

Parents Guide and Code of Conduct (For children below 18 years)



Virtual Lessons

Dear families/Parent,

At the British Council we take the safety, well-being and protection of children and adolescents very seriously, both in our physical space and online platforms.

Please read this document in conjunction with the Safeguarding Policy and our Anti-bullying Policy. You can find them on <https://www.britishcouncil.in/privacy-terms>.

Kindly ensure your child understands the house rules and code of conduct before attending the event. 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 ids:

For any Safeguarding related incident/query: Khyati.ved@britishcouncil.org

Get ready!



Be seen and be heard

During virtual events participants 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 communicate throughout the event.



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



Be in a quiet place

For the best experience 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.

House Rules

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

Positive Behaviour

Like all meaningful engagements, virtual participants are expected to respect each others and moderators. This means they need to:

- Be friendly to each other.
- Cooperate with the moderators and follow their instructions
- Listen to others and give them an opportunity to speak
- Make sure they are the only person on their camera. If parents are available during the fair, they can also share the camera.
- There must be a parent or guardian present (within earshot) throughout the event. Parents can also ask the questions on behalf of their children.
- Ask for help from moderators or tell an adult that they trust if they are unhappy.
- Be on time for the event.
- Be dressed appropriately.
- We believe that the most effective way of achieving our aims is to praise and encourage positive behaviour.

Unacceptable Behaviour

Participants 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 event.

In addition to this participants 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 Khyati.ved@britishcouncil.org. You can log a concern using www.safecall.co.uk/report/ to remain anonymous.

Also, please understand that during the event 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 events.



Only participants on camera

No person other than the participants must be visible on camera at any time during the event.



Contacting other participants

No person apart from the moderators and the British Council staff will contact any participants.



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.



Anti-bullying policy

Participants 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 participants exclusion from the event.