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Applicability:	This Operating Procedure is applicable across all Apprenticeship delivery.
Summary:	This Operating Procedure details the controls required for the management of documents and records that form part of One Housing Group compliance and quality procedure.

DOCUMENT CONTROL

Version history			
Version	Date	Reason for release/version update	Issued by
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Document approval		
Job Role	Name	Date approved
Director of Customer Operations	Sandra Fawcett	18/05/2021

Policy Scope

The current pandemic has enforced a nationwide change in how Teaching, Learning and Assessment is delivered. Throughout the pandemic One Academy have worked to develop a high-quality online offer for all learners impacted by Covid-19 restrictions. Face-to-face learning remains our preferred method of delivery, but circumstances have required support from blended and/or entirely remote education models to minimise impact and maintain provision. As per DfE guidance we are required to publish details of our online offering which you will see below.

What will the remote education offer cover for 16-19, Apprentices and adults?

Wherever possible, in line with government guidance, all our advertised face-to-face programmes will run as such. When necessary all learners will engage with remote learning primarily through online platforms such as Microsoft Teams or Zoom. During times of national or localised lockdown programmes may be moved entirely online. Where access to facilities is limited or guidance dictates, a blended approach may also be taken. Our operational model, offering and current geographic spread, means we have had to develop a tailored approach to meet the needs of all learners across all of our offerings. This is arranged at a local level, confirmed by SLT and communicated with learners by the professional coaches.

Learners across all One Academy cohorts and programmes have full access to our online delivery platform, Microsoft teams. They also have a dedicated email address and will continue to utilise Onefile as their programme traditionally requires. All aspects of the learner programme will be adapted and available through the Teams and Zoom platforms including, but not limited to:

- Teaching and Learning for their main programme of study
- Maths and English lessons
- Assessment completion and submission.
- Tutorials
- Learner reviews
- Pastoral support
- IAG

What are the delivery arrangements, such as timetabling, virtual learning environments and assessment arrangements?

Any move online or shift away from traditional timetables will be communicated directly to learners and continually remain under review, adapting to government guidance. Learners will be required to log into lessons which are shared with them via Teams or Zoom. Wherever possible One Academy aim to maintain the learning load but some programmes such as apprenticeships, may frontload or adapt learning plans to account for learner's inability to

complete on the job training. This is dependent on individual situations, official guidance and will be communicated with the learner and employer directly.

Where learners are forced to isolate, and assuming they are well enough to engage in study, there are two current scenarios:

- Where the whole cohort is participating in remote learning the isolating learner can access remote learning with the rest of the cohort.
- If the cohort is in face-to-face learning, the professional coach will tailor a programme of study and set this via the Teams or Zoom platform. They will review progress with the learner individually, aiming to keep the rate of study in line with the rest of the cohort or peers. This is also the case for individually taught apprentices.

One Academy have upskilled and trained staff on the required technology, pedagogical approaches, and teaching resources to be able to switch to effective remote learning when required. Learners have also been provided with access and training on all remote learning platforms during their induction. When delivering and planning remote learning the government good practice guidelines are observed.

Assessment which is able to continue in its original form will do so, where adaptations are allowed these are communicated to us by the awarding organisations or EPAO. We will adjust these assessments as appropriate and communicate this with all relevant stakeholders.

Expectations of students in remote learning

Students are expected to:

- Engage and contribute to online lessons as they would face-to-face lessons.
- Complete assessments where possible to the best of their ability.
- Maintain an ongoing dialogue with their professional coach throughout periods of remote learning.
- Share any concerns or worries as they arise with the relevant party
- Ask for help if they need it.
- Regularly check OneFile, teams and/or email for ongoing updates and professional coach communications.
- Maintain compliance with usual One Academy expectations and learner agreements

How will One Academy support apprentices without devices, connectivity or a suitable environment for learning and support for students with SEND?

One Academy are working to ensure no learner is disadvantaged and have a range of support measures in place including:

- 121 and small group tutoring is delivered where required, through an ongoing process of needs identification.
- Print resources and telephone sessions are conducted with those without access to digital learning.

- Face-to-face learning for learners deemed most vulnerable will continue on site where possible to do so.
- SEND learners will receive additional support touchpoints on top of existing systems of support.
- Catch-up programmes in English and maths are provided for those requiring it.

Further Information

To request further information please email: academy@onehousinggroup.co.uk