

Procedures & Protocols for Using Video Calling

**At The Federation of Follifoot & Spofforth CE Primary Schools our vision is that everyone will;
LOVE, LEARN & THRIVE.**

LOVE

We love and nurture each individual.

LEARN

We are passionate about inspiring learning.

THRIVE

We value the uniqueness of each individual's achievements.

Our vision translates directly into these procedures and protocols in that;

LOVE

All children will be treated kindly and in a nurturing fashion. We will continue to show that we care for our children when they cannot attend school.

LEARN

We aim to provide for children as best as we can when they cannot attend school. Keeping in touch when not attending school will support their learning.

THRIVE

All children have the opportunity to thrive in a safe welcoming and inclusive environment. Their behaviour and that of their peers allows them to thrive.

We believe that everyone is equal and has the right to be treated with dignity and respect. Our school is a place where everyone should be able to thrive in a loving and hospitable community. These principles fully apply when making use of video calling.

As a result of schools being closed to the majority of children due the Coronavirus pandemic (March 2020) The Federation has decided to make use of video calling. The two platforms it will use are;

Zoom and Microsoft Teams.

Aims

The aims of using video calling are;

- Work efficiently by contacting multiple children at the same time
- Support and encourage children via direct contact
- Answers questions and provide support to accompany learning resources sent

Safe Use

The safe use of this technology ensuring children and adults are kept safe and protected is of paramount importance. Before using this technology with children it has been tested between colleagues.

The following protocols are in place to control the potential risks of;

- Zoom-bombing
- Risk of phishing
- Privacy concerns
- Recordings
- Private zoom meetings
- Inappropriate content
- Data Protection
- Poor privacy controls and security

Safe Use Protocols;

- Always hosted by school adults using a school account set up using a work email address.
- Two staff present in all calls
- Meetings planned in advance with emails to parents email addresses only
- New meeting code and password for each meeting
- Meetings in school hours only
- Clear advice and guidance provided to parents (see parent letter)
- Children reminded at start of call to speak kindly and politely
- Waiting room function used – only host to allow entry
- Meeting locked 10 minutes after the start
- Staff to adhere to same code of conduct as when working in school
- Staff to dress professionally and appropriately with appropriate background
- Settings established by the host to maximise security e.g. deactivate private chat, control over audio muting etc - More detail including setting up security measures for hosts can be accessed in the Zoom guide 'Securing Your Zoom Meeting'.

Recording

Although there is the option to record calls typically this function will not be used. The schools do not record conversations in classrooms and at present we so reason to record calls. We will ask that everyone accessing calls respects this and does not attempt to make their own recordings of calls or take screen shots. If it becomes apparent this is taking place we would have to cease our use of this technology. For the safety of the children and adults there will always be two school adults present throughout the call.

If there were ever circumstances where users felt it was appropriate to make a recording this would be done in the full knowledge of all users. It would be explained to all users that this was being done for safety purposes. It would also be explained that recordings are kept on our school devices and no-one is permitted to view them without good reason and with permission from the Headteacher.

Parent Letter

Friday 1st May 2020

Dear Parent

We know the importance of keeping up to date with you and your children. We have decided to make use of a product called Zoom for video-calling -<https://zoom.us/> We will be using school based accounts for this, so you do not need to buy anything or create an account.

I would like to reassure parents that using Zoom is neither compulsory or required. We continue to offer phone calls from staff also. As with anything new we will find our way together doing our best to make it work for everyone using it.

Much of the following information and advice is common sense and I am sure, for frequent users, will be well known. It is however critical we do all we can to ensure technology is used safely. We all have a role to play in this. As a school we will do all we can to ensure it is used safely and we ask for your help with this also.

Safe Use Protocols

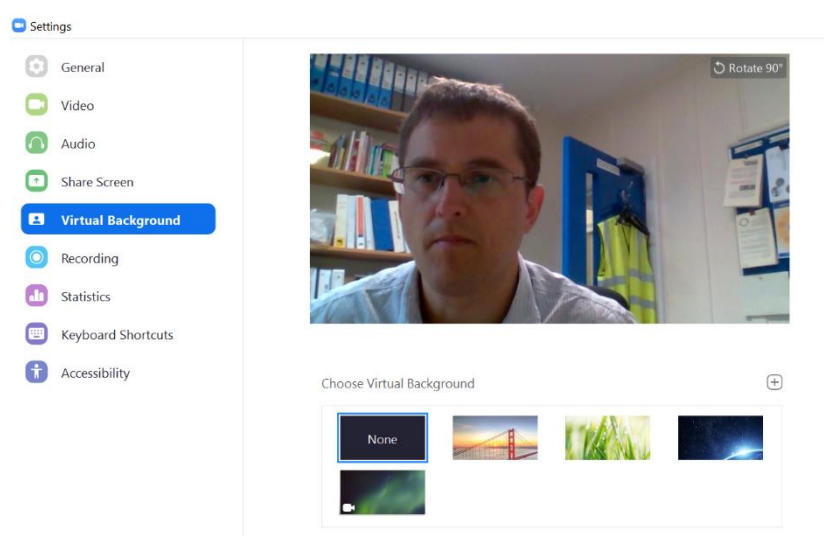
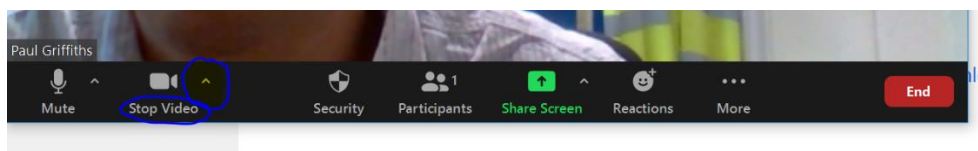
When we make a call, we will always send parents an email first with the video link and the time. Please do not share this link with anyone. New links will be used on every occasion. We will never email your child asking them to join a call without you knowing, and we will never ask to 'video meet' with you or your child outside our school hours. By accessing the link you are giving your permission for your child to take part in the call and agreeing to support them as outlined in this letter. The host (a member of school staff) will oversee the waiting room and only allow recognised users into the meeting. The meeting will be locked 5 minutes after the start time.

To use the link in the email just click on it. The browser window will open and the first time you use it, it will ask you to download the software. If you use a Zoom account for another reason, please make sure you log out of that account before your child uses it. This will make sure any settings that you have made in your account do not over-ride any that we have put in place to safeguard all users.

When we make the video call please make sure the computer or device is in a suitable place, not in a bedroom or bathroom and the background is clear. Children must be in a shared space like a kitchen or living room where at least one adult is present. Children

should not wear their school uniform. We advise that other members of the household are aware a video call is taking place and try their best to avoid the range of the camera.

If you would like to 'shield' the background further you can use an appropriate 'Virtual Background' background image by clicking on the arrow just next to the 'Stop Video' icon (see below) and then choose a virtual background.



Should parents wish they can mute the video function for their child so they cannot be seen by other users. The host will of course check all muted videos to confirm the user.

We will talk to the children at the start of each call reminding them what they say when they are 'unmuted' can be heard by all, just as if they spoke in class.

Although there is the function to record calls we do not plan to utilise this. We do not record conversations in classrooms and we so no reason to record calls. We ask that everyone respects this and does not attempt to make their own recordings of calls or take screen shots. If this happens, we will cease all use immediately. For the safety of the children and adults there will always be at least two school adults present throughout the call.

Zoom has improved its security settings recently. Our school account has settings that will limit problems with the issues that you may have heard about.

To protect everyone:

- Do not create or use an existing Zoom account for them, this will make sure that your child cannot change any of our settings.
- Make sure the joining email is from our school email address, this will prevent any impact from phishing emails where people try to get you to click on a fraudulent email.

- We will always make sure that there are two adults on the video call and at least one parent should be around when calls takes place.
- There should be no inappropriate content on any of our video calls. Please contact the school if you are concerned about any of the content of the video call.
- We will utilise the waiting room function to screen and check users before allowing them to join.
- We will use the mute function to structure and facilitate productive respectful and thoughtful contributions from users.
- The meeting will be locked 5 minutes after the start time

Taking on board the feedback from our survey our initial main use of calls will be to facilitate contact. Calls will begin on Monday 4th May with the following sessions led by Mr Griffiths;

Federation Early Years (Reception & Nursery) - 9.15am

Federation Key Stage One (Years 1&2) – 9.45am

Federation Lower Key Stage Two (Years 3&4) 10.30am

Federation Upper Key Stage Two (years 5&6) 11.15am

If the children have something they would like to show or share on Monday then if they have this on hand that would be great but it is not required.

After this calls will mainly be for individual school classes which the appropriate class teachers and support staff will arrange.

Again taking on board feedback from families, staff will try to host sessions at different times of the day and vary days to try to ensure everyone who wants to join can do. We will also stagger calls so no two classes are receiving a call at the same time. We will also continue to use pre-recorded content from third parties such as BBC Bitesize and as Miss Ward has successfully managed this week personalised pre-recorded content that can be accessed at families convenience.

We will of course review how it is going on an ongoing basis. It is highly likely the best ways to make use of calls will be different for different classes. As with anything new we will find our way together doing our best to make it work for everyone and we thank you for your patience and understanding.

If you would like any further information, please getting in touch by emailing either admin@spofforth.n-yorks.sch.uk or admin@follifoot.n-yorks.sch.uk

Very best wishes

Yours sincerely

Mrs Paul Griffiths

Equality & Diversity

The Federation of Follifoot & Spofforth CE Primary Schools welcomes its duties under the Equality Act (2010). The Equality Act establishes nine protected characteristics

- Disability
- Race
- Sex
- Gender reassignment
- Pregnancy and maternity
- Religion or belief
- Sexual orientation
- Marriage and civil partnership
- Age

Public Sector Equality Duty (2011)

Both schools pay due regard to the need:

- **To eliminate discrimination, harassment, victimisation** and any other conduct that is **prohibited by or under this Act**.
- **To advance equality of opportunity** between persons who share a relevant protected characteristic and persons who do not share it.
- **To foster good relations** between persons who share a relevant protected characteristic and persons who do not share it.

We value every child as an individual who has an important part to play in our community. We encourage all children to develop the skills, qualities and aspirations to become independent learners, confident individuals and responsible citizens. Our curriculum and all its associated plans will fully take into account our commitment to meeting our duties in relation to the Equality act as well as maximising opportunities to promote equality and diversity at every meaningful opportunity.

We have also taken into account the guidance and advice provided at;

<https://static.lgfl.net/LgflNet/downloads/digisafe/Safe-Lessons-by-Video-and-Livestream.pdf>

Federation of Follifoot and Spofforth Schools

Parent and Pupil Acceptable Use Policy for Zoom

By accepting the Zoom meeting ID and joining the meeting, with parental responsibility, you agree to the terms set out in this document.

- Children should not create a zoom account. School will email parents a zoom link. To use the link in the email just click on it.
- Zoom is only to be accessed by a device in a communal family space.
- It should ideally be supervised by an adult to deal with any technical difficulties.
- Attendees should be dressed appropriately as should other household members in view.
- The meeting ID is to remain confidential and not to be shared with anyone that it was not designated for.
- Recording, photos or screenshots of the Zoom meeting are not allowed by participants.
- The Zoom meeting will be recorded by the hosting teacher and stored in line with the school GDPR and ICT policy.
- The Zoom meeting will be locked by the teacher 10 minutes after the start time so that it can only be accessed by authorised participants. Unfortunately, anyone arriving late to the meeting will not be able to gain access even with the meeting ID.
- Should parents wish they can mute the video function for their child so they cannot be seen by other users. The host will of course check all muted videos to confirm the user.
- For participants, some Zoom facilities will be disabled by the host teacher. This is not limited to the screen record function, chat and screen share.
- The same behaviour expectations that are set within a classroom apply to the Zoom meeting and the teacher retains the right to terminate a pupil's participation.
- I will make sure my zoom name identifies my child via first name or surname so that the adult hosting the meeting knows who they are admitting.
- I will support my child in concentrating, listening and focussing on the lesson being delivered.

I confirm that I agree to the terms in this document.