

Lancaster University Online Behaviour Code of Conduct

We want everyone attending Lancaster University's online activities to enjoy themselves, learn new things, develop skills and to feel welcome, so we ask you to follow our Online Behaviour Code of Conduct

- Act responsibly, appropriate classroom behaviour is always expected. Misuse of audio, video or chat features will not be tolerated.
- Please join the online session promptly from a distraction free environment (where possible). Do not use your mobile phone during sessions unless this is how you are accessing the activity.
- If you are unable to attend an online event, please let the Event Coordinator know in advance.
- Do not share the online invitation link with others.
- Always follow instructions from LU staff and Student Ambassadors. If you are asked to stop doing something, please do so immediately. All online sessions will be recorded for safeguarding and behaviour monitoring purposes.
- Each event will include a welcome briefing and housekeeping instructions from the staff member leading the event. This briefing will be given at the start of the session. Repeated failure to follow the instructions will result in you being removed from the session. For example, if asked to mute your microphone or turn off your camera, please do so.
- Please engage with the session. Listen and contribute your thoughts and questions at signified times. Please keep your audio on mute until you want to speak. If you would like to speak or ask a question, use the raise hand function and then unmute yourself when you are invited to speak.
- Do not try to contact LU staff, Student Ambassadors or your fellow participants through their personal emails or social media accounts.
- LU staff, student Ambassadors or your fellow participants must not contact you through their personal emails or social media accounts. If a member of staff, Student Ambassador or a participant contacts you in this way, please tell a parent, guardian or an LU staff member.
- If you use the chat function, please remember that it is public and everyone can see what you post. Do not share personal details about yourself via the chat function under any circumstances and do not encourage others to do the same. The chat function should only be used during the session and you should not post messages after the session has finished.
- Any 'private' chats conducted between students during sessions can be seen by the Event Coordinator.
- You must not take photographs of the screen or share any images of the online session.

Anti-bullying policy

Online bullying can take different forms, such as:

- Verbal – name calling, making nasty jokes, comments or threats.
- Emotional – excluding or ignoring people.
- Cyberbullying - sending bullying messages, pictures or videos through social media, texts, email etc.

Lancaster University promotes equality and diversity. We want all young people attending programmes to feel welcome and safe.

- We will not tolerate any form of bullying.
- You must show respect and kindness to participants, University staff and Student Ambassadors.
- You must not make remarks that could upset someone based on their gender, sexuality, ethnicity, disability, religious beliefs or lack of religious beliefs.
- If you notice that someone else is being bullied, inform an LU staff member as soon as possible.

If you feel upset due to the way someone on an Outreach programme has treated you, please get in touch with the Outreach and Student Success team via email: outreach@lancaster.ac.uk or speak to your parent/carer and ask for help.

Serious misbehaviour policy

If a young person breaches the *Online Behaviour Code of Conduct*, OSS staff may give a warning or immediately remove the student from the online session. OSS staff reserve the right to contact parents or teachers and share recordings of any online incidents. Outreach and Student Success may decide to prevent a student from participating in an online event in the future (depending on the severity of the situation).

Student Ambassadors are always required to behave appropriately and professionally. If concerns are raised about a Student Ambassador's behaviour or conduct, they will either receive a warning or be removed from the session. In serious cases, a Student Ambassador may be prevented from working for Outreach and Student Success team in the future.

What to do if you are concerned about a situation

Participants are very welcome to contact the Outreach and Student Success team via email: outreach@lancaster.ac.uk.

If you feel uncomfortable about a situation, but do not feel able to tell a Lancaster University staff member about it, please talk to a trusted adult (this might be your parent, carer, someone in your family or a teacher at school) and ask for their help.

Information for parents and carers

Health, safety and supervision

We take the health, safety and privacy of young people very seriously.

Lancaster University's *Safeguarding and Child Protection policy* is available on the LU website:

<https://www.lancaster.ac.uk/media/lancaster-university/content-assets/documents/strategic-planning--governance/publication-scheme/5-our-policies-and-procedures/Safeguarding-Vulnerable-Groups-Guidelines.pdf>

OSS staff members and Student Ambassadors will complete an enhanced DBS check if they are working online with young people on a regular basis and where supervision cannot be reasonably guaranteed. LU staff and Student Ambassadors also complete Safeguarding and Child Protection training.

Online interactions with young people will be fully supervised by LU staff and/or Student Ambassadors avoiding one-to-one, unobserved contact. For group work, each discussion group will include at least one Student Ambassador and OSS staff members will supervise a maximum of two groups to monitor behaviour and resolve arising issues.

Young people, parents and teachers (where appropriate) will be given a copy of the *Online Risk Assessment, Student Privacy Guidance Sheet* and *Online Behaviour Code of Conduct* prior to an online activity.

Photography, video and social media

LU students and young people taking part in Outreach programmes can interact with our institutional social media accounts.

However, LU students and staff are all instructed not to contact or connect with young people through personal email or social media accounts.

Child protection issues

If you need to report a safeguarding or child protection concern, please contact one of the Designated Safeguarding Officers:

Leanne Taher-Bates, Head of Outreach & Student Success, l.taher-bates@lancaster.ac.uk

Carla Lockwood, Outreach Operations Manager, c.lockwood@lancaster.ac.uk

Please note: do not provide sensitive information via email. If you have a concern, please make a Designated Safeguarding Officer aware that you wish to have a confidential discussion and a telephone call will be arranged accordingly.