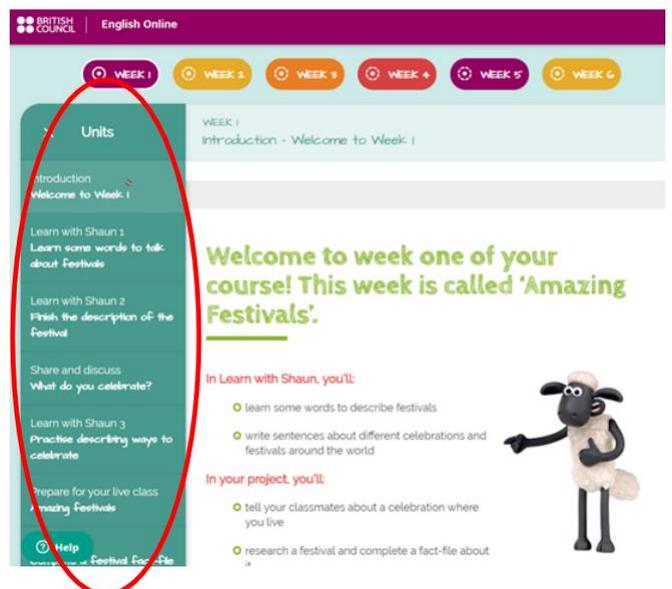


Click on the **Continue** button



Access guided learning activities

Click "Validate" to see instant scores. Click on "reattempt" to repeat the activity.





Join your virtual class

Go to your class by clicking the 'join' button

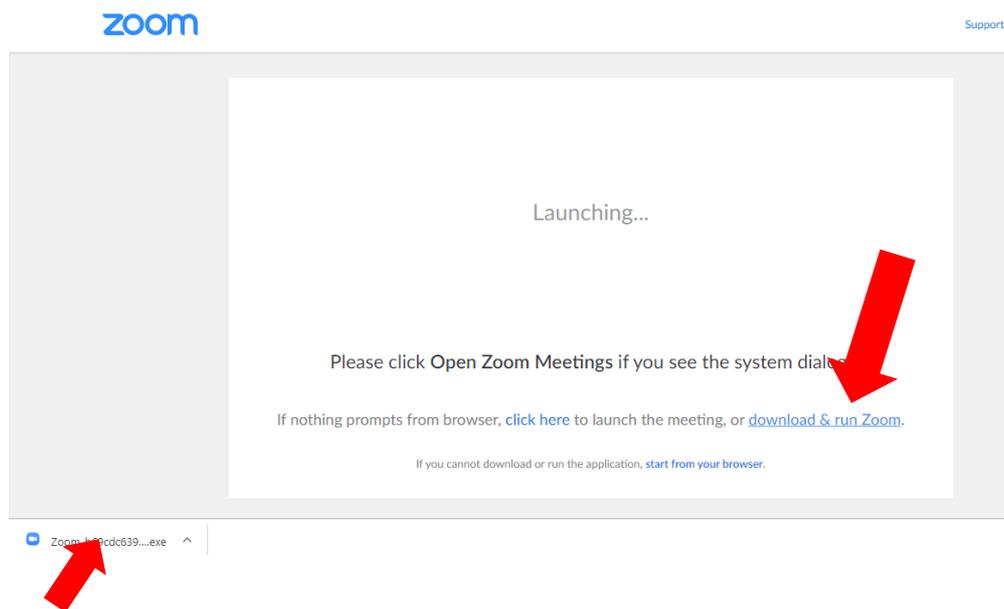
The screenshot shows the British Council dashboard for a course titled "Helping Hands" running from 18 Apr to 10 May. The "Your Progress" section displays a timeline from Week 1 to Week 6, with each week currently at 0% completion. The first week, "Introduction", is highlighted in yellow and has a "Continue" button. A "View All Topics" link is also present. The "Your Classes" section lists two live sessions: "Session 3 Live Class" on Saturday, 25 Apr (02:00 PM - 03:00 PM) and "Session 4 Live Class" on Sunday, 26 Apr (02:00 PM - 03:00 PM), each with a "Join" button. The dashboard includes a home icon and the URL "britishcouncil.org/taahboard" in the top left.

When you first join a virtual class from English Online, your child will be taken to a zoom class and put in a 'waiting room'. Please make sure that the teacher can identify your child by their first name and initial of second name. If a teacher cannot recognise your child, they may not allow them to enter. This is done to make sure that the virtual class is safe for all students.

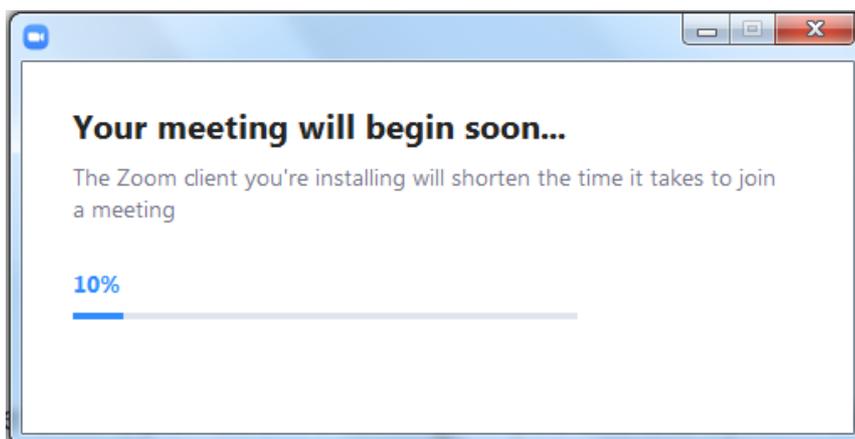
Joining your virtual class for the first time

When you first join a virtual class by clicking on the green Join button, you will be taken to a Zoom class.

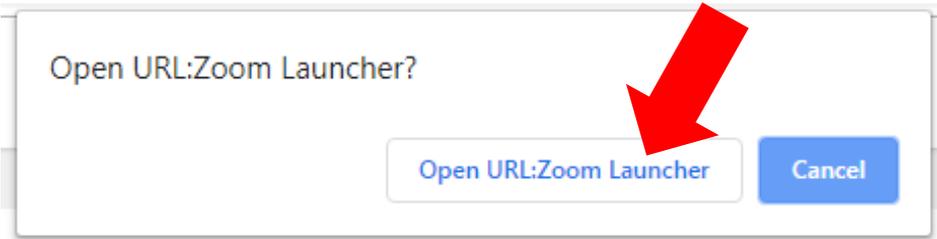
Option 1: If you don't have Zoom, click 'download and run'



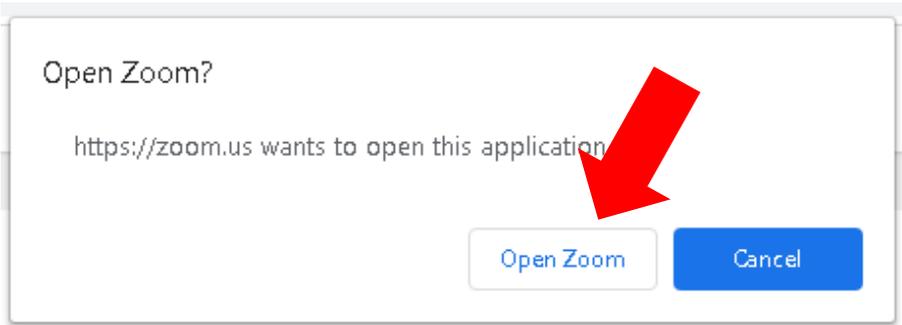
Run the install file. Wait a few moments while the software installs. This can take a few minutes so be patient.



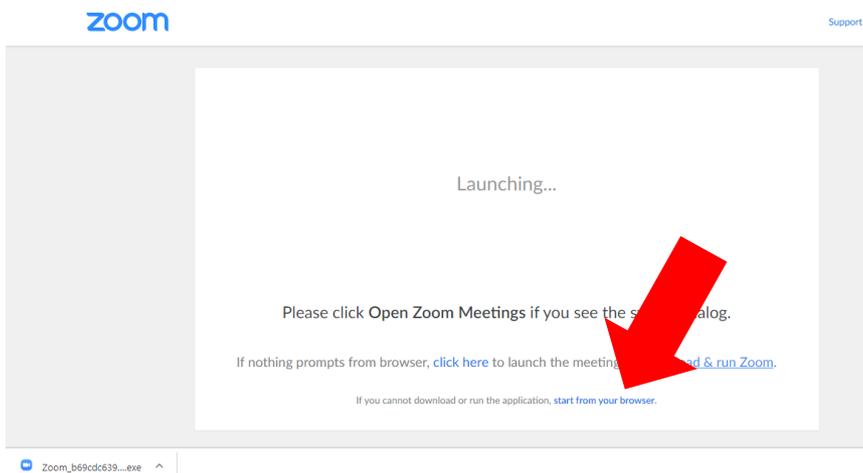
Option 2: If you already have Zoom installed, click 'Open Zoom' in the dialog box



Or



Option 3: Joining from the browser version of zoom. We recommend use of the app for the best stability and functionality. However, if you are unable to do this, you can try joining from the browser by clicking on Join from your browser.



A new tab will open in your browser. Enter your first name and initial of second name. If a teacher cannot recognise you, they may not allow you to enter. This is done to make sure that the virtual class is safe for all students.

Tick the box 'I'm not a robot' and complete the task if required. Click on Join.

Join a Meeting

Your Name

Jenni S

✓ I'm not a robot



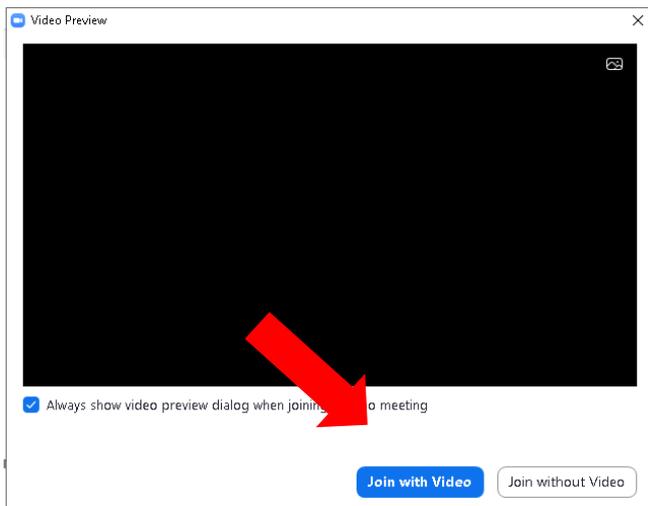
Join



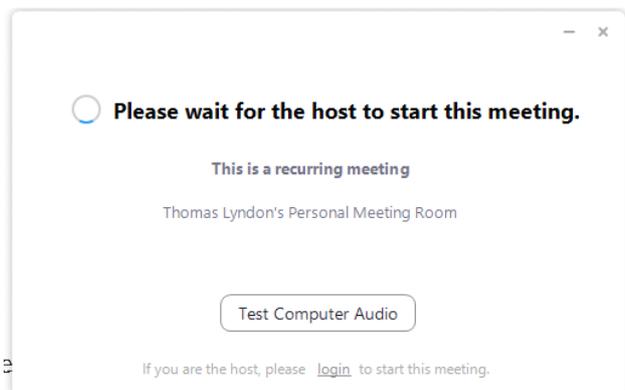
Zoom is protected by reCAPTCHA and the [Privacy Policy](#) and [Terms of Service](#) apply.

Almost there!

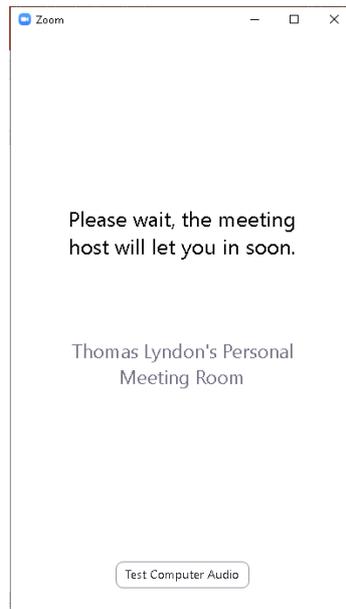
Once you have joined zoom in the browser or app, when prompted, click Join with video



You may have to wait for the teacher to let you join the class



You will be put in a 'waiting room'.



You should now be in class. Say Hi to your teacher and classmates!

House Rules

We expect all our virtual students to be responsible for their behaviour when taking part in virtual lessons

Positive Behaviour

Like all classes, virtual students and teachers are expected to respect others. This means they need to:

- Be friendly to other students
- Let other students join in activities with them
- Try the activities their teacher asks them to participate in
- Follow the teacher's instructions
- Listen to others and give them an opportunity to speak
- Make sure they are the only person on their camera
- Ask for help from their teacher or tell an adult that they trust if they are unhappy.
- Be on time for their class
- Be dressed appropriately for a class
- Provide feedback to teachers about their experiences and any relevant suggestions or concerns

We believe that the most effective way of achieving our aims is to praise and encourage positive behaviour.

Unacceptable Behaviour

Students must not show any of the following behaviour:

- Use of or threat of violence
- Bullying
- Deliberate disobedience
- Discrimination
- Use of swear words in any language
- Use of telephones during lesson time
- Sending impolite messages.
- Deliberate browsing, downloading, upload or forwarding of materials that may be considered offensive or illegal
- Invite other people to the class

In addition to this students and parents must abide by the rules in the signed **Code of Conduct**.

And remember, as always, report any concerns or any situations that you do not think comply with these rules to **Customer Service: Mahlet.Negussie@et.britishcouncil.org**

Also, please understand that during the lesson provided by the centre, use of the platform and the chat will be monitored.

Code of Conduct



No recording

Parents/Guardians are responsible for ensuring that no screenshots or recordings are taken at any time during the virtual class. Failure to comply strictly with the no recording policy may result in expulsion from British Council courses.



Only learners on camera

No person other than the learner must be visible on camera at any time during the class. Students may only screen share when the teacher allows them to.



Contacting learners

No person apart from the learner should attempt to contact any other learner in the class.



Sharing personal data

The sharing of any form of personal data, including telephone numbers, e-mail addresses, images and all other forms of personal data or contact data is prohibited.



Appropriate use

Learners should abide by all policies covering the appropriate use of virtual learning platforms managed by the British Council. Learners should only interact with other learners in the virtual classroom environment provided for this purpose,

and will not attempt, or aid any attempt by another person, to interact with other learners outside of the virtual learning environment.

Anti-bullying policy

Learners must follow the behaviour policy applicable for face-to-face classes, including our zero-tolerance stance on bullying.

Failure to abide by this behaviour policy may lead to the student's suspension or exclusion from the course.

