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# NETIQUETTE GUIDELINES

A GUIDE FOR WORKING ONLINE



'Providing innovative learning opportunities in  
pursuit of professional excellence'

The rules of etiquette are just as important in the virtual world as they are in the real world. It is important to recognise that poor netiquette can stick around to haunt you. Follow these basic rules of netiquette to avoid damaging your reputation along with jeopardising your online and offline relationships.



## BE RESPECTFUL

Kindness is crucial. We expect all students to demonstrate mutual respect and tolerance for all. We strive to nurture togetherness, to enable all without exception and widen participation.

### Use respectful language

#### Absolutely no

name-calling, bad language, sharing deliberately offensive opinions or saying hurtful things.



To some it may feel easier to be disrespectful without standing face-to-face with someone, it is important to keep in mind that your classmates and lecturers are all people, who are affected by the words you use.

**If you wouldn't say it, don't write it (even if you think you would say it, if it's unkind - keep it to yourself)**

### Be tolerant of others

Respect other people's opinions and differences. Be mindful of your comments, even if you disagree with others.

Help and support your peers, developing new friendships and supportive relationships can still be achieved virtually.

### It's not what you said, it's the way you said it

Do not write comments in caps with exclamation marks, it can be perceived as shouting.

Remember your manners, 'please' and 'thank you' never goes out of fashion.

Sarcasm can be misinterpreted at the best of times, even more so when online, so probably safest to avoid using virtual sarcasm.



### Share with extra care

Due to our privacy policy you **MUST NOT** take screen shots during any online session or learning activity for either your own or any other use. You need permission to take pictures of someone.

Be cautious when sharing your screen, ensure any private/personal information or documents are not shared by mistake.

Don't post or share (even privately) inappropriate material with anyone from college.

Share your professionalism. Online communication comes with a level of anonymity that doesn't exist when you are talking to someone face to face.

**Any form of bullying will be investigated and may result in disciplinary action.**

**Students on professionally regulated programmes need to be aware of both the criminal implications and regulatory implications of misuse of social media and cyberbullying.**



# BE RESPONSIBLE

We endeavour for our students to leave us as future proof individuals with the professional and personal skills to step out in the world with the vital qualities and characteristics to succeed, to value honesty and show strong moral principles. To strive to be the best you can be.

## Be professional and prepared

Be prepared for online sessions. Be ready to take notes. While tutors may have different instructions in different subjects and scenarios online delivery aims to condense the time everyone is present together. It will be beneficial for you to jot down a note on the instructions the tutor is given or important information that is being shared.

Be punctual, log on in time for your session i.e. 5 or 10 minutes before the session start time.

Check your email and CAW email account regularly, there may be important information in there.

Always make an effort to use proper punctuation, spelling and grammar. Trying to decipher a string of misspelled words can slow things down for other readers and cause distractions. Full sentences should be used as you would use in real communication.

Apologise for any accidental breach of etiquette. Apologising shows respect to your peers and your tutor and indicates that you are aware of the problem and acknowledge it.

## Keep your focus

Chat boxes are incorporated for many online classes as a place for learners to share ideas and ask questions related to the lesson. It can be a helpful resource or a major distraction, it depends on how well students know the accepted classroom netiquette. The class chat box is not an instant messenger, it should be used as a learning tool and not distract learners off topic discussions.

Give your full and focused attention. It goes without saying that giving your focused attention is one of the best things you can do to learn efficiently. It can be tempting when online to use another device or engage with someone or something else in your surroundings rather than a meeting you are a participant in.

Avoid distractions, switch your phone to silent, or better still turn it off. Make others in the same area as you aware that you are in an online lecture.

Review your notes and recording later. One of the benefits of online learning, is that you can go back to review sessions if you feel it would benefit a revisit.



## Suss your software

Check out the software before hand if possible, this will eliminate any risk of you having issues on the day.

Ensure you have good internet connection and make it known to the relevant person if you have problems.

Submit files the correct way. It is important to ensure that all files that are produced are in the correct file format and use the correct naming protocol.

There may be instances where background noise may become a concern. To pre-empt this issue, make those around you aware of your needs to focus during lectures. Arrange a quiet spot for your lectures and make it known to others where you will be and when. Use a headset where possible, this enables you to get better audio and reduces the risk of distractions.



# BE SAFE

Student safety is vital to us. The College of Animal Welfare will safeguard (look after) its students and staff. This means that staff will make sure that students feel safe and supported during their time with us. All staff are responsible for safeguarding in the College, regardless of role or level of contact with students, and staff are trained to take preventative and practical actions to keep everyone safe. Each student is supported by a tutor who will help them with coursework and general well-being

## Create a safe space

Have clear non-distracting background. If students must work in a bedroom make sure the background is neutral. Be mindful of any personal belongs or private information that others may be able to see in your background.

Lying in bed or being slumped on the sofa is not a productive position for work, ensure you find a comfortable, functional work space, which allows you to work as you usually would.

Close doors to avoid unexpected visitors. Try to choose a location where others are less likely to pass by or inadvertently interrupt.

## Be presentable

Wear appropriate attire. Learning from the comfort of your home can make it feel desirable to dress down, however learners are encouraged to look presentable and professional as they would normally. During sessions you are encouraged to share your screen through video/webcam in order to engage in discussion and activities. Sleepwear and anything that could be perceived as immodest is not deemed appropriate.

When using your webcam look at the screen, this shows that you are engaging in the lesson and keeps you focussed.

Avoid multi-tasking and concentrate your attention on the individual talking in the meeting. It can be difficult to read physical body language via a video call and maintaining attention can help the speaker to interpret your reaction and gauge when you may want to respond.

## Stay safe online

Keep your information confidential, do not share passwords or login details with anyone.

Check your privacy settings to ensure people cannot gain access to your personal information and keep your personal details private.

Watch out for phishing and scams. Phishing is when someone tries to trick you into giving them information, like your password or personal details. If you receive emails asking you to log into a website, even if they look genuine, go to the app or official site directly.

Cyber-bullying in any form is not tolerated at the College and students are encouraged to think very carefully about anything they communicate to others via social networking, text or email. Students should seek support from their Personal Tutor or a member of the [Customer Advice Team](#) (CAT) if they are unsure or have any concerns.

If you are concerned about a colleague or student, please contact a Safeguarding Officer on **01480 422070** or Email: [safeguarding@caw.ac.uk](mailto:safeguarding@caw.ac.uk) for advice. If you ever believe a person to be in imminent danger, you should call 999 immediately.

# Resources

## Safety

The College of Animal Welfare's free, [online eSafety course](#).

[Keeping safe online](#) – Further information

[Should you stream it? Think before you broadcast!](#)

[Livestreaming Top Tips from Young People](#)

[How secure is my password?](#) Password checker

[UK Safer Internet Centre](#)

[Childline](#) – Staying safe online

[Age UK](#) – Staying safe online

[National Bullying Helpline](#) – Cyberbullying

[Virtual Learning Environment \(VLE\) E-Safety Training for Students](#)

If you are concerned about a colleague or student, please contact a Safeguarding Officer on **01480 422070** or

Email: [safeguarding@caw.ac.uk](mailto:safeguarding@caw.ac.uk) for advice. If you ever believe a person to be in imminent danger, you should call 999 immediately.

## Useful information

[About us](#)

[Student information](#)

[Safety information](#)

[Careers information](#)

[Equality and Diversity](#)

[Student information on the VLE](#)

[Careers advice on the VLE](#)

## Documents

[The College of Animal Welfare's documents and policies](#)

[Making the most of online learning guidance](#)

## Well-being

[Togetherall](#) - All of our staff and students access to free online mental health and well-being support through Togetherall. This service can be used at any time of the day or night, all year round.

[Fika](#) - Fika is a remotely accessible mental fitness platform, empowering individuals with guided mental skills development courses with proven benefits on mental well-being and performance. All staff and students have free access to this app.

[CAW Blog](#) - The College provide regular blog posts relating to well-being

[CAW Buddy Scheme](#) - A Buddy Scheme is available for all students

[Personal support](#) - All CAW students are able to access free, confidential counselling services.

# Thank You!



 The College of Animal Welfare

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