



VIDEO CONFERENCING USAGE GUIDELINES

| |
|-------------------------------|
| FINAL Version May 2020 |
|-------------------------------|

| |
|----------------------------|
| Date for Revision - |
|----------------------------|

Video Conferencing – Acceptable Use Guidance

Video conferencing has been identified as an additional way of delivering virtual learning and conducting pastoral calls during this period of enforced school closure. The schools are providing these lessons to ensure teaching and learning can continue and making these calls to check on pupils' welfare and / or carry out EHCP annual reviews (pastoral call) but, for many, this is a new experience and everyone involved in video conferencing must remember that the usual school protocols still apply. We are providing this guidance to ensure that participants are clear about the expectations on them.

Parents / carers:

- Parental / carer approval must be given before pupils may participate in online video conferences.
- If a child is taking part in a video conferencing lesson or pastoral call, the parent / carer will receive an email invite from the teacher (at least 24 hours in advance) which will include the date and time of the lesson or pastoral call. If it is an invite for a lesson, it will also state the end time. **Parents / carers must reply to the email, as they will need to confirm to the teacher that supervision will be provided at that time (as detailed below). Parents / carers do, of course, have the option to decline the offer of their child participating.**
- A parent / carer, or another appropriate adult, must be present in the room with the child for the duration of the lesson and, in the case of pastoral calls, must be together with the child for the duration of the call.
- Parents / carers must identify a suitable location for their child to use for the video lesson / pastoral call, for example a living room or dining area. Bedrooms should not be used.
- Parents / carers should ensure that, as far as possible, distractions are removed and there is quiet.
- Parents / carers should make every effort to support lessons delivered / pastoral calls made in this way by ensuring their child is suitably dressed, prepared and ready to learn / engage.
- Parents / carers should familiarise themselves with the expectations of pupils set down in this guidance and ensure their child adheres to them.
- Parents / carers are responsible for ensuring that the privacy of other family members is maintained during video sessions.
- Lessons delivered online are still lessons and pupils are expected to present themselves and behave appropriately. High standards of behaviour are expected for online learning sessions and pastoral calls, just as they are in the classroom.

- Parents / carers should not use these sessions as a means for communication between parents / carers and teachers. Such communication should be via email in the usual way.
- Parents / carers must not record or share these sessions, nor comment on public forums about individual teachers.
- Parents / carers should read and familiarise themselves with the attached guidance from National Online Safety.

Teachers:

- Teachers will ensure that only pupils who have received parental / carer approval participate in online video conferences.
- Online video conferences, whether lessons or pastoral calls, must only take place between the hours of 9.00am and 3.00pm (core school hours).
- Teachers conducting lessons / making pastoral calls should email the parents / carers of the respective pupil to inform them of when the session will take place and, in the case of a lesson, when it will end. This should be done at least 24 hours prior to the lesson / pastoral call and parents / carers should acknowledge the confirmation – see above.
- Teachers will only proceed with an online lesson if there is a minimum of 4 pupils present.
- Teachers will ensure that, when making pastoral calls, there is a minimum of 2 teachers present and that the child's parent / carer is together with the child throughout the duration of the call.
- Teachers will only use school approved video conferencing platforms namely Zoom or Microsoft Teams.
- Teachers will only use these platforms (Zoom or Microsoft Teams) with their school provided email.
- Teachers will *contact parents and pupils through school email only*.
- Teachers will obtain the Headteacher's consent for any online 'live' lessons / meetings.
- Before hosting a meeting on Zoom, teachers must familiarise themselves with all the tools available for them to use in order to enhance the security and privacy of their session. In order to do so, teachers will ensure / undertake the following when using Zoom:
 - **Use the latest version of Zoom** – they will ensure they are using the latest updated version of Zoom, currently – January 2020.
 - **Set up a meeting ID** – they will not use their personal ID (PMI) to host. Instead they will use a randomly generated meeting ID. (*To do this, click on 'Schedule' and make sure 'use personal ID' is not selected*). Also they

- will ensure a password is required to enter the meeting. *Make sure that the password is only shared to access the meeting privately i.e. via email.*
- **Muted attendees on joining** – camera and microphone.
 - **Lock the meeting** – once the meeting has started and all participants joined, the meeting will be locked. This means that nobody else can join the meeting even if they have the meeting ID. *This can be found in meeting settings.*
 - **Disable private chat / content** - Zoom offers the ability for participants to chat / message each other privately. This option should be disabled in meeting settings. The ability for participants to share content in meeting settings can also be disabled.
 - **Restrict Screen sharing** so that participants can't take control and share content with the rest of the group.
 - **Monitor participants** – Zoom allows for a participant's video and audio to be turned off by tapping on either option in the participant menu. Teachers will ensure they know how to remove unwanted or disruptive participants as well (*found in the participants' menu*) should they need to.
 - **Use the waiting room** – this means participants have to wait in a virtual waiting room before joining the meeting. A personalised message can be added to this area, perhaps setting ground rules. It also allows the person in charge of the meeting to check who is in the waiting room before allowing them into the meeting.
 - **No personal information is to be mentioned.**
 - **The meeting will not be recorded** – by default, this option is disabled.
 - **Everybody understands that the meeting and its link must not be published on Social media.**
- Teachers will keep a record of each online lesson and / or pastoral call (date, time, length, attendees, topics).
 - Lessons / pastoral calls will be kept to a reasonable time period, as devices and Internet may be in high demand at home (e.g. lesson length).
 - Teachers will ensure pupils join the lesson / pastoral call with camera and microphones muted on entry.
 - Teachers will ensure pupils abide by the School's Internet Acceptable Usage Policy and Behaviour Policy at all times.
 - Teachers will conduct sessions in a professional manner and in accordance with the PDET Staff Code of Conduct, including being suitably attired during online sessions and ensuring they are broadcast from an appropriate location.
 - Teachers will ensure family members, and anyone else who is not a member of staff, are out of the room during the lesson / pastoral call.

- Where possible, video cameras should be used against a neutral background, with the light source directed towards the instructor's face and no personal items should be in sight.
- It is recommended teachers wear audio headsets, if possible (to limit audio interruptions during conferencing sessions).
- At the end of a session the teacher will advise **all pupils to leave the session** and when all pupils have left, the teacher can then end the video conferencing session and terminate the meeting.

Pupils:

- Treat your video conference as you would a lesson. Be on time and be prepared.
- Use the bathroom and eat before (not during) your session.
- If it is to be a lesson, be ready to learn and make sure you have class resources, pen / paper (or a musical instrument etc) at hand.
- Make sure you are in a suitable location; your device is charged (or plugged in) and that you are suitably dressed, prior to the beginning of each scheduled video conference.
- Keep your device on a secure surface, such as a table.
- Check your camera and microphone are working, prior to the start of the lesson / pastoral call.
- If possible, you should wear a headset (ideally with a microphone) but this isn't essential.
- Remember to behave as you would in school and abide by the School's Internet Acceptable Usage Policy and Behaviour Policy during sessions.
- Chat functions should be used to ask questions and to answer teacher questions but they should only be used for these purposes and as directed by the teacher.
- Raise your hand, if you have a question and use hand gestures to show understanding such as thumbs up or touching your ear for audio issues.
- Do not record or take photos of your classmates or teachers during a face-to-face session.
- Listen, focus on the lesson and learn.
- Avoid distractions such as your mobile phone etc.
- Respect your teacher, your fellow learners and yourself by doing your best, just as you would in class.
- Make sure you end the session as soon as your teacher indicates to do so.
- These rules are designed to help keep you safe and, if they are not followed, school sanctions will be applied and your parents / carers may be contacted.
- Remember your school are putting these lessons on / having these pastoral calls for your benefit but not everyone who tries to contact you online has your

interests at heart. If you have any worries or concerns about something that has happened to you online, please speak to your parents or your class teacher.