

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

Online Learning and Digital Conduct Policy

Safe, respectful and productive behaviour in TTT's online learning environments.

Document Control

Document Title	Online Learning and Digital Conduct Policy
Version	1.0
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Next Review Date	22 April 2027
Policy Owner	Phenil Mehta, Centre Manager
Approved By	Phenil Mehta, Centre Manager
Classification	Public
Applies To	All learners, staff, associates and any third party participating in TTT online learning environments

Online Learning and Digital Conduct Policy

1. Purpose

This policy sets out the expectations for behaviour and conduct in TTT's online learning environments. It complements the Learner Code of Conduct and Staff Code of Conduct by focusing on the practical details of virtual classrooms, the Learning Management System (LMS), discussion forums, chat tools and other digital channels TTT uses to deliver courses.

2. Scope

This policy applies to:

- The TTT Learning Management System (LMS) and any replacement platform
- Live virtual classrooms and tutorials (Zoom, Teams or any replacement platform)
- TTT discussion forums, chat channels and messaging groups used for course delivery
- Online assessment environments, including video submission and online proctored examinations
- Any email, web chat, SMS or WhatsApp interaction between TTT and a learner in connection with a course

3. Definitions

The following terms carry the meanings given throughout this policy.

Online Learning Environment	Any platform, system or channel TTT uses to deliver learning or assessment.
Virtual Classroom	A synchronous video session between a Course Tutor or Assessor and one or more learners.
Digital Conduct	Behaviour in an Online Learning Environment that affects other participants, the learning experience or the integrity of assessment.
Account Compromise	Any event where a learner's or staff member's login credentials are known or suspected to have been acquired by another person.

4. Policy Statement

TTT is committed to the following principles and commitments.

1. Every Online Learning Environment is a respectful, inclusive space where learners can engage without fear of bullying, harassment or discrimination.
2. Learner privacy and dignity are protected online; recording, photographing or screenshotting people without consent is not permitted.
3. Learners and staff protect their accounts; sharing credentials or enabling access by another person is a breach of this policy.

4. TTT's Online Learning Environments are professional spaces, not public social platforms and are used only for TTT course-related purposes.
5. Assessment integrity is central to every online activity; any behaviour that undermines it is handled under the Malpractice and Maladministration Policy.
6. Accessibility is considered by design; reasonable adjustments are available under the Accessibility and Reasonable Adjustments Policy.

5. Roles and Responsibilities

Role	Responsibility
Centre Manager (Phenil Mehta)	Overall accountability; approves platforms and configurations; signs off serious digital conduct decisions; reviews this policy annually.
Course Coordinator	Administers accounts, access and forum moderation; handles day-to-day conduct concerns; maintains records.
Course Tutors, Assessors and IQAs	Model good digital conduct; facilitate live sessions professionally; intervene promptly where behaviour falls short; raise concerns to the Course Coordinator or Centre Manager.
Learners	Follow this policy alongside the Learner Code of Conduct; protect their account; report concerns promptly.

6. Learning Management System (LMS)

- Each learner has a unique account and strong password; shared accounts are not permitted
- Multi-factor authentication is used where the LMS supports it, in line with the Information Security and Cyber Security Policy
- Submissions, feedback, discussions and recordings are confidential to the course and must not be redistributed outside it
- Learners keep a personal backup of submissions as required by the Course Terms and Conditions
- Learners do not attempt to probe, test or bypass platform security; suspected vulnerabilities are reported to the Course Coordinator

7. Virtual Classrooms (Live Sessions)

7.1 Before joining

- Check the equipment: stable internet, working camera and microphone and quiet environment
- Join on time; late arrival disrupts the cohort
- Log in with the correct full name as registered with TTT so the Course Tutor can verify attendance

7.2 During the session

- Cameras are on for observed assessments and recommended for tutorials unless a reasonable adjustment applies
- Microphones are muted when not speaking
- Backgrounds are free from confidential or inappropriate content
- Dress is appropriate to a professional training setting
- Use of chat is respectful and on-topic; private chat relating to the session is not permitted between learners
- Recording by participants is not permitted unless TTT has given prior written agreement; TTT will inform participants when TTT itself is recording

7.3 End of session

- Leave the session cleanly; avoid discussion of session content in unapproved channels
- Follow up by the agreed method for questions that did not fit the session

8. Discussion Forums and Group Chats

- Posts are respectful, inclusive, relevant to the course and constructive
- Learners do not post assessment answers, model responses or solicit content from other learners in ways that would breach the Plagiarism and Academic Integrity Policy
- Personal data (another learner's contact details, images, private messages) is not posted without consent
- Marketing, recruitment, political campaigning and commercial self-promotion are not permitted
- Moderators may remove off-topic, abusive or unlawful content without notice; persistent breach leads to removal from the channel

9. Email, SMS and WhatsApp with TTT

- Learners use their registered email address for formal course correspondence
- WhatsApp is used for specified course-related purposes agreed at enrolment, as described in the Course Terms and Conditions and is not used for sensitive personal data
- TTT staff do not solicit or accept personal contact with learners on personal accounts outside approved TTT channels
- Response-time expectations are communicated at induction; out-of-hours messages do not require an immediate response

10. Account Security

- Passwords are kept private; learners do not share their login with colleagues, family or tutors
- Suspected Account Compromise is reported to the Course Coordinator immediately so credentials can be reset
- Leaving devices unlocked or unattended while signed into TTT is avoided
- Phishing attempts purporting to be from TTT are reported using the routes in the Information Security and Cyber Security Policy

11. Accessibility

- Accessibility features of the LMS and virtual classroom platform are enabled by default and supported by TTT staff
- Live captions, transcripts and accessible materials are provided on request under the Accessibility and Reasonable Adjustments Policy
- Where accessibility needs affect camera-on expectations or group-work participation, adjustments are agreed with the Course Coordinator

12. Online Conduct That Is Not Acceptable

- Bullying, harassment, discrimination, hate speech or threats
- Sharing pornographic, violent or otherwise inappropriate content
- Recording or screenshotting TTT staff or other learners without permission
- Sharing leaked assessment material, model answers or encouraging any form of malpractice
- Reproducing or redistributing TTT course materials outside the learner licence
- Impersonating another person, including enrolling a learner and allowing a third party to complete their work
- Using bots, automation or artificial means to simulate presence or submit work

13. Breach of Digital Conduct

Breaches are handled under the Sanctions Policy (learner) and, where appropriate, the Malpractice and Maladministration Policy, the Anti-Bullying and Harassment Policy or the Safeguarding and Prevent Duty Policy. Outcomes may include:

- Written warning
- Restricted access to specific TTT channels or activities
- Temporary suspension from an Online Learning Environment
- Permanent exclusion from the course
- Referral to the Awarding Organisation or to the Police where a criminal offence may have occurred

14. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by platform changes, significant incidents or Awarding Organisation changes. All outcomes are recorded in the Version History at Section 16.

15. Related Documents

This policy should be read alongside:

- Learner Code of Conduct
- Staff Code of Conduct
- Anti-Bullying and Harassment Policy
- Equality, Diversity and Inclusion Policy
- Safeguarding and Prevent Duty Policy
- Accessibility and Reasonable Adjustments Policy
- Plagiarism and Academic Integrity Policy
- Artificial Intelligence Policy
- Video Assessment Policy
- Exam Invigilation Policy
- Information Security and Cyber Security Policy
- Data Protection and GDPR Policy
- Social Media Policy
- Course Terms and Conditions

16. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	A new standalone policy addressing digital conduct across the LMS, virtual classrooms, forums, web chat, email, SMS and WhatsApp, with clear expectations on account security, accessibility, prohibited conduct and breach handling.

17. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta
Name

P Mehta
Signature

22/04/2026
Date