Durham Trinity School & Sports College

Nurture, Believe, Thrive, Succeed

Guidelines on use of Video Calling during the COVID 19 Pandemic

Please note: This document should be read in conjunction with the Online Safety, Data Protection/GDPR and Safeguarding Policies. All procedures from the aforementioned policies will apply at all times in addition to the guidelines stated within this document. This document will only remain in use whilst the restrictions of the COVID 19 pandemic are in place.

Definitions:

What is video conferencing or calling?: 'Video conferencing is a live audio and video conversation between 2 or more people in different locations, conducted using phone, tablet, laptop or desktop computer.' (NCSC: Video Conferencing Facilities: Using them Securely).

The guidelines within this document apply to **live, interactive or synchronous** video. This is defined by South West Grid for Learning (SWGfL) as being 'student and staff connected in the same service at the same time - ie live video and audio.'

Introduction and aims

It is crucial to ensure all members of the school community are taking steps to work in a safe environment whilst undertaking remote teaching/learning/working. These guidelines support Durham Trinity School and Sports College's Online Safety and Safeguarding Policies and have been created to ensure safe use of technology away from the school.

The guidelines aim to:

- Set rules on the use of video calling/conferencing and remote teaching for staff, pupils and parents/carers whilst working from a remote location or home
- Establish clear expectations for the way all members of the school community engage with each other online
- Support the school's policies on data protection, online safety and safeguarding
- Support the school in promoting and teaching pupils about safe and effective internet and ICT use

Guidelines for Staff Members when using video calling services:

- Staff Members are not permitted to use personal devices when making video calls or delivering online lessons to parents/pupils. Devices provided by Durham Trinity School and Sports College should be used for this purpose.

- Staff should only use the permitted Video Calling software as recommended by Durham County Council. The software recommended for this purposes is either Microsoft Teams (for Welfare Calls) or Google Classroom (for remote teaching and learning).

- A test call should be made prior to making any video calls to parents/ carers or pupils.

- Members of staff should use work email addresses to activate a Teams account. Personal email addresses should not be used under any circumstances. A strong password containing a combination of upper and lower case letter, numbers and special characters should be in use at all times.

- Google Classroom allocated email addresses should be used to coordinate and deliver remote online lessons where pupils are in 'live' attendance.

- The member of staff initiating the video call should ensure that a third party (staff member) is present throughout the call for monitoring and safeguarding purposes. This should be a permanent member of staff or a member of agency staff. The third party (staff member) will not be required to take an active part in a welfare call using Microsoft Teams. Please note that the third party (staff member) does not have to be in the room from which the call is taking place and that it is acceptable for the third party to 'dial in' to the video call. For online lessons, a Teaching Assistant may be present to support pupils learning and be involved in the lesson.

- Any safeguarding concerns detected during a welfare video call or online lesson should be recorded and the usual safeguarding procedures should be followed as per the safeguarding policy.

- Calls made using video calling services should not be recorded unless with explicit permission from the Headteacher. If a call is recorded, parents/pupils should be informed and give their consent prior to the commencement of the recording.

- Staff members conducting a video call or online lesson should ensure they use the prescribed recording proforma to note the date and time of the call, the duration of the call, anything which went wrong during the call and the participants present during the call. A record should be made of any participants who left the conversation early or who arrived late to the conversation. A record of welfare calls only, should also be made on CPOMS for the attention of the safeguarding team.

- Staff members should carefully consider the pupils age and ability to participate in the video call before agreeing to make contact with parents/carers or pupils in this way. It is not compulsory that welfare calls or online learning be made in this way.

- Privacy settings should be activated at all times.

- Where live video and audio is being used, staff should carefully consider the location in which their call is taking place. This should not, under any circumstances, be conducted in a bedroom or bathroom location.

- The parent/carer **must** be present in the room for the duration of the call. If parent/carer does not wish to be visually present on the call they must regularly notify the staff member conducting the call, using audio communication, that they remain present in the room. If a staff member is not aware that a parent/carer is present they will terminate the call.

- Staff members should be appropriately and professionally dressed during the video call.

- Staff members should be alert to any background noises or discussions from their environment and should ensure that the background displayed during the video call is appropriate and professional. A blurred background is available within the settings of the application, if appropriate.

- A 'classroom standard' of behaviour will be expected from all participants throughout the video call.

- No personal information should be shared during the video call. GDPR and Data Protection procedures should be followed as per the School's policies.

- No other tabs/programmes should be open on the screen at the time of the call unless they are being used to deliver education to the pupil the staff member is speaking with.

- All participants must sign the appropriate Acceptable Use document and consent form prior to conducting a video call.

- A reminder about Online Safety should be given, by the member of staff conducting the call, at the beginning of the call where appropriate or necessary.

- Video calls should only be made during school hours. This will be from 9.00am to 3.30pm, Monday to Friday.

Guidelines for Pupils and Parents/Carers when using video calling services:

- Pupils and Parents/Carers should only use the permitted Video Calling software as recommended by Durham County Council. The software recommended for this purposes is either Microsoft Teams (for Welfare Calls) or Google Classroom (for remote teaching and learning).

- Pupils/Parents should only use a Microsoft Teams dedicated account set up using a parental email address. This will give guest user access and should only be used for the purposes of home/ school communication. Personal accounts should not be used for this purpose. A strong password containing a combination of upper and lower case letter, numbers and special characters should be in use at all times.

- Google Classroom allocated email addresses should be used to access remote online lessons where pupils are in 'live' attendance.

- Calls made using video calling services should not be recorded by the parent/carer or pupil.

- If a parent/carer or pupil has concerns about the conduct of a member of staff or any safeguarding concerns this should be reported to a member Durham Trinity School's Senior Leadership Team (SLT). The SLT can be contacted using the school office telephone number (0191 3864612) or the dedicated Safeguarding Mobile Telephone Number (07860 777378). The Safeguarding Mobile Telephone Number will be contactable between the hours of 9am and 5pm from Monday to Friday.

- As well as reporting routes to school, age appropriate and practical support is available from services such as:

- Childline – https://www.childline.org.uk/
- UK Safer Internet Centre – https://www.saferinternet.org.uk/
- CEOP – https://www.ceop.police.uk/safety-centre/

- Where live video and audio is being used, parents and carers should carefully consider the location in which the call is taking place. This should not, under any circumstances, be conducted in a bedroom or bathroom location.

- The parent/carer **must** be present in the room for the duration of the call. If parent/carer does not wish to be visually present on the call they must regularly notify the staff member conducting the call, using audio communication, that they remain present in the room. If a staff member is not aware that a parent/carer is present they will terminate the call.

- All participants should be appropriately dressed whilst the video call takes place. Nightwear is not permitted under any circumstances.

- Parents/Carers should be vigilant to any discussions, conversations or background noises present in their environment whilst the call takes place.

- A 'classroom standard' of behaviour will be expected from all participants throughout the video call.

- All participants must sign the appropriate Acceptable Use document and consent form prior to conducting a video call. A parent is permitted to sign the documentation on behalf of a pupil should this be most appropriate.

- Parents and Carers should discuss how to keep safe online with the pupil prior to commencing any video calls (where appropriate). Parents and Carers should also set age-appropriate parental controls on digital devices and use internet filters to block malicious websites.

- Support for parents/ carers to keep their children safe online includes:

- Internet matters – https://www.internetmatters.org/
- London Grid for Learning – https://www.lgfl.net/online-safety/
- Net-aware – https://www.net-aware.org.uk/
- Parent info – https://parentinfo.org/
- Thinkuknow – https://www.thinkuknow.co.uk/
- UK Safer Internet Centre – https://www.saferinternet.org.uk/

- No other tabs/programmes should be open on the screen at the time of the call.

- Privacy settings should be activated at all times.

- Technical Support is available, if required, via the School Office (0191 3864612) or by using the 'Contact Us' option on the School Website.

- Video calls should only be made during school hours. This will be from 9.00am to 3.30pm, Monday to Friday.