



# DIGITAL LEARNING RENFREWSHIRE

## VIDEO CONFERENCING WITH LEARNERS

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GUIDANCE DOCUMENT

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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 distance 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. Until recently this has only been enabled for staff-to-staff communication. Following the implementation of recent technical changes to Google Meet and Microsoft Teams, Education Scotland has enabled video conferencing for learners, including recording capability within Google Meet. This increased functionality is provided by Education Scotland on a temporary basis and will be reviewed at the end of September 2020. 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:

- 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
- Renfrewshire's Acceptable Use Policy must be signed by all users prior to using video tools.

## 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
Live stream*	Teachers can create a link, through Google Calendar, which allows up to 10,000 users within RC to watch a stream; attendees can watch, pause and rewind during the live stream
Record*	Teachers can record sessions (via settings) with all recordings saved into teacher Google Drives; staff must be particularly mindful of safeguarding and security issues

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\* these functions are only temporarily available and will be reviewed in September 2020

## 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 meeting nicknames in Google Meet	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 (ie teacher)
	Meets with no nickname could result in learners joining an unmonitored video call at any time without staff being present
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

External attendees are not permitted in Glow hosted Teams meetings.	Teachers can not invite external users.
Google recordings include the active speaker (could be a teacher, a learner, a group of learners) and anything being presented	Attendees' should be informed that Meets are being recorded; teachers need to therefore be very mindful about allowing learners to become 'active speakers' as such recordings must not be shared with learners. This facility only exists until end September 2020.
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 G Suite tenancy (eg 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.	
Livestreaming links in Google Meet - co-presenter links should not be shared with learners	Learners should only have access to links that allow view-only permissions meaning they cannot actively participate in the livestream or control streaming and recording
G Suite 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.

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 G-Suite 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 – Teams allows you to 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 videoconferencing, 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 nickname
  - OR**
  - set up a Microsoft Teams meeting
  - remove/readmit learners
  - mute microphones
  - share screen
  - adjust settings
  - record Meets (in Google Classroom)
  - 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 eg 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 (eg 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 **ensure you are the last to leave the Meet** in Google Meet or use the **End Meeting button** in Teams

## 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

Google Meets	Microsoft Teams
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 meeting nicknames in Google Meet	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 (ie teacher)
Do not share Meet codes or URLs with learners	Meets with no nickname could result in learners joining an unmonitored video call at any time without staff being present
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
External attendees are not permitted in Glow hosted Teams meetings.	Teachers can not invite external users.
Google recordings include the active speaker (could be a teacher, a learner, a group of learners) and anything being presented	Attendees' should be informed that Meets are being recorded; teachers need to therefore be very mindful about allowing learners to become 'active speakers' as such recordings must not be shared with learners. This facility only exists until end September 2020.
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 G Suite tenancy (eg a business,	Learners should be reminded of online dangers and encouraged to follow good digital hygiene – see Dos and Don'ts below.

education establishment or individual)	
Learners can join Teams meeting hosted outside of Glow.	Do not require participants to enable video. There may valid reasons why they are not enabling their camera.
Livestreaming links in Google Meet - co-presenter links should not be shared with learners	Learners should only have access to links that allow view-only permissions meaning they cannot actively participate in the livestream or control streaming and recording
G Suite 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

## 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.

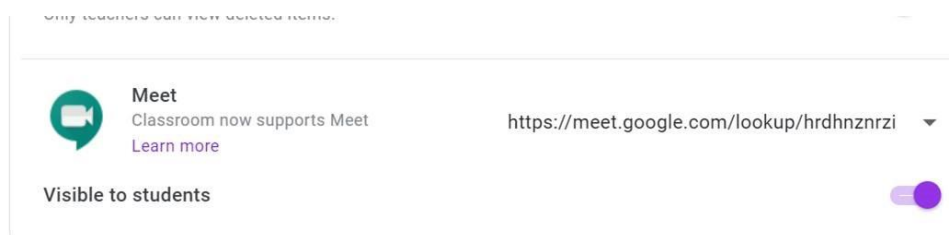
## APPENDIX ONE

### Google Meet Guidance Overview

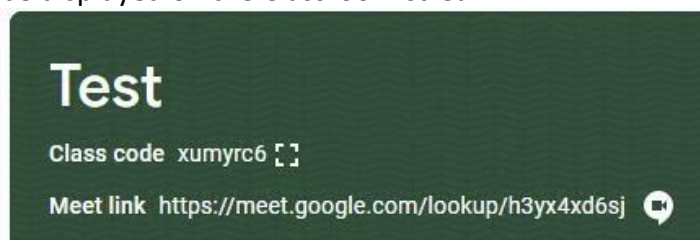
Google Meet can now be used by learners accessing G Suite through Glow to join video calls with members of staff. This is an opt-in service being made available to Glow customers/local authorities to help support educators in light of the COVID-19 crisis. All users should be aware of local privacy and safeguarding policies before making use of this service.

#### How to set up and end a video meeting with learners:

1. Only users with Staff accounts can initiate Meets. Any Meet with a learner involved should be created using a meeting nickname. Meets created through Google Classroom will automatically be created with a nickname. It is advised that Classroom is always used when you want to have a video call with learners.
2. Nicknames give additional protection to Meets as they can only be used within the organisation and Meets with nicknames will end as soon as the last person leaves. Further guidance on nicknames and Classroom Meets can be found in the links below.
3. You need to turn on the Meet Link in your Classroom to allow learners to access the video conference. To set up the Meet Link, use the cog at the top right of the screen and scroll down to make Meet visible to the students:

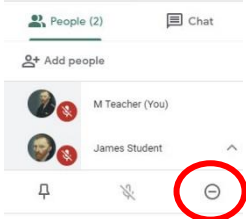

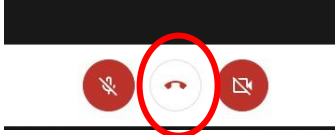


4. When a Meet is set up within a Classroom there will be a link generated and it can be displayed on the Classroom stream.



5. Using a Classroom Meet means that learners cannot join the Meet before it starts and the Meet will end when the last person leaves. This means that staff are in control as all learners can be removed before leaving the call.

- To end a Meet, staff hosting should make sure all attendees have left and then leave themselves. Each step of this is shown in the table below. Attendees can also be muted as shown in A in the table.

		
<p>A) Remove attendees</p>	<p>B) Check you are the only</p>	<p>C) Close the Meet</p>

- When a Classroom Meet ends it will not start again until a member of staff next accesses it and starts the Meet. Learners will see the message below when trying to access through the Classroom link:
- Staff should not create Meets with learners through Google Calendar or Google Meet by sharing join codes or the associated URL, i.e. [meet.google.com/xxx-xxxx-xxx](https://meet.google.com/xxx-xxxx-xxx). These types of Meets can be attended by people external to the organisation and attendees (including learners) could re-join with staff being present.
- Staff wishing to invite external peers to Meets for collaboration will need to accept each of them individually into the Meet as they join but should be aware that they can re-join after this initial acceptance. If the attendee has a Google account they may be able to join automatically.
- Staff may also wish to record Meets using the option available through the settings when a Meet has begun. This is a temporary service made available by Google until 30th September 2020 and all recordings will be saved in your Google Drive. This can be used to share Meets with anyone unable to attend, reuse lessons or to refer back to if required. This date is under review with Education Scotland.
- If staff members decide to record Meets, they should ensure that they have all attendees' permission to do so. This should form part of the Acceptable Use Agreement signed each year. Further to this, they should be aware that, if a learner is sharing video, then they would appear on the recording depending on the view selected by the staff member doing the recording.
- There is a further temporary option until 30th September 2020 that allows staff to live stream Meets. This can be done by a link created through Google Calendar. This would allow up to 10,000 users within the tenancy to watch a stream and gives attendees the ability to pause and rewind.
- If learners are joining live streams then only the live stream link should be shared with them to prevent them taking part and presenting. The Meet link should only be shared with colleagues to co-present. Invites should not be sent to learners as they would include the Meet link.

14. Google Hangouts Chat is also enabled by default for all users when video is enabled for learners. This is a separate instant message facility and staff should make learners aware of appropriate use. These chats are recorded and can be inspected by administrators.

Users can find guidance on how to use these tools in the below links:

- ❖ [Google Meet in Classrooms](#)
- ❖ [Google Meet Nicknames and General Guidance](#)
- ❖ [Google Meet Recording](#)
- ❖ [Google Meet Streaming](#)

## 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: [edsupport@renfrewshire.gov.uk](mailto:edsupport@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.