

Our online group classes and private tuition provide a friendly, inclusive space for students of all ages to learn, participate and build confidence. Everyone is expected to be ready, respectful and safe so that online lessons run smoothly.

Ready

- Join your class a few minutes before the start time with your course book, stationery and any requested resources ready.
- Use the correct lesson link and test your camera, microphone and internet connection before the class.
- Cameras should be enabled for children's group classes and private tuition for students under 18, unless another arrangement has been agreed with Todo el Mundo.
- Join from a quiet, appropriately lit space where you can see and hear the tutor clearly.
- If you have difficulty joining, contact Todo el Mundo by telephone or text on 07892 685611.

Respect

- Listen to the tutor and other students and follow instructions about taking turns.
- In group classes, use the "raise hand" function or chat appropriately rather than interrupting.
- Tutors may mute participants to reduce background noise and improve audio quality.
- Use positive and respectful language. Concerns about conduct or engagement will be followed up privately with the student or, where appropriate, their parent or carer.
- Consider what can be seen and heard by other participants. Students and household members visible on camera should be appropriately dressed and behave appropriately.

Safe

- Students, or their parents or carers, are responsible for ensuring that their device, charger and power supply are safe and in good working condition.
- Devices should have appropriate security, privacy and child-safety settings enabled.
- For children's online group classes, a parent or responsible adult must remain in the same room or immediately alongside the child, where they can see, hear and assist without delay.
- For private tuition with a student under 18, a parent or responsible adult must be present in the home and available to assist. Todo el Mundo may require closer supervision according to the student's age or individual needs.
- Parents and carers remain responsible for their child's physical supervision, immediate environment, medical needs and emergency assistance during an online lesson.
- Students should sit safely and comfortably at a desk or table where possible. Before movement activities, ensure there is sufficient clear space and remove nearby trip or collision hazards.
- During hot weather, keep water available, wear suitable clothing and avoid vigorous movement if the room is too warm. During cold weather, wear appropriate layers and make sure the room is suitably heated.
- Tell the tutor immediately if you feel unwell, excessively hot or excessively cold. The tutor may adapt, pause or end an activity if conditions are not suitable for safe participation.
- Do not share the meeting link, password or access details with anyone else.
- Do not record, photograph or take screenshots of a class. Todo el Mundo will give advance notice if an authorised recording or screenshot is planned and will only do so where the required consent has been obtained.
- Do not display or share unrelated, private, inappropriate or offensive material through your camera, microphone, chat, screen-sharing or annotation tools.
- Inappropriate or unsafe behaviour may result in a participant being muted or removed from the meeting. Todo el Mundo will follow up serious or repeated concerns with the student or, where appropriate, their parent or carer.

Exclusion from lessons is only considered when necessary to protect others or after other reasonable support and interventions have been tried.