

Kleek Education: Apprenticeship Remote Learning Policy

[January 2021 onwards]

This policy has been created to further support our use of remote learning during the extended COVID-19 pandemic, formalising the previous ad hoc arrangements that had proved so highly effective during the spring/summer 2020 lockdown.

The policy outlines how Kleek Education approaches remote learning of apprentices, whether they are training through the fully work-based route, or the Academy based model, or a mixture of both. Apprentices may be restricted to learning at home due to having to self-isolate, or due to the restrictions of national/local lockdowns that are placed on their salons.

Luckily, we had already been introducing elements of a 'blended' learning approach as a result of the findings of our observation and quality improvement processes, where apprentices carried out some elements of self-directed learning prior to individual or group training sessions, resulting in more effective face-to-face learning.

The use of electronic and online media will help us to replicate elements of traditional face-to-face teaching and help ensure apprentices are given equal opportunities to access the apprenticeship curriculum working at home. The resulting online experience transforms our traditional teaching, learning and assessment methodology into an interactive learning one where Educators can continue to assess and guide apprentices in both practical and theory sessions online, supported by multiple resources to engage apprentices in further study and curriculum enhancement.

We are committed to giving our apprentices continued easy access to learning activities which will meet their current needs and build on their prior learning. We will engage with our apprentices through a variety of online mediums including Zoom and Teams platforms, along with a designated closed [and therefore safe] Facebook forum in order to actively engage with apprentices and encourage them to showcase their work, as well as posting timetables, events, activities and worksheets to complete.

Our aims for remote learning:

- to provide continued support and engagement for all apprentices regardless of their normal delivery model [work-based or Academy]
- to ensure regular learning opportunities for apprentices, both for practical skills development and theoretical knowledge development
- to ensure that all apprentices feel that they are valued, respected and connected to their Educators and fellow apprentices
- that apprentices are able to further develop their IT and study skills which will be useful employment skills in their future training and employment development

We aim to fulfil our obligations to apprentices by:

- setting assignments so that apprentices have meaningful and ambitious work linked to their vocational qualification and skills development
- whether hair or beauty, ensure all apprentices have a full practical training kit provided to them so that they can continue to fully engage in practical skills development in their home environments

- offer every apprentice a well-planned and sequenced zoom session schedule with Educators, so that their knowledge and skills are built incrementally, with a good level of clarity about what is intended to be taught and later applied and practised by them
- ensure that the secure Kleek Facebook page has relevant work activities to engage and motivate apprentices on a regular basis, and to give apprentices who would benefit from further enhanced challenge sufficient activities to keep them fully engaged and challenged
- gauge how well apprentices are progressing through the standard being taken, using questions and other suitable tasks, sharing a clear expectation of how regularly Educators will check and mark work [and giving advice to keep motivated and on-track should it be required
- set competitions for hair and beauty apprentices so that they continue to be fully engaged and motivated learning a subject that is highly practical and artistic
- put in place a learning plan that is relevant to the vocational qualification that the learner is receiving and is in line with their learning needs and final end point assessment [EPA] schedule and interim milestones.

Resources

Apprentices will have access to the following resources when learning in their home environment:

- online weekly work set by Educators
- online learning/provision through Teams or Zoom so that there is a choice of platforms
- specific practical videos and demonstrations by the Artistic Team and guest stylists to both
- aid practical learning as well as providing inspiration role models
- assignments that can be set for completion
- a full practical training kit for use at home
- full access to specific learning materials though the highly rated 'Pivot Point' platform
- a further list of useful websites and activities for those who wish to go beyond normal
- training time and to further enhance their learning
- a dedicated Kleek secure Facebook Forum page
- full access to their own personal progress and tailored learning resources via Skills Forward and the Kleek Classroom VLE [virtual learning environment]

Teaching & Learning - Roles and Responsibilities

The role of staff/Educators is:

- to provide new learning opportunities as well as reinforcing and consolidating prior apprentice learning
- to provide a balance of online learning (where apprentices and Educators interact in a specific virtual space, through a specific online medium such as Zoom or Facebook duplicating training in the salon or Academy) and asynchronous learning [asynchronous online teaching is where teaching materials are posted online, and apprentices work through them in their own time, communicating with each other where learning happens independently]
- to continue to offer learning which is inclusive, upholding respect, fairness and the principles of equality
- to ensure that cyber resilience is practiced [how well we could manage a cyberattack or data breach while continuing to operate our IT resources for the benefit of apprentices as well as operating secure systems that can be defended against attacks or hackers] along with internet safety factors such as monitoring the use of our systems
- to engage with effective learning and teaching resources that are outside what would be used for their traditional teaching
- to foster an open pathway of communication between apprentices and Educators, as appropriate [including support with using online resources and learning platforms]
- to foster organisational skills of apprentices in order for them to make the best use of available time, and not be distracted from their continued studies
- to adhere to government health and safety guidelines
- to identify and monitor any vulnerable apprentices, including those with safeguarding and welfare issues, to signpost them to the Designated Safeguarding Officer and available support and additional resources
- to continue to fully engage with, but modify the application of, quality improvement arrangements such as observation and quality checking of key apprentice training and processes

The role of apprentices is:

- to show respect in relation to the rights and feelings of others
- to contribute their views during direct and remote learning activities
- to engage in learning through our digital platforms and to ask for timely help in doing so if they require it [we do not want any barriers to your learning and there is absolutely no need to feel embarrassed if you are unsure how to use something]
- to try their best to complete all tasks set [and to ask for help from Educators or your employer/fellow apprentices if appropriate]
- to keep in touch regularly with their allocated Kleek Educator
- to attend all scheduled remote sessions as directed by their Educator
- to keep a simple schedule of when you should be engaging in your education [for example, a 9am start on a Monday and Thursday, that you need to plan some practical work for four hours and need a model, etc.]

- to give feedback when asked about their experience of online learning and support from Kleek Education staff/Educators.

The role of Governors is to:

- monitor Kleek Educations approach to providing remote learning to ensure that education remains of a high quality and that individual disruption is kept to a minimum during any lockdown periods
- ensure that remote learning systems are appropriately secure, for both data protection and safeguarding reasons
- monitor continued apprentice wellbeing through consideration of safeguarding reports, including how apprentices are supported if redundancy occurs
- monitor continued staff wellbeing [managers, Educators and support staff]

Data protection

Kleek Apprenticeships will continue to ensure at all times their compliance with GDPR and the principles of general data protection (GDPR). All staff must be familiar with relevant policies.

Accessing personal data

When accessing personal data for remote learning purposes, all staff members will:

- connect to the internet network through their work laptop
- ensure that no personal data is shared or used outside of work commitments
- avoid the use of a personal device that shares their personal contact details e.g. a private phone number, or email address
- only use work phones and email addresses to communicate with apprentices

Processing personal data

Staff members do not need to collect and/or share personal data such as emails or phone number as part of the remote learning system.

Keeping devices secure

All staff members will take appropriate steps to ensure their electronic devices remain secure. This includes, but is not limited to:

- keeping their devices password-protected – strong passwords are at least 8 characters, with a combination of upper and lower-case letters, numbers and special characters (e.g., asterisk or currency symbol)
- making sure that the device locks if left inactive for a period of time
- not sharing their device among family or friends
- installing antivirus and anti-spyware software

- keeping operating systems up to date – always install the latest updates when prompted
- raising any issues immediately with the IT department for advice and guidance to resolve them.

Safeguarding

Kleek Educations Child Protection Policy and IT Policy have been reviewed to reflect the current situation. The safety and wellbeing of our apprentices and staff continues to be a high priority. The correct safeguarding procedures should be followed for any concerns, as found in the Safeguarding policy.

Monitoring arrangements

This policy will be reviewed by the Governing Body annually [next time this is due is January 2022].