Monse-Heart Teachers Code of Conduct

To ensure all Monse-Heart teachers comply with the institute's expectations, this code of conduct establishes guidelines for online teaching, learning, and interaction with students, staff, and faculty members.

Data Security, And E-Resources.

a) Provide students with an overview of the learning management system (LMS) and e-resources related to their specific courses.
b) Instruct students on how to sign up and navigate through the LMS.
c) Notify students that the institute stores and protects their personal information during their schooling and delete it after the retention period.
d) Inform students about the acceptable methods of student and teacher communication – via email or edublog, etc.
e) Inform students that you will respond to their messages within 24 hours of inquiry.
f) Stick to the schedule to ensure that students have minimal conflict with other courses.
g) Explain to students the need to be flexible with their course timings due to different time zones.
h) Keep them informed and updated with their class schedules.

Privacy & General Data Protection Regulation Compliance

a) Students webcams should be off unless it adds value to class sessions. Students may voluntarily choose to have their webcam on.
b) Notify students in advance if you plan to record the session. The students who do not want to be part of the recording may choose to turn their webcams off.
c) Inform the students that teachers store and protect the recorded sessions and make them available through the institute's platform for internal use only. Recorded sessions are not available for third-party use.
d) Teachers must protect all sensitive information related to students, staff, and the institute at large.

Live or Pre-recorded Video Quality

a) Teachers must have a stable internet connection, a professional-grade webcam, and a microphone as students depend on their broadcasting quality
b) Teachers may choose a virtual video background or a neutral bare wall appropriate for educational use.
c) Be mindful of your surroundings for any sensitive documents visible during the live or pre-recorded sessions.

d) All teachers must choose professional (none revealing) clothing attire for live sessions. No bare shoulders or lowcut shirts/blouses that show cleavage. If standing or sitting, skirts or dresses must come to the knees.

Online Class Etiquette

Online teaching and learning are more rewarding when the students and teachers abide by acceptable online etiquette. Misinterpretation of online communication could occur due to the lack of facial expressions in a virtual setting. Teachers should review guidelines and model effective online and internet communication for teaching, learning, and after class sessions.

1. **Review the Student's code of conduct** on the first day of the class during the orientation period. Have the Student sign the form and email it to the teacher. The following are the main headings of the Student's code of conduct.

a) Guidelines for virtual classroom and Account Setup.
b) General information to prevent excessive network load
c) Interactions with teacher, staff, and other students
d) Communication inside of virtual classrooms
e) Communication outside of virtual classrooms
f) Privacy & General Data Protection Regulation Compliance
g) Appropriate use of the internet
h) Disciplinary Action: Violations of the Monse-Heart Student's Code of Conduct.

2. **Communication Inside the Virtual Classroom.**
a) All teachers should provide clear instructions to the students on how they may signal when they have a question. Does the teacher want them to use the hand signal in the chat or type their question? Specify when and how the teacher will answer their questions.
b) While delivering a live session, there could be a lag time, periodically check with students to see if they can follow along with you, and provide them with ample time to post their questions.
c) The teacher should inform the students she may use the "Mute All" button when teaching a class with multiple students.
d) To take attendance, the teacher may have the students turn their webcams on at the beginning and end of each session.
e) The Student should turn their webcam off unless required or if the Student is conducting a presentation. Only the presenter needs to turn on their webcam. Students may voluntarily leave their webcam on unless the teacher requests them to turn it off.
f) The teachers must remain present when the live presentation ends and wait until all the students have logged out of the session.
g) Before starting your live session, be aware that you are on camera and close all sensitive documents before sharing your screen; also, check your browser and other open applications.
h) All teachers must be extra careful to keep the online discussions in moderation, avoid sensitive topics when possible, and never discuss personal information online.

i) Maintain a record of all vital communication details between you and the Student or the Student's parents/guardian. Be sure to send a copy to the Student or Student's parent/guardian to assure accuracy and understanding. Communication could be conducted via email, instant messaging, telephone, or in-person conversations. Important details generally include information related to your Teacher Services, your time frames, and availability to provide Teacher Service, your feedback to Student, schedule changes and delay of providing your Teacher Service, and completion of Lessons,

j) Be aware of copyright laws, and do not use any copyrighted content or images without permission.

3. Cancellation and Rescheduling

1. If you cannot meet with the Student for the previously scheduled session, (i) notify the Student immediately that you are unable to meet and provide an explanation, and (ii) immediately inform Monse-Heart. If you failed to notify the Student in advance due to an emergency, you must give the Student an explanation as soon as possible.
2. Except in the rare case of real emergencies, no Teacher Service (including a Lesson) may be cancelled or rescheduled by a Teacher or Student within 24 hours of the start time.

4. Communication Outside of Virtual Classrooms.

a) Be diligent when communicating with students in writing, use appropriate language, and double-check your message before sending it.
b) Use an appropriate email salutation and Student's name; validate the message with a digital signature at the end of the email.
c) Grab the Student's attention by writing an email subject line.
d) Do not circulate unsolicited advertisements, chains, or spam letters via email.
e) You should never send an email with a heated conversation or respond to such emails.
f) An email should always be short and to the point; if, for any reason, it is going to be longer than usual, mention it in the opening lines to prepare the recipient.
g) Always proofread your message; check grammar and spelling before sending.

My signature below confirms that I have read, and agree to abide by, the teacher's code of conduct. Violations to these guidelines may result in a warning or loss of job from the institutes.

Date _____

Printed Name_____

Teachers Signature _____