

# Digital Learning Renfrewshire

Children's Services

Video  
Conferencing  
Guidance



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## Using Video Conferencing with Learners

The use of digital platforms for remote learning has increased exponentially in recent months and the facility to interact with learners, via live 2-way video, could complement the delivery of digital learning and enrich engagement. We have given some thought to how to manage safely interactions between adults and learners online to ensure that everyone feels safe and secure with these changing working arrangements.

Safeguarding and online safety advice is available from [Unicef and partners](#). In addition, the GTCS have recently published some [guidance on engaging online](#).

Google Meet and Microsoft Teams are video conferencing platforms, available to Renfrewshire Council education staff, from within the national digital platform Glow. Following the implementation of technical changes to Google Meet and Microsoft Teams, Education Scotland has enabled video conferencing for learners. Head Teachers should submit a Notification of Use form to the Digital Learning Team (**see Appendix 3**) to indicate that their establishment is using live video conferencing with learners. This is a 'once-only' notification, individual requests from teachers do not need to be submitted to headquarters.

When considering how this facility might be used, schools are advised to discuss and develop a policy regarding matters such as appropriate use and parental communication/consent. It is recommended that such a policy requires members of staff to confirm they have read, and will adhere to, the guidance and procedures for safe use of video conferencing with learners that is outlined in this document.

The following information and guidance should be considered by Head Teachers before such approval is granted. It is the responsibility of the Head Teacher to ensure staff have access to training and support to use such technology effectively and safely.

It should be noted that:

- Renfrewshire's Acceptable Use Policy must be signed by all users prior to using video tools
- The only videoconferencing platforms that are currently approved for use with learners in Renfrewshire are Google Meet and Microsoft Teams **within Glow**
- Videoconferencing is an effective way to keep in touch with pupils, provide support, reinforce and deliver new learning, however, this communication tool should only be considered if staff are confident and comfortable using the technology and deem it to be the best way to engage learners

## Overview

### Functionality:

Video calls	Teachers can create a video call that learners can join - teachers can see students and vice versa; learners are able to join video calls but not create them
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## Considerations, Risks & Mitigations – Google Meet and Microsoft Teams Meeting

Only create a Google Meet (video calls) with learners through the Google Classroom feature - not through Calendar invites or Meet URLs.	This prevents pupils using meeting links to continue or return to the meeting after the teacher has left.
Use the End Meeting option within the Microsoft Teams meeting controls when the lesson is complete.	This prevents the learners from continuing the meeting after the teacher has left.
Use Meet Link in Google Classroom.	This means Meet URLs cannot be used by anyone outside of Renfrewshire and only a teacher can start such meetings; calls will terminate when the last person leaves (i.e. teacher).
Use the meeting unlock facility in Microsoft Teams,	This means staff can monitor who is joining the meeting.
External attendees, such as guest speakers, can join Meets if created directly from Google Meet or scheduled via Calendar.	Teachers need to accept the external join request which means they can vet who they allow into a Meet; learners should never be invited in this way. Unknown attendees should be rejected.
External attendees must join meetings prior to learners to validate identity.	Teachers need to ensure external attendees arrive prior to learners.
Staff should set the lobby settings in Teams prior to issuing a meeting invite to ensure no user is able to access the meeting unsupervised – this includes external attendees.	Teachers should familiarise themselves with the lobby settings in Teams. You can find a guide <a href="#">here</a> .

Staff should set the host controls in Google Meet prior to issuing a meeting invite to ensure no user is able to access the meeting unsupervised – this includes external attendees.	Teachers should familiarise themselves with the host control settings in Google Meet. You can find a guide <a href="#">here</a> .
There is no facility to record meetings in Microsoft Teams within Glow.	Education Scotland are working with Microsoft to review this.
Learners can join Meets hosted by another Google Workspace for Education tenancy (e.g. a business, education establishment or individual).	Learners should be reminded of online dangers and encouraged to follow good digital hygiene – see Dos and Don'ts below.
Learners can join Teams meeting hosted outside of Glow.	
Learners must join video meetings using their Glow credentials.	Learners may not be able to access learning resources if not authenticated through Glow – encourage all learners to sign in prior to any lesson.
Google Workspace for Education and Microsoft Teams are an evergreen product and subject to change with little or no notice.	Establishments will be informed of changes if/when information is received from Google/Microsoft and Education Scotland but should note that changes can occur at very short notice.
Consumer accounts now offer Google Meet (approximately 2 billion account holders worldwide); learners could join a Meet when using their Glow account.	Google have indicated that they are working on adding technical controls that will prevent learners joining consumer Meets but no date has been confirmed as to when this change will be implemented.
Video display in Teams is currently limited to 9 x 9 video.	Teachers should use the desktop app to maximise the view of learners and ensure additional staff are present in meetings involving learners to increase supervision. Screens should only be shared when required to ensure maximum participant video visibility. Use the participants tab to see who is in your meeting.

The following guidance will provide some support and advice for all staff should the use of video conferencing with learners be sanctioned by the Headteacher. Individual establishments may wish to incorporate these guidelines into their own bespoke policy on video conferencing with learners. Further guidance on Google Meet and Microsoft Teams are in **Appendix 1 and 2**.

## Using Video Conferencing with Learners - A Guide for Staff

Video conferencing can now be used by staff to create video calls with learners through Glow – using Google Workspace for Education and Microsoft Teams. All users should be aware of privacy and safeguarding policies, as well as any bespoke establishment guidance, before making use of this service.

The following guidance and advice will help practitioners to set up and manage video calls with learners, helping to ensure these are positive and safe experiences for all participants.

Before you begin, you should:

- position your device/webcam strategically (particularly important if video conferencing from home): a plain background is preferable to minimise distractions and maintain privacy – you can have a customized or blurred background, which will appeal to learners.
- position your device/webcam with the brightest light source in front of you; backlit presenters are difficult for users to see properly
- if video conferencing at home, staff should ensure they are dressed appropriately e.g. no pyjamas, football colours or offensive logo T-Shirts.
- place your device on a desk/table to maintain a stable image
- choose a quiet area or use headphones to minimise noise
- indicate to others that you are video conferencing, consider using a sign, to avoid interruptions
- ensure you are confident with the technology and familiar with how to:
  - set up a Google Meet i.e. how to use the Google Classroom feature and Meet Link
  - OR**
  - set up a Microsoft Teams meeting
  - Remove/re-admit learners
  - mute microphones
  - share screen
  - adjust settings
  - troubleshoot common problems learners may experience

Familiarisation is best achieved by undertaking practice video conferencing with colleagues before going 'live' with learners.

## Classroom Management & Organisation

As with physical classroom management, learners will need to have clear guidance on how to conduct themselves in the virtual classroom; you may consider using your first video conferencing to set out your expectations and co-create a set of rules with learners. Ensure you are well prepared in advance with a clear structure and format:

- all learners must be signed into Glow to access these tools
- Renfrewshire's Acceptable Use Policy must be signed by all users prior to using video tools
- only use school-based accounts to communicate with learners
- discuss and agree upon expectations of good online meeting practice with learners in advance of meetings, including appropriate use of video
- all Google Meets must be created via Google Classroom - the latter will need to be set up in advance of any planned videoconferencing
- all Microsoft Teams meeting must be linked to a Class Team – again this will need to be set up in advance of any planned videoconferencing
- ensure all activities are posted in the Classroom/Team in advance of the video conferencing meeting and check all necessary permissions are set correctly (view-only, collaborate, assign individual copy per student, etc.) on attached documents
- enlist the support of another colleague to co-present the video conferencing. This could include:
  - **welcomer** - after the teacher gets the 'lesson' gets underway it is useful to have someone designated to greet latecomers and provide a quick summary of what has been missed (via chat)
  - **questioner** - can unmute their mic to alert the teacher to good questions that have been posted in the chat or any technical issues e.g. teacher screen not sharing properly
  - **linker** - copy links posted by the teacher during the lesson and repost links should someone ask for them later in the lesson
  - **timekeeper** - alert everyone when approaching the time if the teacher allocates a time for an activity or part of the lesson
- start the lesson promptly, reminding learners the lesson is being recorded (if appropriate) and that mics should remain on mute unless called upon to unmute
- consider welcoming learners with a short, pre-recorded video or slides introduction; this would also give time to troubleshoot any technical issues
- share/agree learning intentions and link to activities that are assigned in the Classroom/Teams site
- group work can be undertaken by using shared collaborative documents, you can dip in and out of different 'groups' to check on progress and provide feedback
- individual assignments can be viewed in real time and feedback provided instantly as pupils work on their documents (e.g. if using Google Docs) and differentiation can be achieved via Classroom/Teams by assigning tasks to specific learners or groups

- plenary - exit passes can be pushed out using the Share to Classroom feature in Classroom or by posting as an Assignment, Question, Quiz during the meeting
- at the end of the lesson instruct learners to **'hang-up'** and use the **End Meeting/End Meeting for all button**.

## Breakout Rooms

Microsoft have released breakout room functionality within Teams Meetings. This allows meeting organisers to create breakout rooms, and allocate meeting participants for small group working within the main meeting.

Glow's guidance <https://glowconnect.org.uk/teams-in-glow/teams-meetings-with-learners/> is that for learner safety we recommend that additional staff members are present within meetings and that learners should not be unsupervised within Teams meetings. The introduction of breakout rooms makes this more challenging to achieve, and there is the increased risk of learners being unsupervised with video enabled within breakout rooms. On that basis **we strongly recommend you consider carefully how breakout rooms are used with learners**.

The existing guidance <https://glowconnect.org.uk/teams-in-glow/managing-a-teams-meeting/> is also that the **end meeting option should be used** by the meeting organiser to remove all participants at the end of a Teams meeting. Please note that this will not end any associated breakout rooms. The separate **'close rooms' option** within the Breakout room control panel must be used to close the rooms and remove participants from the breakout rooms before ending the main meeting.



## Safeguarding & Child Protection

Remember that, should you see or hear anything in a video meeting with learners that causes you concern, you must follow the usual child protection procedures, as outlined in Standard Circular 57.

## Summary DOs and DON'Ts for using Video Conferencing

- **Do not** invite learners to Meets through calendar
  - **Do not** share Meet codes or URLs with learners
  - **Do not** just leave a Meet/Teams with learners left unattended
  - **Do not** share meeting URLs with external attendees
- 

- **Do** use Classroom Meets or Teams when meeting with learners
- **Do** invite learners to Meets created using a Meet Link at top of your Google Classroom
- **Do** invite learners to Teams using a class code
- **Do** ensure you use the End Meeting/End Meeting for all button
- **Do** stream if you are presenting to a large audience
- **Do** ensure that all users are aware of acceptable use
- **Do** ensure Hangouts Chat/Meeting Chat is only used when appropriate
- **Do** carefully consider your use of Breakout rooms with learners
- **Do** allow external attendees to join meetings prior to learners to ensure they can be identified

## Acknowledgements

We would like to acknowledge and thank Aberdeen City Council, South Lanarkshire Council and Education Scotland for sharing their materials to help produce this guidance.

## APPENDIX ONE



### Google Meet Guidance Overview

Google Meet can now be used by learners accessing Google Workspace for Education through Glow to join video calls with members of staff. All users should be aware of local privacy and safeguarding policies before making use of this service.

Users can find further guidance on using Google Meet in Workspace for Education in the links below:

- ❖ [Google Meet Guidance](#)
- ❖ [An introduction to Google Meet](#)
- ❖ [Setting up a Google Meet](#)
- ❖ [Google Meet in Classrooms](#)

## APPENDIX TWO

### Microsoft Teams Meeting Overview Guidance

Microsoft Team video conferencing can now be used by learners through Glow to join video calls with members of staff. All users should be aware of local privacy and safeguarding policies before making use of this service.

Users can find further guidance on using Meetings in Teams in the links below:

- ❖ [Meetings in Teams](#)
- ❖ [Getting started with Teams](#)

## APPENDIX THREE



### Notification of use of Video Conferencing with Learners

Approval from the Head of Establishment should be granted prior to teachers using video conferencing platforms with learners.

The form below must be completed by the Head of Establishment to notify the Digital Learning Team that the establishment is using video conferencing with learners and to confirm appropriate procedures are in place to manage its use.

Head Teachers need only submit a Notification of Use form **once** – individual requests by teachers to use video conferencing with learners should not be sent to headquarters, instead these should be dealt in-house by the Head Teacher.



### Video Conferencing with Learners

#### Notification of use

<b>Establishment</b>	
<b>Name of Headteacher</b>	

<b>Video conferencing platform – please indicate</b>	<input type="checkbox"/> Google Meet within Glow <input type="checkbox"/> Microsoft Teams within Glow
<b>Agreement</b>	All staff who will be engaging with video conferencing with learners within my establishment have read, and agree to adhere to, the guidance issued by Renfrewshire Council

Signature \_\_\_\_\_

Date \_\_\_\_\_

Please send this form to: [DigiLearnRen@renfrewshire.gov.uk](mailto:DigiLearnRen@renfrewshire.gov.uk)

An acknowledgment of Notification of Use submissions will be sent from the Digital Learning Team to Head Teachers. Any concerns or issues that may arise should be reported to the Digital Learning Team.

## APPENDIX 4

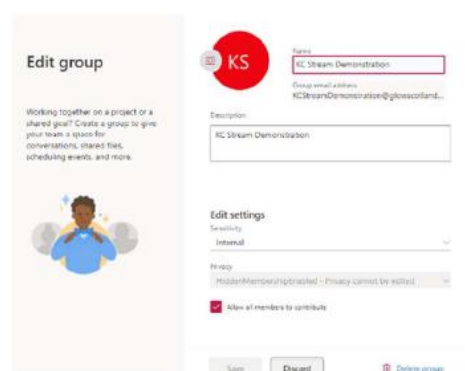


### Microsoft Stream Guidance Overview

Stream uses O365 Groups for its structure. Groups created elsewhere within the tenancy will be available to use within Stream e.g. Teams. However, it is important that staff configure the group correctly for use in Stream, whether they create the group in Stream or use an existing group.

**KEY NOTE:** Group owners should ensure before uploading any video that they access the group settings in Stream and uncheck 'allow members to contribute'.

When this setting is enabled any members of a group e.g. learners can edit, delete, change permissions or replace video content uploaded by a staff



Staff will also be asked to review the Glow community rules (<https://glowconnect.org.uk/security-and-privacy/glow-community-rules/>), which includes a section on Video in Glow, before uploading content.

Please note that Teams meeting recordings are no longer stored in Stream and this work does not impact the ability to record meetings. This remains disabled and under review and updates will be provided at <https://glowconnect.org.uk/contingency-planning/>.

### O365 Video Migration

Content has been migrated from O365 Video to Stream. You will need to update your links from Video to the new Stream link.

Full details of content migrated is at:

<https://docs.microsoft.com/enus/stream/migration-experience#what-gets-migrated-over-from-office-365-video-tostream>

Video Channels in O365 Video have been converted to groups in Stream. Channels in Stream are a tagging mechanism, not permissions like in O365 Video. This was carried out automatically by the migration process and the permissions model replicated between the two services.

Staff should ensure that the permissions on the migrated groups in Stream are correct.

## Risks and Mitigations

	Risks	Mitigation
R01	<p>The permission model in Stream is different to O365 Video, where the permissions were at the channel level.</p> <p>Permissions within Stream to access content are at each individual video.</p> <p>The default permissions applied can vary depending on the upload method.</p>	<p>Staff should familiarise themselves with the permissions and ensure they are using the appropriate settings on each video and not just accepting the defaults.</p> <p>Learners should not be made owners of videos.</p> <p>Videos should not be made companywide unless the content is appropriate for all users in Glow.</p>
R02	<p>Incorrect setting of permissions on videos may result in learners being able to replace a staff member's content with something inappropriate, and/or change the permissions on the content.</p>	<p>Staff should familiarise themselves with the permissions and ensure they are setting the appropriate settings on each video and not just accepting the defaults.</p> <p>Any groups used for content should have 'allow members to contribute' unchecked.</p> <p>Staff should review content regularly and verify permissions are correct.</p> <p>Learners should not be made owners of videos.</p>
R03	<p>Content may be shared with an audience wider than intended.</p>	<p>Staff should familiarise themselves with the permissions model in Stream and ensure they are setting the appropriate settings on each video and not just accepting the defaults.</p> <p>Staff should be aware that a public group will allow all users in Glow to see the content within that group. This does not just apply to Stream.</p> <p>Staff should ensure permissions can only be altered by users authorised to do so.</p>

		<p>Staff should not make videos companywide unless they are suitable for all users in Glow.</p> <p>Any groups used for content should have 'allow members to contribute' unchecked.</p> <p>Learners should not be made owners of videos.</p>
R04	<p>"Allow members to contribute" settings on Groups allows members of the group to edit videos uploaded by a staff.</p> <p>This includes replacing videos even if they are not permitted to upload content normally e.g. learners.</p> <p>The content remains attributed to the original uploader.</p> <p>This could result in inappropriate content being uploaded by a learner and being attributed to a staff member.</p>	<p>Any groups used for content should always have 'allow members to contribute' unchecked.</p> <p>Learners should not be made group owners.</p>
R05	<p>Staff should be aware of the content of the videos they are uploading, and that it is suitable for educational use and complies with local policies and legal requirements.</p>	<p>Staff should have an understanding of local policies regarding video content e.g. permissions.</p> <p>Staff should not post videos where they do not have permission to do so e.g. copyright or consent.</p>