

## Teacher professional development forums

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# Acceptable use policy

Please read this acceptable use policy carefully before using these British Council teacher continuous professional development forums.

Services provided by us may only be used for lawful purposes. You agree to comply with all applicable laws, rules, and regulations in connection with your use of the services. Any material or conduct that in our judgment violates this policy in any manner may result in suspension or termination of the services or removal of user's account with or without notice.

### What is the acceptable use policy?

The Acceptable use policy is a set of principles that defines the way all members should interact, regardless of where they are based and whatever their role on the platform.

### Why is it important?

It helps everyone understand what is allowed and what expectations there are of everybody engaging on the platform.

#### 1. The British Council is open for sharing of different views

All exchange must be focused on topics related to ELT or education more broadly and must be conducted in a professional manner.

All members of the forum are expected to respect other members' right to share their opinions and must not try to impose their views on other members. It is important to remember to always respect other members' or other individuals' legitimate intellectual property rights. Do not plagiarize work and always give credit to the originators of ideas. Do not promote commercial products on the British Council platform.

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## **2. Language matters**

We expect all registered users to use appropriate language in their forum discussions and live sessions. The use of inappropriate language, derogatory comments or aggressive behaviour will not be tolerated and users who engage in such behaviour will have their access terminated and will no longer be able to register on the platform.

This refers to any discriminatory or hostile messages based on person's race, ethnicity, culture, national origin, social or economic class, educational level, sex, sexual orientation, gender identity and expression, age, size, family status, political belief, religion, or mental or physical ability.

Be mindful that members of the forum are (mostly) not native speakers of English so be respectful of different linguistic backgrounds and abilities.

## **3. Being supportive is important**

Teachers registered on the platform come from different backgrounds and have different levels of experience in ELT. We therefore encourage all members to respectfully engage in discussions and encourage other members to participate, even if they do not have extensive ELT experience – it is through interactions like the ones offered in the British Council forums that teachers grow and develop professionally.

It is therefore expected that all members will treat each other with respect and in a supportive way and will avoid any comments that could offend.

We expect all members to treat each other fairly and to refrain from personal remarks and comments.

## **4. Confidentiality is important**

The British Council does not share any information about users with any other parties. In exchanges between teachers through forums and live sessions (meetings and webinars) please refrain from sharing personal information (apart from your names) and general information about the context you are teaching in. Please, do not share any personal data about other users or your students.

Do not share other members' posts without their permission.

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## What must I NOT do when accessing this British Council site?

You must not:

- use this site to break any laws of the country in which you live (and/or any other applicable laws), or encourage anyone else to break those laws
- use this site in any way that prevents, disrupts or interferes with any other person's use of the site
- modify or delete information provided (unless authorised to do so by the site owner), or interfere with, or misuse, data provided as part of this site
- further share with third parties any Content (or other information) that has been shared with you through your use of or access to British Council content
- attempt to hack into the Service, or use any data mining, robots, or similar data gathering or extraction methods
- send unsolicited or unauthorised promotional material
- not post or promote obscene, defamatory, unlawful, offensive or sexually explicit material or which will infringe intellectual property rights, nor abuse, harass, threaten, impersonate or intimidate any other users of the forum
- breach a legal duty (including duties of confidentiality) owed to a third party
- knowingly upload content that contains malware such as viruses or trojan horses.

## Reporting violations

To report a violation of this policy, please click the “report” button on the relevant post(s). Reported posts won't be visible to others. A moderator will assess reported posts and decide whether to delete or allow the post(s) in question. The moderator may contact you for further information.

Or report directly to the British Council Safeguarding team via email [safeguarding@britishcouncil.org](mailto:safeguarding@britishcouncil.org)

If, for any reason, you wish to report concern **anonymously**, you may use **Safecall**. See available country Safecall numbers in Appendix 1.

Safecall is a company based in the UK and provides an independent and external way for you to raise any serious concerns you have. All call handlers are experienced, and security checked. The service is available 24 hours a day, all year round, and in a range of languages. It is accessible from anywhere in the world via telephone. Once your concern is received, they will immediately notify the British Council Global Safeguarding team. The service is designed for the reporting of serious wrongdoing; it is not intended as an emergency or complaints hotline. If you have other concerns, please speak to your moderator or facilitator.

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Safecall IS NOT for reporting technical issues and NOT for any feedback given on the content or processes on TeachingEnglish platforms. Appendix 1 has a list of Countries Safecall numbers.

## How we investigate

All incidents will be investigated. Although you will receive some feedback on the information you have supplied, it may not be possible to share the detail of any subsequent investigation with you as the British Council may be bound by duties of confidentiality. The British Council will consider the concerns raised as a matter of urgency. Any subsequent investigation will be conducted as sensitively and speedily as possible and in a consistent and fair way.

## Confidentiality and anonymity

Safeguarding policy allows everyone to raise their concerns in confidence. So far as possible, your anonymity will be preserved in the course of any subsequent investigation. Depending on the nature of the concern, there may be matters that cannot just be dealt with internally, and external authorities may need to be involved. Should that become necessary, the British Council may need to make a referral without your consent. Wherever possible, you will be informed if such a referral is made.

You can report a concern anonymously. However, we would prefer that you identify yourself, as this will offer a better opportunity to investigate your concerns properly. You can be assured that, provided your concerns are raised in good faith, you will be protected against any detriment on account of raising them. However, should you still feel unable to raise a concern in person, anonymity is better than silence.

## How are you protected

The British Council will not penalise anyone for raising a genuine concern in good faith, even if it turns out to be unfounded. Any member of staff who harasses or victimises someone for raising a concern in good faith will themselves be subject to disciplinary action.

## False or malicious concerns

The Incident reporting process is designed to deal with genuine concerns that are made in good faith. Submission of a concern that is found to be fictitious or made in bad faith (for example, out of spite or for personal gain) will be subject to disciplinary action.

## What happens next?

Your concerns will be taken seriously. The person you have disclosed your concern will review the information you have provided to make a decision on the next steps. They may ask to speak to you to obtain further information as this will enable them to investigate your concerns more thoroughly. Of course, you will be asked for consent.

If you have any questions about the Acceptable use policy, please, email us at [UKTeachingForSuccess@britishcouncil.org](mailto:UKTeachingForSuccess@britishcouncil.org). This policy will next be reviewed in August 2023.

# Appendix 1

## List of Safecall numbers by country

Country	Phone Number	1st Language	2nd Language	International Freephone
<b>Afghanistan</b>	+44 191 516 7787	Pashto	Dari	<b>N</b>
<b>Albania</b>	+44 191 516 7789	Albanian	English	<b>N</b>
<b>Algeria</b>	+44 191 516 7756	Arabic	English	<b>N</b>
<b>Argentina</b>	0800 6662016	LA Spanish	Italian	<b>Y</b>
<b>Armenia</b>	+44 191 516 7788	Armenian	Russian	<b>N</b>
<b>Australia</b>	1800 312928	English		<b>Y</b>
<b>Austria</b>	00 800 72332255	Austrian	English	<b>Y</b>
<b>Azerbaijan</b>	+44 191 516 7788	Azerbaijani	English	<b>N</b>
<b>Bahrain</b>	8000 4264	Arabic	English	<b>Y</b>
<b>Bangladesh</b>	+44 191 516 7756	Bengali	English	<b>N</b>
<b>Belgium</b>	00 800 72332255	Dutch	French	<b>Y</b>
<b>Bosnia Herz</b>	+44 191 516 7779	Bosnian	Serbian	<b>N</b>
<b>Botswana</b>	+44 191 516 7764	English	Tswana	<b>N</b>
<b>Brazil</b>	0800 892 1750	LA Spanish	English	<b>Y</b>
<b>Bulgaria</b>	00 800 72332255	Bulgarian	English	<b>Y</b>
<b>Burma-Myanmar</b>	+44 191 516 7761	Burmese	English	<b>N</b>
<b>Cameroon</b>	+44 191 516 7764	French	English	<b>N</b>
<b>Canada</b>	1877 59 98073	English		<b>Y</b>

<b>Chile</b>	800 200 734	Spanish	English	<b>Y</b>
<b>China (Shared Cost)</b>	4008 833405	Mandarin	English	<b>Y/N</b>
<b>China (Telecom)</b>	10800 4400682	Mandarin	English	<b>Y</b>
<b>China (Unicom/Netcom)</b>	10800 7440605	Mandarin	English	<b>Y</b>
<b>Colombia</b>	01800 9448040	Spanish	English	<b>Y</b>
<b>Croatia</b>	0800 222847	Croatian	English	<b>Y</b>
<b>Cuba</b>	+44 191 516 7768	Spanish	English	<b>N</b>
<b>Cyprus</b>	00 800 72332255	Greek	English	<b>Y</b>
<b>Czech Republic</b>	00 800 72332255	Czech	English	<b>Y</b>
<b>Egypt</b>	0800 000 0059	Arabic	French	<b>Y</b>
<b>Estonia</b>	8000 044514	Estonian	Russian	<b>Y</b>
<b>Ethiopia</b>	+44 191 516 7764	Amharic	English	<b>N</b>
<b>France</b>	00 800 72332255	French	English	<b>Y</b>
<b>Georgia</b>	+44 191 516 7788	Georgian	English	<b>N</b>
<b>Germany</b>	00 800 72332255	German	English	<b>Y</b>
<b>Ghana</b>	+44 191 516 7764	English		<b>N</b>
<b>Greece</b>	00800 44141966	Greek	English	<b>Y</b>
<b>Hong Kong</b>	3077 5524	Cantonese	English	<b>Y</b>
<b>Hungary</b>	00 800 72332255	Hungarian	English	<b>Y</b>
<b>India</b>	000 800 4401256	Hindi	English	<b>Y</b>
<b>Indonesia</b>	001 803 440884	Indonesian	English	<b>Y</b>

<b>Indonesia (if PT Telekom)</b>	007 803 440884	Indonesian	English	<b>Y</b>
<b>Iraq</b>	+44 191 516 7756	Arabic	Kurdish	<b>N</b>
<b>Ireland</b>	1800 812740	English		<b>Y</b>
<b>Israel (Barak)</b>	013 800 72332255	Hebrew	Arabic	<b>Y</b>
<b>Israel (Bezeq)</b>	014 800 72332255	Hebrew	Arabic	<b>Y</b>
<b>Israel (Golden Lines)</b>	012 800 72332255	Hebrew	Arabic	<b>Y</b>
<b>Italy</b>	00 800 72332255	Italian	English	<b>Y</b>
<b>Jamaica</b>	1800 987 1749	English	English Creole	<b>Y</b>
<b>Japan</b>	0120 921067	Japanese	English	<b>Y</b>
<b>Jordan</b>	+44 191 516 7756	Arabic	English	<b>N</b>
<b>Kazakhstan</b>	+44 191 516 7757	Kazakh	Russian	<b>Y</b>
<b>Kenya</b>	+44 191 516 7764	Swahili	English	<b>N</b>
<b>Korea (South) (Dacom)</b>	002 800 72332255	Korean	English	<b>Y</b>
<b>Korea (South) (Korea Telecom)</b>	001 800 72332255	Korean	English	<b>Y</b>
<b>Kosovo</b>	+44 191 516 7789	Albanian	Turkish	<b>N</b>
<b>Kuwait</b>	+44 191 516 7756	Arabic	English	<b>N</b>
<b>Latvia</b>	+44 191 516 7757	Latvian	Russian	<b>Y</b>
<b>Lebanon</b>	+44 191 516 7756	Arabic	English	<b>N</b>
<b>Libya</b>	+44 191 516 7756	Arabic	English	<b>N</b>
<b>Lithuania</b>	+44 191 516 7757	Lithuanian	Russian	<b>Y</b>

<b>Macedonia</b>	+44 191 516 7789	Macedonian	Albanian	<b>N</b>
<b>Malawi</b>	+44 191 516 7764	Chichewa	English	<b>N</b>
<b>Malaysia</b>	1800 220 054	Malay	English	<b>Y</b>
<b>Malta</b>	800 62130	Maltese	English	<b>Y</b>
<b>Mauritius</b>	802 044 0038	English	Mauritian Creole	<b>Y</b>
<b>Mexico</b>	01800 1231758	LA Spanish	English	<b>Y</b>
<b>Montenegro</b>	+44 191 516 7779	Montenegrin	Serbian	<b>N</b>
<b>Morocco</b>	+44 191 516 7764	Arabic	English	<b>N</b>
<b>Mozambique</b>	+44 191 516 7767	Portuguese	English	<b>N</b>
<b>Namibia</b>	+44 191 516 7764	English	German	<b>N</b>
<b>Nepal</b>	+44 191 516 7761	Nepali	Maithili	<b>N</b>
<b>Netherlands</b>	00 800 72332255	Dutch	English	<b>Y</b>
<b>New Zealand</b>	00 800 72332255	English		<b>Y</b>
<b>Nigeria</b>	+44 191 516 7764	Hausa	Yoruba	<b>N</b>
<b>Oman</b>	800 72323	Arabic	English	<b>Y</b>
<b>Pakistan</b>	00800 900 44036	Urdu	English	<b>Y</b>
<b>Palestinian Territories</b>	+44 191 516 7756	Arabic	English	<b>N</b>
<b>Peru</b>	0800 77601	Spanish	Quechua	<b>Y</b>
<b>Philippines</b>	1800 14410499	Filipino	English	<b>Y</b>
<b>Poland</b>	00 800 72332255	Polish	English	<b>Y</b>
<b>Portugal</b>	00 800 72332255	Portuguese	English	<b>Y</b>

<b>Qatar</b>	8000 250	Arabic	English	<b>Y</b>
<b>Romania</b>	0372 741 942	Romanian	English	<b>Y</b>
<b>Russia</b>	810 800 72332255	Russian	English	<b>Y</b>
<b>Rwanda</b>	+44 191 516 7764	Kinyarwanda	French	<b>N</b>
<b>Saudi Arabia</b>	800 8442067	Arabic	English	<b>Y</b>
<b>Senegal</b>	+44 191 516 7764	French	English	<b>N</b>
<b>Serbia</b>	+44 191 516 7779	Serbian	English	<b>Y</b>
<b>Sierra Leone</b>	+44 191 516 7764	English	Krio	<b>N</b>
<b>Singapore</b>	800 4481773	English	Malay	<b>Y</b>
<b>Slovakia</b>	0800 004 996	Slovak	English	<b>Y</b>
<b>Slovenia</b>	0800 81096	Slovenian	Hungarian	<b>Y</b>
<b>South Africa</b>	0800 990243	English	English	<b>Y</b>
<b>South Sudan</b>	+44 191 516 7764	English	Arabic	<b>N</b>
<b>Spain</b>	00 800 72332255	Spanish	English	<b>Y</b>
<b>Sri Lanka</b>	2423109	Sinhalese	Tamil	<b>Y</b>
<b>Sri Lanka (out side Colombo)</b>	011 2423109	Sinhalese	Tamil	<b>Y</b>
<b>Sudan</b>	+44 191 516 7764	Arabic	English	<b>N</b>
<b>Switzerland</b>	00 800 72332255	German	French	<b>Y</b>
<b>Syria</b>	+44 191 516 7756	Arabic	English	<b>N</b>
<b>Taiwan</b>	00 800 72332255	Mandarin	English	<b>Y</b>
<b>Tanzania</b>	+44 191 516 7764	Swahili	English	<b>N</b>

<b>Thailand</b>	001 800 72332255	Thai	English	<b>Y</b>
<b>Trinidad &amp; Tobago</b>	1888 388 1596	English	Tobagonian Creole	<b>Y</b>
<b>Tunisia</b>	+44 191 516 7764	Arabic	English	<b>N</b>
<b>Turkey</b>	00800 4488 20729	Turkish	English	<b>Y</b>
<b>UAE</b>	8000 4413376	Arabic	English	<b>Y</b>
<b>Uganda</b>	+44 191 516 7764	English	Swahili	<b>N</b>
<b>Ukraine</b>	0800 502436	Ukrainian	Russian	<b>Y</b>
<b>United Kingdom</b>	0800 9151571	English		<b>Y</b>
<b>United States</b>	1 866 901 3295	English	LA Spanish	<b>Y</b>
<b>Uruguay</b>	0004 044037	LA Spanish	English	<b>Y</b>
<b>Uzbekistan</b>	+44 191 516 7757	Uzbek	Russian	<b>N</b>
<b>Venezuela</b>	0800 1008696	Spanish	English	<b>Y</b>
<b>Vietnam (Viettel)</b>	122 80725	Vietnamese	English	<b>Y</b>
<b>Vietnam (VNPT)</b>	120 11157	Vietnamese	English	<b>Y</b>
<b>Yemen</b>	+44 191 516 7756	Arabic	English	<b>N</b>
<b>Zambia</b>	+44 191 516 7764	English	Bemba	<b>N</b>
<b>Zimbabwe</b>	+44 191 516 7764	English	Shona	<b>N</b>