

Digital Safeguarding in Education

Information specifically related to digital platforms and safeguarding has been disseminated to staff via:

- emails to Head Teachers from Director and/or Heads of Education
- dedicated pages on the new Inverclyde Glow Support Team
<https://tinyurl.com/y8qerqm5>

Below are some relevant extracts pertaining to safeguarding when using digital platforms (as at 10/01/21).

Please note that Education Scotland have recently revised their guidance for parents. This is located on the Glow Connect site: <https://glowconnect.org.uk/about-glow/glow-for-parents/>

Glow helpfully indicate the following: *“Online safety is of utmost importance in the delivery and management of Glow. Glow is **not an open system**, and should be viewed as an extension of the school/education establishment. Only learners, and adults who require access in relation to their role as teaching or support staff, are provided with Glow accounts. All adults will have been Disclosure Scotland checked at minimum prior to their individual Glow account being created. Therefore parents/carers logging in using their child’s Glow account and using Glow is not permitted; and in addition schools should not issue children’s Glow accounts directly to parents.”*

Please note that school Head Teachers or Digital leads can contact Norman Greenshields for advice on the issuing of Glow passwords during this Covid lockdown period.

Advice & Guidance

Communication Channels – Staff to Learners:

Staff should only use authorised channels of communication such as:

- Telephone (SMT/pastoral care staff only) – it is advisable not use personal devices/numbers
- school email via Glow – **do not use personal email accounts**
- Microsoft Teams via Glow

Glow Email

All students and staff should be encouraged to set up a recover email address.

Check carefully before sending emails to students/staff (Glow gives access to a Global Address List which covers the whole of Scotland so mistakes can result in emails going to the wrong user).

Videoconferencing/live streaming

Teams video conferencing within Glow is available for **staff-to-teams** communication. Glow/Education Scotland now have different settings for adult users compared to student users. This allows staff to be able to link with other staff colleagues on an individual basis. However in the case of working with students, this can only be done in a team/group basis.

In general **staff should not work 1-2-1 with students through Teams however there are exceptional circumstances where this might be the only option to providing a pupil with their education.** In these circumstances a risk assessment should be carried out to identify mitigations to allow this to happen e.g. recording of sessions, presence of other staff in the team during sessions. This should be completed and signed off by the Head of Establishment and the pupil and the family made aware and involved in this process.

Over the last few months, teachers have successfully delivered live lessons and Team meetings on the glow Team platform with students. Indeed these live lessons have been delivered both from the classroom and home situation. In a few instances, teachers have delivered a lesson directly to both the class and simultaneously to others at home. However, this requires access to a camera and microphone on the class computer and also careful planning of the lesson to make sure that all the required resources are accessible to all participants. Where possible, the presence of another member of staff on the team meeting lesson is helpful. It allows for a member of staff to monitor the online chat and assist the class teacher in delivering the lesson.

Since August 2020 it has been possible to link with pupils through the Teams video conferencing/meeting and to see them on camera. Pupils and staff however may opt to not make use of the camera for many different reasons. All users of Glow should respect an individual's rights to choose not to appear on camera.

When a meeting has been set up, all participants will be placed in the online lobby until the member of staff hosting the meeting is present. It is advisable for the teacher to start the meeting promptly, so that they can let students join the lesson/meeting. The team presenter controls the ability to let others present their screens/resources. It is not advised that staff try to bypass this lobby process, as it ensures that the behaviour of students is always being monitored by a member of staff.

All Glow users are recommended that the background image be blurred or hidden. If a user chooses not to blur their background, they should consider carefully what can be viewed in the background or indeed if clues to their home location can be identified. As indicated previously, Glow should not be accessed by parents and so teachers should alert their Head Teacher's to any incidents where parents try to engage with the

lesson/meeting. The teacher has the ability at any point to stop the online meeting, if concerns arise.

A recent extension to Teams has created the ability to make use of breakout rooms. These will be very useful when working with smaller groups of students. This change however does need to be planned in advance. Again it is important to note that putting pupils into a break out room means they still remain as participants. So teachers need to consider how they will monitor the activity happening in each room and also who they need to set up as presenter for that room. Again it is encouraged that staff consider trying this out with their staff colleagues first to get used to managing the settings and to pair up with colleagues when using this aspect with students.

Please be mindful that no Privacy Impact Assessment has been carried out for other platforms, such as Zoom, and issues over the privacy, security and malware could result in serious difficulties for schools who choose to ignore this advice.

Wellbeing and learning check-in with pupils through online meetings

It is possible to do this within a Team. It is important however that the teacher again remember that these wellbeing discussions cannot involve parents on Glow. It is also wise to consider carefully the content of discussions, as it is possible that parents may be working in the same room at home. Please remember that as meetings have to involve groups of people, the context of the discussion needs to be carefully considered.

In the case of learning check-ins, it is always good to plan times for students to discuss how they are getting on with their learning tasks. Feedback of course can be given in many different formats online, including written and verbal through the pupil area of the Team class OneNote.

Frequency and length of live meetings

Clearly how you organise this will be quite different for Primary and Secondary teachers.

It is however important not to forget that the best learning requires some degree of independent work. Pupils need time to be dedicated to the completion of their own learning activities.

So it is advised that teachers plan their lessons around the identified outcomes and a set of activities/assignments/resources. Teachers can make use of the online live lesson to provide the necessary introduction/pupil support and pupil feedback and of course the identification of next steps.

Alternatives to live streaming

Creating short videos is a good way to deliver key messages to pupils and parents. These can be hosted on Glow Blogs, Teams or embedded into Wakelets. Please note that all Glow Blogs have a fixed memory limit, so keep any videos short and if required, do some housekeeping to remove out of date videos from the blog, after a period of time. Staff of course now have the ability to post videos on their school area of Clickview.

Joining Classroom or Teams

Be careful when publishing joining codes for Classroom or Teams on public forums such as Twitter or school websites, as any teacher/student from across Scotland could join using the codes. Teachers who join can change the code resulting in some of your own students being locked out.

Communication Channels – Staff to Staff:

Staff communication channels are likely to be well established and may include:

- school email
- Microsoft Teams
- Microsoft Teams video

Communication using Teams is subject to factors such as your own home broadband connection level, overall use of Glow Teams at that particular time of day and Broadband companies altering their normal connectivity at different times.

In these instances, our simple advice is to consider turning off the cameras and rely on discussion aspect, whilst using the chat facility with Teams to allow individuals to raise their questions. Any meeting online does need a good chairperson.

Video-conferencing – Supporting colleagues

Teams video conferencing within Glow are available for **staff-to-staff** communication. This is an effective way to keep in touch with your colleagues even if just to share a coffee break.

Access to online resources & GDPR

- GDPR compliance continues to be the responsibility of the school.
A comprehensive list of Privacy Impact Assessment approved apps can be found on the Continuity of Learning Sway (Glow sign in required). A list of online resources to support learning has been compiled and can also be found on the sway but please note many resources can be used without the need to create an account or sign in and although this may restrict access to some features it would avoid having to scrutinise Privacy Statements and Terms & Conditions and complete a PIA. If in doubt please contact our Council GDPR Team.
- We are aware that a number of app providers/suppliers are currently offering their products free to schools – please note:
 - if the app has already been approved (see Approved PIA list above) then it is likely to be compliant, however, please follow any advice note attached to the approval
 - if any identifiable information needs to be shared with the company e.g. pupil email address and the resource has not already been through the Inverclyde's PIA approval process then **DO NOT** sign up for this resource.

In addition to the above, staff were also reminded of the following:

- **Don't** upload any identifiable/personal information onto Glow or OneDrive
- **Don't** transfer identifiable/personal information onto non-encrypted external drives
- Staff given Aventaill access and an education laptop to use at home should be aware that they are using filtered and monitored internet access, i.e. a password protected VPN which is ultimately linked to our normal safe

Filming video at home: Helpful advice if being published publicly

- Remove personal photos or anything that may identify other members of the family from the background.
- Be aware of anything in the background that you may not want children to see – your wine rack (or similar)
- Be aware of anything in the video that may identify where you live i.e. what can be seen through the window/door.
- No pupil or staff names to be mentioned in videos
- Deal with any potential noise disturbances before starting e.g. washing machine
- Don't film directly in front of a window, either facing or in front of, as the light will cause you either to be put in the shade or perhaps over-exposed. (Shutting blinds or curtains negates this).
- Be careful of wee people or pets in the house as they may make a guest appearance at an inappropriate time.

Education Scotland Support

Education Scotland has collated a broad range of online resources for all practitioners who are planning remote online learning opportunities for their learners. These resources will continue to be developed over the coming weeks

<https://education.gov.scot/improvement/learning-resources/supporting-online-learning-links-for-teachers/>

Pages have also been added to digilearn.scot

<https://blogs.glowscotland.org.uk/glowblogs/digilearn/remote/> for 'supporting online learning for teachers'. These pages have been developed by the curriculum teams in Education Scotland and practitioners viewing any of Education Scotland's websites will be directed to these pages for support.

Our new Inverclyde Glow Support Team also contains links to:

- GTCS Engaging Online Guidance

<https://www.gtcs.org.uk/News/news/gtcs-scotland-publishes-guide-online-good-practice.aspx>

- SWGfL (South West Grid for Learning) Online Safety and Security links <https://swgfl.org.uk/coronavirus-guidance-and-resources/>
- National Cyber Security Centre <https://www.ncsc.gov.uk/information/resources-for-schools> and their blog <https://www.ncsc.gov.uk/blog-post/helping-school-staff-to-work-safely-online>
They have advice on video conferencing
- The Inverclyde advice on supporting our vulnerable families. <https://bit.ly/2W3jat0>
- Instructions and resources to allow you to set up a SEEMIS Launcher on your home computer giving you access to Progress & Achievement and the Tracking and monitoring systems. Those with Aventa! provision can access SEEMIS as normally done through the desktop icon. <https://tinyurl.com/y9qxr2p7>
- Digital advice on delivering Blended Learning, the National e-learning offer and so much more.

Should you have any difficulties with Glow or aspects connected to SQA work, then please contact Norman.Greenshields@inverclyde.gov.uk

Any difficulties with aspects of SEEMIS should initially be directed to Ross.Scullion@inverclyde.gov.uk

