



ONLINE TUITION COURSE – STUDENT GUIDE TO ONLINE TUITION

Staff will only be available to contact on Teams or via email between 09:00 and 17:00 on weekdays. Please contact emma@oxss.co.uk if you have any issues.

Online platforms should be considered an equivalent to the classroom environment and, as such, students are expected to conduct themselves as they would in the classroom. Online tuition remains a professional environment – although it is online, it is not social media: dress, speak, and behave appropriately.

Students undertaking online tuition, by their participation in the programme, agree to adhere to the following rules of conduct:

- Students will arrive on time for all classes, as per their timetable.
- Students will not share passwords or log in details for any reason.
- Students will ensure that communication with tutors and fellow classmates is appropriate, considering their choice of wording and language, speaking and acting in a correct manner, being patient and respectful.
- Students will ensure that no inappropriate content is uploaded/downloaded or shared via the online platform (Microsoft Teams). Students will ensure that any such actions are reported to a staff member immediately.
- Students will dress appropriately for a tuition environment, ensuring that any clothing is deemed appropriate.
- Students will consider their surroundings, ensuring that they are in an appropriate working environment, i.e. not sitting on a bed/in a bedroom. An appropriate environment is also one that is free of unnecessary distraction, e.g. a television or a mobile phone.
- Students will ensure that are attentive and interactive during lessons. Students will complete all work set to the best of their ability and remember to ask questions if they are unsure.
- Students understand that lessons will be recorded, for monitoring and safeguarding purposes, as well as recording being a helpful revision resource. This includes the video/audio and chat history. As on our face-to-face courses, intimidation, harassment, or other forms of bullying are not tolerated. We expect students to treat each other with mutual respect, showing consideration towards others.

As advised on application, we find that tuition works best if the tutor and student can see each other. The tutor can then read the student and see if they are confused, concentrating, happy etc. Although it is possible to provide tuition without the student being seen, it is preferable for all parties to be visible. If the student is hidden, we believe that an important element of the online tuition is lost.

Please be online and available on Teams before your first session starts to ensure that your account and internet is working. Before the course you will receive account log in details, as well as calendar invites for the sessions. Should you experience any difficulties, please report to the admin team immediately.

Feedback

Once you have completed your course, you will be sent a link to our feedback form - please complete this to provide feedback on your course and tutors. This should only take approximately 3 minutes and will be completely anonymous. In terms of other feedback, you will receive an electronic report form from each of your tutors, this will detail topics/areas covered, recommendations for further study as well as some general comments on effort/attitude etc.

If you have any questions regarding the above or the running of the online course, please contact either our Admissions Coordinator Emma Thompsett (emma@oxss.co.uk) or Programme Manager Nicky Downey (nicky.downey@oxss.co.uk)