COVID-19: Remote Learning and Online Safety

Relevant school policies regarding safety and welfare of pupils and staff continue to apply during COVID-19 lockdowns. These are:

- The Staff Code of Conduct (8/21)
- Code of Conduct & Behaviour Policy (8/21)
- Policy for the use of Electronic Media (8/21)
- Child Protection Policy and Procedure (8/21)
- Health and Safety Policy (1/21)
- Policy for processing and retention of personal data (5/18)

These policies include acceptable use of technologies, staff pupil/student relationships and communication including the use of social media. These apply equally to the new online conferencing platforms and distance learning arrangements which are being used during this COVID-19 pandemic. It is important that our school continues to provide a safe environment for pupils and staff, albeit virtual.

It is also our responsibility to ensure any personal data (phone numbers, email addresses, electronic communications) is handled in accordance with GDPR requirements.

Our Health and Safety Officers, Eleni Karakonstanti and Sarah Houghton, continue to oversee online safety.

Our Designated Safeguarding Lead, Dorothea van Breda, and deputies Maria da Costa, Julian Coxon and Amanda Bell continue to oversee and safeguarding or child protection concerns.

Online teaching

If the school has to close during the pandemic and pupils are not attending school in person, teaching and learning is to be carried out online, via email and recordings, in some cases, using the online conferencing platform *Zoom*.

When working with pupils online, staff should continue to follow the school's Policy for use of Electronic Media (8/21) where applicable, and the Staff Code of Conduct (8/21)

During the Coronavirus lockdown, staff:

- may communicate with pupils via group text, WhatsApp groups, email and online conferencing platform (Zoom) as needed.
- must ensure that the pupils' parents, and their mentor, know how and when they are communicating with children.
- must use school email accounts, and not personal ones, when sending and receiving emails from pupils.
- must inform the email administrator (Stella Ottewill) immediately if they change their school email password (this is also a requirement under normal circumstances). The email administrator has access to all school email accounts.

Zoom Security Protocols

The following security settings will guard against 'zoombombing'[1] and disruption to Zoom sessions:

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[1] Zoombombing is an incident where an uninvited person deliberately enters a zoom session in order to disrupt it.

- Use PMI (Personal Meetings ID) Settings (This will automatically require participants to use a password to access the session)

- Participants video – OFF (You can turn this on once the meeting starts)

- In Advanced Options: Enable Waiting Room (You can see who is in the waiting room and decide whether or not to admit them)

- In Advanced Options: Mute Participants on Entry (This minimises disruption when you admit someone after the session has started)

- In Advanced Options: **Do not** 'enable join before host' (The teacher (host) should be the first to join the session)

- The meeting link and details should only be sent to participants and should not be shared the beyond the students in the class.

Staff should monitor and consider new developments in security provided by Zoom or other conferencing platforms.

In the event of a 'zoombombing' incident:

Staff should pre-empt problems by learning in advance how to do these things.

- Disable Video: Click 'participants' at the bottom of the screen and disable the video next to the participant's name to block unwanted, distracting or inappropriate gestures.

- Mute participants or Mute All: In the same way, mute all or individual participants, to block unwanted or inappropriate words or sounds.

- Expel a Participant: still in that participant's menu, you can mouse over a participant's name, and several options will appear. Click "Remove". They will not be able to re-enter the meeting.

- Lock the Meeting: when you're in the meeting, click Participants at the bottom of your Zoom window. In the participants pop-up box, you will see a button that says Lock Meeting. When you lock the meeting, no new participants can join, even if they have the meeting ID and password.

- Prevent Participants from Screen Sharing: In the host controls, click the arrow next to Share Screen and click Advanced Sharing Options. Under "Who can share?" choose "Only Host" and close the window. Decide at before the session whether participants need to screen share and, if not, disable it beforehand.

- Attendee On-Hold: if you need a private moment, you can put attendees on-hold. Click on the attendee's video thumbnail and select 'Start Attendee On-Hold'. The attendee's video and audio connections will be disabled momentarily.

For full instructions and tips on these features, see: https://support. zoom.us/hc/en-us/articles/115004809306-Controlling-and-Disabling-In-Meeting-Chat
Or https://support.zoom.us/hc/en-us/ articles/203749815-Managing-IM-groups

guidance from the UK Safer Internet Centre on safe remote learning and from the London Grid for Learning on the use of videos and livestreaming is available for teachers to help plan online lessons and/or activities safely.

Teachers planning any online and distance learning have a duty to ensure that children who are being asked to work online have very clear reporting routes in place, and are made fully aware of these, so they can raise any concerns they may have whilst online.

These routes are detailed in the school's Safeguarding: Child Protection Policy and Procedure (8/21). In addition, support can be sought from:

- Government guidance on remote learning: https://www.gov.uk/guidance/safeguarding-and-remote-education-during-coronavirus-covid-19
- NSPCC: https://learning.nspcc.org.uk/news/covid/undertaking-remote-teaching-safely
- Childline
- UK Safer Internet Centre - to report and remove harmful online content
- CEOP - for advice on making a report about online abuse

It is especially important that staff make parents and carers aware of what their children are being asked to do online, including the sites they will asked to access, and be clear who their child will be interacting with online.

Some parents and carers may choose to supplement the school online offer with support from online companies and in some cases individual tutors. Support for parents and carers to keep their children safe online can be sought from:

- Internet matters
- London Grid for Learning
- Net-aware - NSPCC
- Parent info
- Thinkuknow - National Crime Agency
- UK Safer Internet Centre

Advice is provided here by the Department for Education on appropriate filters and monitoring systems: guidance on what "appropriate" looks like

The following contacts will give support when needed:
UK Council for Internet Safety
UK Safer Internet Centre's professional online safety helpline
Hounslow Borough Council: https://www.hounslow.gov.uk/coronavirus

Mental health and Safeguarding

Negative experiences and distressing life events, such as the current circumstances, can affect the mental health of pupils and their parents. Teachers should be aware of this in setting expectations of pupils' work while they are at home.

It is recommended that staff undertake the Educare online training in handling issues of mental health in young people.

The DfE's guidance on mental health and behaviour in schools sets out how mental health issues can bring about changes in a young person's behaviour or emotional state which can be displayed in a range of different ways, and that can be an indication of an underlying problem. This government document gives further information: mental health and behaviour in schools.
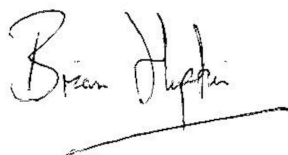
Teachers and tutors can give support to our children and students over the phone, with their parents' knowledge. If you think it is inappropriate in a particular situation to inform a pupil's parent(s), contact one of the Designated Safeguarding Leads (DSLs) for advice.

It is important that all staff who interact with children, including online, continue to look out for signs that a child may be at risk. Any such concerns should be reported to one of the school's DSLs.

The DSLs will continue to handle concerns according to the school's Safeguarding and Child protection policy. Where appropriate, referrals will still be made to children's social care and, as required, the police.

Classroom management tips for teachers conducting lessons online

- Disable private chat: To ensure that students focus on the lesson at hand, meeting hosts can limit students' ability to chat amongst one another while a meeting is in session or in-meeting chat can be disabled in its entirety.

- Mute participants or Mute All: Instructors (hosts) can mute/unmute participants. This will allow instructors to block unwanted, distracting or inappropriate noise from the session.

- Prevent Participants from Screen Sharing: In the host controls, click the arrow next to Share Screen and click Advanced Sharing Options. Under "Who can share?" choose "Only Host" and close the window.

- You can also change these settings under the "Security" tab in the later versions of Zoom.

Approved by the Chair of Trustees

Review date: August 2022