

INFORMATION FOR EDUCATORS (AND OTHER STAFF)

Supporting young people

Be sure to familiarise yourself with, and regularly discuss, the Glow Community Rules with children and young people and ensure they understand them, using terminology that best suits their age and abilities. The rules should be reflected in any other guidance material related to Glow which is provided to staff, learners and/or parents and carers as appropriate.

In addition, be sure to support learners in the safe and appropriate use of individual services within Glow, taking advantage of the range of materials included on Glow Connect.

Care when using Glow

As well as following the Glow Community Rules, educators and other staff should:

- Never share their personal account details to allow anyone else to access Glow;
- Never access the system with another user's details;
- Always be careful when accessing Glow in a public space;
- Never use Glow to make contact with learners unless it is part of your job;
- Never use Glow to promote commercial ventures; and
- Always report any concerns you have about the inappropriate use of Glow in line with your local procedures. You should use the Glow Report a Concern process which can be found on Glow Connect:

<https://blogs.glowscotland.org.uk/glowblogs/help/about-glow/report-a-concern/>.

Storing & sharing information on Glow

Microsoft O365, Google for Education and Glow Blogs enable you to store and share a large volume of information within Glow. Only information related to the delivery of education should be created, stored and shared in Glow. Other systems utilised by your organisation, such as SEEMiS, HR and financial databases exist for specific purposes and should be used for storing sensitive information, including, but not limited to, personal details about pupils, records of educational achievement, staff records and financial information etc.

Exam papers, with the exception of past papers, should not be stored in Glow.

Before storing or sharing information on Glow, consideration should be given to the nature of the information (in line with your organisation's information handling policies). This should take account of the damaging consequences to an individual, school or local authority if the information was lost, stolen, accidentally disclosed or misused.

Most Glow services are not designed to support the storage of:

- special categories of personal data (Article 9 of GDPR);
- personal data relating to criminal convictions and offences (Article 10 of GDPR);
- commercial information; and
- financial information.

This means that data relating to, for example, child protection concerns or information about an individual's physical or mental health, ethnic origin or cultural beliefs should not be stored in the system. Similarly, other information relating to, for example, criminal proceedings or matters of a commercially sensitive nature should not be stored in the system.

If your organisation has decided to implement additional security controls, they may deem that some services within Glow support content falling within the categories above. You must consult your organisation's acceptable use policy for guidance before using Glow for storing or sharing of said information.

Taking the above into account, the following prompts may help to guide you when making judgements about whether Glow is a suitable place to store/share information:

Test to be applied	Examples	Suitability for Glow
I would be happy for this information to be openly shared in the classroom.	<ul style="list-style-type: none"> • Learning/teaching resources. • Information relevant to the curriculum. • Lesson plans. • School websites. • Blogs relating to class activities. 	<p>USE Glow. Information can be shared widely according to personal preference.</p>
I would be happy for this information to be shared with, or overheard by, my colleagues within the staff room.	<ul style="list-style-type: none"> • Information relating to individual children's preferences, likes and dislikes. • Exchanges between teachers regarding learning journeys of individual children. • Exchanges between teachers regarding additional support provision within the classroom. • Non-sensitive information relating to pupil and staff absence. • Personal Learning Plans. 	<p>USE Glow in line with the acceptable use policy for <u>your</u> organisation taking care to protect the content for the appropriate audience.</p> <p>This category of information should not be accessible to learners.</p>
I would only wish this information to be discussed in private. I would NOT be happy for this information to be seen or heard by others outside of my control.	<ul style="list-style-type: none"> • Staged Intervention reports. • Information relating to disciplinary procedures in respect of a member of staff. • Information regarding a pupil's attendance at a Children's Hearing. • Details of a child protection concern. • Information regarding a criminal investigation. • Commercially sensitive information. • Information relating to health concerns. 	<p>DO NOT use Glow UNLESS your organisation has additional security controls in place and explicitly authorises the use of Glow for these purposes. Other systems are likely to be the more appropriate place for these types of information. However, Glow is not precluded from having a role, particularly regarding creation and collaboration, <u>with subsequent deletion</u> and more appropriate storage elsewhere. Please refer to <u>your</u> organisation's</p>

		policy documents for guidance.
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Glow has been used in a number of different ways in the past. The above information should support you in deciding whether your current approach to using the system is still appropriate and should be reviewed regularly. Consideration should also be given to the device or network being used and the security protections in place.

Managing information on Glow

You should ask yourself the following questions in relation to all of the information you decide to include on Glow:

- Am I fully aware of the range of the information I have stored on Glow?
- Is it still appropriate and necessary for me to have this information stored on Glow?
- Do I need to include a handling note for this information? For example:
“This email should not be circulated beyond the named recipients. Store securely if printed and destroy any paper copies appropriately.”

These points should be considered in full recognition of your organisation’s acceptable use policy regarding Glow and your organisation’s processes and procedures for handling information (including public records). If further guidance on information handling matters is required, please consult your local Information Security Officer.