05 - Guardian Guide

How parents and guardians accept invites, view linked learners, see marks and reports, create support tickets where allowed, and protect learner privacy.

Use this guide for testing, pilot, and early user onboarding. Screens may change while OTE Learn is being improved. If a menu item is missing, your role may not have permission to use it.

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1. What guardian mode is

Guardian mode gives an authorised guardian view-only access to selected learner information. It is designed for parents, guardians, sponsors, or authorised representatives who need to follow learner progress.

- Guardian mode is not an admin account.
- Guardian mode does not allow changing marks.
- Guardian mode does not allow writing assessments.
- Guardian mode does not give access to other learners.
- The institution controls what the guardian can see.

2. Accepting a guardian invite

1. Open the guardian invite email.
2. Click the invite link.
3. Choose Microsoft or Google sign-in.
4. Sign in with the exact email address that received the invite.
5. The system checks the invite token and email.
6. If successful, your guardian access is linked.
7. Open Guardian Mode to view linked learners.

If you sign in with a different email, the invite may fail. Sign out and sign in with the invited email address.

3. Viewing linked learners

A guardian can be linked to one or more learners. A learner can also have more than one guardian.

- Select the learner you want to view.
- Check the learner name before viewing reports or marks.
- If a learner is missing, contact the institution.
- If the wrong learner appears, stop using the page and report it immediately.

4. Marks and reports

- You can only see marks and reports that the institution has released.
- Unreleased marks may not appear.
- Reports may be grouped by academic year and period.
- Report PDFs should not be shared publicly.
- If a report seems wrong, contact the institution instead of editing it.

5. Calendar, notifications, and support

- Calendar may show assessment dates and school events where allowed.
- Notifications may show reports, support updates, or institution messages.
- Support tickets may be available if the institution allows guardians to create tickets.
- Use support respectfully and give clear details.

6. Guardian privacy responsibilities

- Do not share your login.
- Do not post learner reports or marks on social media.
- Do not forward reports to unauthorised people.
- Tell the institution if your email is compromised.
- Ask the institution to remove your guardian access if you should no longer have access.