Willenhall
Community
Primary School

Video Conferencing Policy

Owner:	Computing Lead	Published date:	June 2021
Approved by Headteacher:	Lorraine Knowles	Date:	30/06/2021
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1. Rationale

School closures due to COVID-19 have moved education and many day-to-day school operations online, with schools providing remote education for pupils and school staff working remotely to support this. In this changing environment video conferencing platforms are an invaluable tool, enabling the school to support pupil wellbeing; provide further learning opportunities; provide support to parents; and operate the day to day running of the school.

2. Purpose

This policy aims to ensure that:

- Pupils, staff and parents understand how our school will support the teaching and learning for all children using a video conferencing platform
- Pupils, staff and parents know how to stay safe during video conferencing calls
- Pupils, staff and parents are complying with GDPR when using video conferencing
- The school is able to provide pastoral, welfare and safeguarding support for families

3. Roles and Responsibilities:

3.1. Computing Lead

The Computing Lead is responsible for:

- Ensuring that all staff are aware of this policy and understand their role in its implementation

- Ensuring that adequate training is provided for staff to support the effective implementation of this policy
- Implementing clear and effective strategies to ensure all children and staff are kept safe online
- Keeping this policy and the use of video conferencing under regular review, at least annually
- Notifying parents about the use of video conferencing and make them aware that the school Remote Education Offer and this policy are available on the website for parents and carers to view. This will reflect the behaviour the school expects from parents/carers and pupils/students when video conferencing takes place and should be made available to all parties.

These responsibilities will be overseen by the Head Teacher and SLT.

3.2. Staff

Staff are responsible for:

- Ensuring that they follow this policy, are aware of current guidance and procedures relating to online learning, and have received appropriate training before utilising video conferencing.

  - This policy is intended for use in conjunction with the following School policies:
    i) Child Protection and Safeguarding,
    ii) GDPR policies
    iii) Acceptable Use
    iv) Staff Code of Conduct
    v) Remote Learning
    vi) Working from Home
    vii) Social Media

- Following the School's safeguarding procedures if they are concerned about a child's welfare or have concerns for a child's safety
- Ensuring their remote learning account is kept separate from their personal accounts, setting up a school account for any online platform used, and checking the privacy settings.
- Ensuring they have signed copies of the Pupil Acceptable Use agreement for all the children in their class.

3.3. Parents

We expect parents to support the School by:

- Supervising their child during video calls
- Helping their child to follow the Acceptable Use Policy
- Ensuring they are aware of the behaviour the school expects from parents/carers and pupils when video conferencing takes place
- Contacting the school if they have any feedback or concerns about the use of video conferencing

4. Scope

Video calls will be used by the school to enable the following activities to continue remotely:

- Supporting children with lesson content
- Supporting SEND/identified pupils
- Emotional support/mental health and wellbeing
- Motivation and engagement
- Learning interventions/small group work
- Class assemblies/communication
- Safeguarding
- Operational running of the school: staff meetings, planning for teaching & curriculum, HR, finance, health & safety, governors meetings.

5. Following the School's Procedure

5.1. Pupil video calls

Parents will be informed of the sites that pupils are being asked to use, what they will be asked to do online and which members of staff they will be interacting with. This will be posted on our school newsletter, email or communicated via phone calls.

Video calls between staff and pupils will take place via Google Classrooms G-Meet software.

Teachers will notify parents in advance of any video calls taking place and provide parents with a copy of the **Video Conferencing Etiquette (see section 7).**

Details on how to join into the video meeting will be sent via Google Classroom 5 minutes prior to the start time to ensure that children have not entered the meeting for any period unsupervised.

Teachers will use virtual waiting rooms. This will enable the school to check who they are before allowing them entry.

Everyone must be on time to the video meeting. Once an 'online class' has started, then the video call will be locked so no one else can join in.

Screen sharing will be limited, this will ensure children do not take control of the screen and prevent them from sharing random content.

File transfer will be disabled.

Pupils who are not visible (i.e. do not have their video enabled) will not be admitted to the call. This will ensure teachers know exactly who is on the call.

Private messaging will be disabled - this will prevent distractions among our children by stopping private messaging between children so they cannot talk to one another without our knowledge.

On entry, teachers will mute all microphones and video and accept one child at a

time.

The date, time, duration, reason for the call and participants of all video calls will be recorded and retained by the school in line with the School's retention schedule.

5.2. Parent video calls

Parent / Teacher consultations will take place via SchoolCloud and the teacher will be located in school.

Video calls between staff and parents that fall outside the normal parent/teacher consultations will take place via Microsoft Teams.

Parents will be informed of the video call via letter or email, including details of how to access the meeting and general meeting etiquette.

For Microsoft Teams meetings, the staff member will send the parent link (via their work email address) to join the meeting.

Parents are not required to download any apps, they will be able to join directly via the weblink provided they have access to the internet.

Staff will ensure that they are accessing the School's MIS (SIMS) for up-to-date contact details for parents.

Parents who do not want to meet via video call have the option to disable their camera on the call or canbe offered a telephone call instead.

The date, time, duration, reason for the call and participants of all video calls will be recorded and retained by the school in line with the School's retention schedule. This is automatically recorded within SchoolCloud.

5.3. Staff video calls

Video calls between staff will take place via Microsoft Teams using their work accounts.

Meetings will be scheduled via Office 365

Dress code - professional attire (ref. code of conduct).

Locations (e.g. avoid areas with background noise, nothing inappropriate in the background, GDPR, photographs of staff children, personal possession, confidentiality of personal life and not in the bedroom).

6. Video Conferencing Rules for Staff

1. It is not appropriate for staff members to hold video conferences with an individual pupil, although this may be necessary on exception and with SLT approval and parent notification (see 6.1 below)
2. Ensure that you have a signed Acceptable Use for Pupils agreement for all pupils involved in the call.

3. Two members of staff will be present for video calls to children, both staff members must be present throughout the duration. This is to safeguard children and members of staff.
4. The child should be notified if there is another adult present for the call.
5. During these calls, the wellbeing and safety of the child will be monitored and appropriate actions will be taken if a child/children/families need support.
6. If the school deems it necessary, a phone call or a home visit may happen to support the family further. This again is linked to the school's safeguarding policy.
7. Children should be reminded of reporting routes and how to seek help or support if they need to.
8. Staff should only make video conferences via a school device using their school account.
9. Staff will use GoogleClassroom (G-Meet) in order to video conference with pupils. Staff and pupils will use their school Google logins to access the meeting.
10. Children should use their real names for their 'usernames' and this should be locked during the call.
11. Staff should turn off file transfer
12. No person within the video call will share any personal information e.g. personal telephone number, email accounts, Facebook and other social media links. Staff should never use personal social media accounts as a 'short cut' to communicate with parents and pupils.
13. Use parents' email addresses or phone numbers to communicate with pupils, unless this poses a safeguarding risk.
14. Staff must not contact pupils directly using their personal contact information including email addresses and mobile numbers.
15. Ensure staff members work against a neutral background. Staff should present themselves as they would if they were giving a face-to-face lesson and dress appropriately.
16. Where lessons are delivered via an online platform, parents/carers and children should be provided with safeguarding and etiquette guidance in advance of the lesson (see **Video Conferencing Etiquette** in section 7)
17. All staff should be aware of the School's child protection and safeguarding policy and procedures. Ensure that staff members can contact the Designated Safeguarding Lead (DSL – Lorraine Knowles) or, in the event of the DSL being unavailable, one of the deputy DSLs (Catherine Butler), should they have any concerns about a child. Examples of potential concerns may include:

    a. a staff member seeing, or hearing, something of concern during communication with a student
    b. a disclosure, made by a pupil/student, when in communication with them during a phone call, via email or when video-conferencing.

18. When making contact directly with children as a means of checking on their welfare, we will consider which methods are most appropriate for every child.
19. Contact with children should happen within normal school hours.
20. Schools must not record online lessons / meetings which include pupils without justification. This will be in exceptional circumstances, with parent /pupil notification. Staff must seek approval from Head Teacher and contact the Data Protection lead for guidance if they are considering making recordings.
21. For any video conferencing sessions held, staff members must record the call duration, reason, staff member making the call, additional staff member present, time and date.

6.1. Individual Video Calls with Pupils:

1. Staff will only ever video call a pupil with prior agreement with parents (via Google Classroom (G-Meet)).
2. This will be at a pre-arranged time and day and there will always be two members of staff present on the call.
3. The staff member will speak first with the parent or carer to check they are aware of the call. The parent or carer must stay in the room.
4. Staff members must record the duration, reason, staff member making the call, additional staff member present, time and date of any sessions held.

7. Video Conferencing Etiquette

Expectations of Participants

Everyone must respect others within the video call and no inappropriate language or actions will be used – all school rules and values must be followed

Parents/carers should be present for the duration of the video call and readily available should the school adult wish to speak to them

Be aware that all those who join the assembly will be able to hear anything you share, so please contact school separately if you wish to discuss an issue specific to you

Staff, children and other members of the household must wear suitable clothing - no pyjamas etc.

Please do not make any kind of recording of the meeting in any way, including taking screenshots or photographs of the screen, and do not allow your child to do so

Everyone must show their face/have their camera on to enter the video call so we can see who has joined us. Set up the camera so we can see the participant and, ideally, no-one else in the household

Consider the position of your device (pc, phone or tablet) when you are joining the meeting, ensure there is nothing inappropriate in the background and that background

noise is limited. Video calls should not take place in a bedroom or bathroom. Try to use a quiet communal space

Do not reveal passwords or personal information to anyone

Do not share the invitation, link or passcode with anyone else

Do not share any school content on social media platforms including screenshots and photos of online sessions

8. Allegations against staff

Any allegations raised against members of staff as a result of video conferencing will be dealt with following the School's Allegations Against Staff policy.

9. Parental feedback

Parents who have any question or queries on this policy, should get in touch with the school via email or phone.

10. Further guidance about online safety

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

https://www.internetmatters.org/ – for support for parents and carers to keep their children safe online

https://www.lgfl.net/online-safety/– for support for parents and carers to keep their children safe online

Net-aware – for support for parents and careers from the NSPCC

https://parentinfo.org/– for support for parents and carers to keep their children safe online

https://www.thinkuknow.co.uk/– for advice from the National Crime Agency to stay safe online

https://www.saferinternet.org.uk/advice-centre/parents-and-carers – advice for parents and carers