SAFEGUARDING

PRINCIPLES AND PRACTICE
IN AN ONLINE SETTING

Live video instrumental lessons using MS Teams/Vscene

September 2020

Safeguarding

Principles and practice in an online setting.

Principles and Practice for teachers and instructors who may be providing face to face live online conferencing/video instrumental lessons in situations where provision is required but face to face contact is not possible.

This may include:

- Teachers/instructors providing remote seminars via live video conferencing.
- Teachers/instructors providing remote one-to-one or group instrumental lessons via video conferencing, web platforms.
- For privacy and security reasons teacher/instructor-pupil video conferencing for instrumental lessons can only take place using Vscene – no other platform is authorised for use in any circumstances.

In all such situations staff are reminded that they are required to abide by the following guidelines:

- All issues related to online Child Protection [CP] should be addressed in the same way as for face-to-face teaching i.e. all CP issues must in the first instance be referred to the Instrumental Music Service Manager who can in turn liaise with authority Child Protection Officers [CPO]
- East Ayrshire Child Protection Policy
  http://eacintranet/Services/Education/Education-Circulars/Standards/57-Child-Protection.pdf
- East Ayrshire Council Acceptable Use Policy http://eacintranet/Services/DemocraticServices/Resources/PDF/ITS-5---Acceptable-Use-Policy-Governing-the-use-of-Communication-Systems.pdf

Principles:

The aim of this safeguarding policy is to:

- Support a safe and secure online working environment for both staff and pupils
- Provide staff, parents and pupils with clear guidance on East Ayrshire Council policy on safe online instrumental teaching by video conferencing on MS Teams and Vscene
- Ensure all issues related to online Child Protection [CP] should be addressed in the same way as for face-to-face teaching i.e. all CP issues must in the first instance be referred to the Instrumental Music Service Manager who can in turn liaise with authority Child Protection Officers [CPO]

Practice:

Teachers/instructors will:

- Ensure that Glow email addresses are used when communicating with pupils – personal email addresses must not be used
- Ensure that live video lessons only take place using MS Teams/Vscene which are the only platforms authorised by East Ayrshire Council
- Using MS Teams/Vscene use the 'scheduled meetings' option to set up a time-limited Teams/Vscene class to ensure that pupils cannot interact unsupervised on the platform
- Ensure that each Teams/Vscene session has its own unique pin code and that this information is only shared with pupils in that particular session
- Discuss roles and responsibilities with pupils at the outset of delivery to establish protocols and expectations from the outset and agree class rules and standards of behaviour.
- Notify all pupils and parents of any cancelled lessons or changes in arrangements
- Routinely use the 141 prefix to anonymise their personal phone number when communicating with parents as required
- Ensure a full attendance record is kept for each pupil and each video lesson
- Ensure a written record of work for each pupil for all sessions is kept, including start and end times
- Adhere to professional standards of dress when in front of the camera
- Ensure that the background for teaching is professional and does not contain images or information that should not be shared – positioning in front of a blank wall is recognised as good practice if possible
- Remember that what is captured by their camera is what pupils will see on their screens – it may be helpful to ask a 'critical friend' to check what the camera shows within the learning environment

Pupils will:

- Only use their Glow email address when communicating with their teacher/instructor
- Dress appropriately for all video lessons being aware of modesty and respect for others
- Ensure the home location they log in from is appropriate giving consideration to background, camera angle and privacy
- Ensure that no other persons are visible on camera during the lesson - positioning in front of a blank wall is recognised as good practice if possible
- Be punctual for all lessons
- Access files required for each lesson in advance and have all material to hand
- Make sure they have all power adaptors, laptops, devices, screen connections ready before the lesson begins
- Ensure all equipment is set up safely i.e. no trailing cables/trip hazards
- Submit all assignments on time in line with agreed protocols
- Show respect for everyone in the online lesson

The following additional information is relevant to both staff and pupils for live instrumental lessons via MS Teams and Vscene:

- Teachers/instructors are required to meet professional standards and expectations at all times
- Teachers/instructors must not provide their personal mobile phone number to pupils and must neither be in receipt of nor make contact on pupils' personal phone numbers
- Pupils must not share their personal mobile phone number with staff
- Video lessons must take place in locations and situations which meet the professional and safeguarding expectations as set out in this document
- Clothing worn by teachers/instructors should be appropriate for the situation – these expectations also apply to pupils and the teacher/instructor should terminate and reschedule the session as appropriate if it is felt they are not being met
- Should a teacher instructor become concerned by anything that they hear or see during a video lesson this should be reported to the Instrumental Music Service Manager for support and guidance
- Teachers/instructors may not record video lessons for any purpose
- Pupils may not record any video lessons for any purpose

In all cases of live video instrumental lessons, if there is any doubt about any aspect set out above, staff should not proceed with the video lesson and should contact the Instrument Music Service Manager for further support and guidance.

FAQs:

1. What do I do if a pupil joins the instrumental lesson from an inappropriate location?

Ideally pupils will log into the lesson from a public area in their home. In some circumstances this may place a burden on family spaces, however, no pupil should join a lesson from a bedroom – this should be made clear to parents and pupils.

Instrumental teaching staff should assess each situation and confer with the Instrumental Music Service Manager if they are uncomfortable with the location pupils are logging on from.

Using MS Teams Instrumental teaching staff can use the 'turn off incoming video function' to disable the pupil's camera if there is a concern over background and this would be considered appropriate procedure in such an instance.

Using the Vscene management console, staff can turn off a pupil's camera if there is a concern over background and this would be considered appropriate procedure in such an instance.

2. A pupil speaks or behaves inappropriately in the online lesson – how do I react?

All normal standards of behaviour apply in an online instrumental lesson. Behaviour issues should be dealt with in the same way that they would if the incident had taken place in a normal school environment.

Staff should seek guidance and support from the Instrumental Music Service Manager as necessary.

3. A pupil shares something inappropriate on their screen – what should I do?

Using MS Teams Instrumental teaching staff should use the 'remove participant' function to remove the offending pupil from the lesson and immediately inform the Instrumental Music Service Manager of what has happened.

Using Vscene Instrumental teaching staff should use the management console to remove the offending pupil and inform the Instrumental Music Service Manager of what has happened. s

Where it is not possible to identify the offending pupil the lesson must be terminated for all pupils. All pupils in the lesson can then be contacted as soon as possible after the event to inform them what happened and the arrangements for future lessons.

The Instrumental Music Service Manager should be informed and as per CP guidelines the instrumental teacher must write a full account of the facts of what has happened to allow the matter to be investigated.

4. **What do I do if pupils are signing into an instrumental lesson dressed inappropriately?**

This should be dealt with in the same way as it would be in the face-to-face setting.

If pupil attire makes the teacher feel uncomfortable then the teacher should use the Vscene management console to turn off their camera and must inform the pupil that the lesson cannot take place until the issue is resolved.

5. **A pupil asks for a one-to-one online chat about a serious issue that is concerning them. What is the protocol for that?**

The key here is a chat about a *'serious and concerning issue'.* This is a very different situation to the normal interaction within a one-to-one instrumental lesson.

Where a pupil wishes to discuss a *serious and concerning issue*, staff should seek to avoid this online one-to-one situation with a pupil. Where it is judged that a pupil needs to discuss a serious issue an arrangement can be made for another time online with two members of staff present in the meeting. If a pupil refuses to have another person present in the meeting the member of staff must inform the Instrumental Music Service Manager who will liaise with Pupil Support in the pupil's school.

6. **An unexpected visitor joins the instrumental lesson. How do I react?**

If the visitor is in any way malicious the member of staff should immediately use the management console to eject them from the instrumental lesson.

Where the visitor's intent is unclear the instrumental teacher should establish who they are and how they came across the 'join' information for the lesson. Once this is established the instrumental teacher can then act to remove the visitor from the lesson and remind all pupils of the need to keep MS Teams and Vscene join codes strictly confidential.

The member of staff should then immediately act to change the pin code and share this information with pupils.

Additional sources of advice/guidance

VScene Security Policy
https://mailchi.mp/5be202138821/vscene-technical-broadcast-vscene-10-end-of-life-1353077?e=53e9173e70

Links from National Improvement Hub
https://education.gov.scot/improvement/learning-resources/supporting-online-learning-links-for-practitioners/

Links from DigiLearnScot
https://blogs.glowscotland.org.uk/glowblogs/digilearn/remote/

20 Safeguarding Considerations for Lesson Livestreaming
https://static.lgfl.net/LgflNet/downloads/digisafe/Safe-Lessons-by-Video-and-Livestream.pdf

GTCS
http://gtcsnew.gtcs.org.uk/web/FILES/the-standards/GTCS_guidance_engaging_online.pdf

Microsoft Office Teams – Safety Advice
http://support.office.com/en-us/article/keeping-students-safe-while-using-meetings-in-teams-for-distance-learning-f00fa399-0473-4d31-ab72-644c137e11c8?ui=en-US&rs=en-US&ad=US#ID0EBBAAA=FOR_educators