



Thomas Whitehead CE Academy

Live Online Lesson Protocol

Date: 19th January 2021

Agreed by: SLT

Contents:

[Statement of intent](#)

1. [Legal framework](#)
2. [Roles and responsibilities](#)
3. [Systems and technology](#)
4. [Safeguarding](#)
5. [Personal data](#)
6. [Pupil conduct](#)
7. [Staff conduct](#)
8. [Pupils with SEND](#)
9. [Monitoring and review](#)

Statement of intent

At Thomas Whitehead CE Academy, we understand the need to continually deliver high-quality education, including during periods of remote education – whether for an individual pupil or for many. We recognise the importance of maintaining high expectations in all areas of school life and ensuring all pupils have access to online lessons where required.

Through the implementation of this protocol, we aim to address the key concerns associated with live online lessons, such as: systems and technology, safeguarding, conduct, and accessibility.

This policy aims to:

- Minimise the disruption to pupils' education and delivery of the curriculum.
- Ensure provision is in place so that all pupils have access to high-quality lesson content.
- Protect pupils from the risks associated with using an online lesson platform through the internet.
- Ensure staff and pupil data remains secure and is not lost or misused.
- Ensure robust safeguarding measures are in place during live online lessons.
- Ensure all pupils have the provisions required to take part in live online lessons.

Signed by:

Headteacher

Date:

1. Legal framework

1.1. This protocol has due regard to all relevant legislation and statutory guidance, including, but not limited to, the following:

- Data Protection Act 2018
- The General Data Protection Regulation (GDPR)
- Coronavirus Act 2020 Provision of Remote Education (England) Temporary Continuity Direction
- DfE (2020) 'Guidance for full opening: schools'
- DfE (2020) 'Safeguarding and remote education during coronavirus (COVID-19)'
- DfE (2020) 'Keeping children safe in education'
- DfE (2017) 'Special educational needs and disability code of practice: 0 to 25 years' (Last updated 30th April 2020)
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- DfE (2020) 'School attendance: guidance for schools'
- DfE (2020) 'Remote education good practice'

1.2. This protocol operates in conjunction with the following school policies:

- Data Protection Policy
- Child Protection and Safeguarding Policy
- Health and Safety Policy
- Behavioural Policy
- Accessibility Policy
- Special Educational Needs and Disabilities (SEND) Policy
- Attendance and Absence Policy
- E-Safety Policy
- Staff Code of Conduct
- Pupil Code of Conduct
- ICT Acceptable Use Policy
- Technology Acceptable Use Agreement – Pupils
- Technology Acceptable Use Agreement – Staff
- Data and E-security Breach Prevention and Management Plan
- Records Management Policy
- Pupil Remote Learning Protocol

2. Roles and responsibilities

2.1. The Regional Hub Board is responsible for:

- Ensuring that the school has robust risk management procedures in place.
- Evaluating the effectiveness of the school's remote learning arrangements.

- Reviewing the effectiveness of this protocol on a termly basis in conjunction with the headteacher and assistant head responsible for remote learning
- Ensuring that online safety training for staff is integrated, aligned and considered as part of the school's overarching safeguarding approach.

2.2. The headteacher is responsible for:

- Ensuring staff, parents and pupils adhere to the relevant policies at all times.
- Ensuring that there are arrangements in place for identifying, evaluating and managing the risks associated with live online lessons.
- Ensuring that there are arrangements in place for monitoring incidents associated with live online lessons.
- Ensuring that the school has the resources necessary to carry out the procedures in this protocol.
- Reviewing the effectiveness of this protocol on a termly basis in conjunction with the Regional Hub Board and communicating any changes to staff, parents and pupils.
- Arranging any additional training staff may require to support pupils with live online lessons.
- Ensuring that the live online lesson provision expected from staff is accessible to staff with additional needs which may be impacted by the online format, e.g. staff who are visually impaired.
- Conducting weekly reviews of the live online lesson arrangements to ensure pupils' education does not suffer.
- Ensuring, in collaboration with the Regional Hub Board, that the school's live online lesson arrangements follow the legal obligations regarding remote education, as outlined in the Coronavirus Act 2020 Provision of Remote Education (England) Temporary Continuity Direction.

2.3. Staff members are responsible for:

- Adhering to this policy at all times during periods of live online lesson usage.
- Reporting any safeguarding incidents and concerns to the DSL or member of the safeguarding team and asking for guidance as appropriate.
- Taking part in training to meet the requirements of this protocol, including training on how to use the necessary electronic equipment and software.
- Reporting any defects on school-owned equipment used for live online lessons to the ICT team using the Fresh Desk link.
- Adhering to the Staff Code of Conduct at all times.

2.4. The SENCO is responsible for:

- Liaising with the headteacher and ICT team to ensure that the technology used for live online lessons is accessible to all pupils and that reasonable adjustments are made where required.
- Ensuring that pupils with EHC plans continue to have their needs met during live online lessons, and liaising with the headteacher and other organisations to make any alternate arrangements for pupils with EHC plans and EHPs.
- Identifying the level of support or intervention that is required while pupils with SEND take part in live online lessons.
- Ensuring that the live online lesson provision put in place for pupils with SEND is monitored for its effectiveness while remote learning is undertaken.

2.5. The DSL is responsible for:

- Attending and arranging, where necessary, any safeguarding meetings regarding live online lessons.
- Liaising with the ICT team to ensure that all technology used for live online lessons is suitable for its purpose and will protect pupils online.
- Identifying vulnerable pupils who may be at risk if they take part in live online lessons.
- Ensuring that child protection plans are enforced if vulnerable pupils take part in live online lessons.
- Identifying the level of support or intervention required while pupils take part in live online lessons and ensuring appropriate measures are in place.
- Assisting teachers with all live online lesson planning to ensure the correct safeguarding measures are in place.

2.6. The DPO is responsible for:

- Overseeing that all school-owned electronic devices used for remote learning have adequate anti-virus software and malware protection.
- Ensuring all staff, parents, and pupils are aware of the data protection principles outlined in the GDPR.
- Ensuring that all computer programs used for remote learning are compliant with the GDPR and the Data Protection Act 2018.
- Overseeing that any ICT equipment used for remote learning is resilient and can efficiently recover lost data.

3. Systems and technology

- 3.1. Staff will be told to only download software for live online lessons from a trusted source, e.g. Apple App Store, Google Play or the provider's official website.
- 3.2. The ICT team and SLT will research the providers the school will use for live online lessons, taking into account ease of use, privacy measures and suitability for the purposes of live online lessons. Where necessary, they will

refer to government-approved resources, e.g. from the [National Cyber Security Centre \(NCSC\)](#) and from the [UK Safer Internet Centre](#), when selecting their recommended providers.

- 3.3. Teachers will review the DfE's list of [online education resources](#) and utilise these resources as necessary.
- 3.4. Staff will ensure privacy settings are adjusted appropriately on the provider's site or application.
- 3.5. Staff will ensure their live online lesson service account is protected with a strong password, and will not autosave their password on any device.
- 3.6. Staff will ensure they test and understand the service before conducting their first live online lesson using the 'test' function, where applicable.
- 3.7. Staff will ensure they understand how to mute the microphone and how to turn off their camera on their device before their first live online lesson.
- 3.8. The school will ensure all pupils due to attend live online lessons have access to equipment that will enable them to participate, e.g. a laptop and internet access, to ensure they do not fall behind their peers who do have access.
- 3.9. Staff will ensure streaming and online chat functions are disabled for pupils.
- 3.10. For aspects of the curriculum which are difficult to deliver through online provision, e.g. science experiments, teachers will consider using video demonstrations accompanied by supporting explanation.
- 3.11. For live online PE lessons where replicating in-person teaching provision is difficult to achieve, teachers will consider using video demonstrations accompanied by supporting explanation. Pupils will be encouraged to take regular physical exercise to maintain fitness.

4. Safeguarding

- 4.1. Staff will always have due regard for the school's Child Protection and Safeguarding Policy whilst conducting live online lessons.
- 4.2. The planning of live lessons will always be carried out in conjunction with the school's DSL.
- 4.3. The school will ensure the system used for live online lessons does not have a minimum age requirement above the age bracket of pupils attending the lesson.
- 4.4. The teacher will remind pupils will not to respond to contact requests from people they do not know when using systems for live online lessons.
- 4.5. Pupils will be informed of the reporting lines, should they see or hear anything inappropriate during live online lessons, via letter. Pupils will report any concerns to their class teacher.

- 4.6. Staff will ensure all video and phone calls are not set to public, and meetings are protected with passwords. Meeting links and passwords will not be published publicly.
- 4.7. Staff will be reminded of their safeguarding obligations and will report any incidents or potential concerns to the DSL in line with the school's Child Protection and Safeguarding Policy.
- 4.8. The school will ensure that parents know what pupils are expected to do for a live online lesson, including the websites pupils will be asked to use and the school staff pupils will interact with online.
- 4.9. The school will communicate the importance of online safety to parents, and encourage parents to set age-appropriate parental controls on digital devices and use internet filters to block malicious websites. The school will inform parents of the [government-approved resources](#) on child online safety to support parents further.

5. Personal data

- 5.1. Staff will have due regard for the school's Data Protection Policy at all times whilst conducting live online lessons.
- 5.2. The school will obtain consent from parents to conduct any live online lessons via ClassDojo or email.
- 5.3. The school will communicate the details of how to access the live online lesson and any additional information regarding online learning to parents and pupils via ClassDojo or email.
- 5.4. The school will obtain consent from parents if any images or identifying information about any pupil may be used during the live online lesson, e.g. by using video conferencing, via ClassDojo.
- 5.5. Staff will ensure data is only transferred between devices if it is necessary to do so for the purposes of live online lessons, e.g. to report anything serious that has taken place during the online lesson.
- 5.6. Any data transferred between devices will be suitably encrypted. Where this is not possible, other data protection measures will be in place, such as using initials of pupils instead of full names.
- 5.7. When recording a live lesson is necessary, prior permission will be acquired from parents in writing via ClassDojo and all members of the live lesson will be notified before the lesson commences via ClassDojo, and again once they have joined the live online lesson before recording commences.

6. Pupil conduct

- 6.1. The school will provide pupils with a copy of the Zoom rules for distance learning to ensure they understand their responsibilities with regards to conduct during live online lessons.
- 6.2. Pupils will be reminded that they should take part in live online lessons in an appropriate setting, e.g. a quiet space with a neutral background.
- 6.3. Pupils and parents will be provided with a copy of the Pupil Remote Learning Protocol summary and will be expected to adhere to the measures outlined within it. A full copy of the protocol will be available on the school website.
- 6.4. Pupils will be reminded not to record live online lessons on their devices.
- 6.5. Pupils will be reminded not to speak during live online lessons unless they are prompted to do so or have a question about the lesson.
- 6.6. Pupils will be reminded to adhere to the school's Positive Behavioural Policy at all times during live online lessons, as they would during a normal school day.
- 6.7. The school will ensure that any pupils who breach the code of conduct will be disciplined in line with the school's Positive Behavioural Policy.

7. Staff conduct

- 7.1. Staff will be aware of the requirements set out in the Staff Code of Conduct and will ensure they understand their responsibilities with regard to conduct during live online lessons.
- 7.2. Staff will only use school-provided email addresses and phone numbers to communicate with pupils when conducting live online lessons.
- 7.3. Staff will only use school-owned devices for conducting live online lessons, where possible.
- 7.4. Staff will not share personal information whilst conducting live online lessons.
- 7.5. Staff will ensure they conduct their live online lesson from an appropriate location – either the classroom, or if this is not possible, from a quiet area in their home which has a neutral background.
- 7.6. Staff will communicate with pupils within school hours as far as possible (or within hours agreed with the school to suit the needs of staff).
- 7.7. Staff will only communicate and conduct live online lessons through channels approved by the SLT.
- 7.8. Staff will not commence online lessons without inviting a member of the SLT to attend not without confirmation that at least one other colleague is aware that the live online lesson is taking place.

- 7.9. Staff will keep a log of what happens during live online lessons, e.g. behavioural issues or technical glitches, and ensure it is properly documented in line with the school's Data Protection Policy.

8. Pupils with SEND

- 8.1. The school will ensure pupils with SEND receive any additional support with live online lessons where needed, e.g. from an additional member of staff within the live online lesson.
- 8.2. Staff will be sensitive to the needs of any pupils who may be sensitive to certain topics or issues that may arise during live online lessons.
- 8.3. The SLT, SENCO and relevant teacher will consider whether one-to-one lessons are appropriate in some circumstances for pupils with SEND.
- 8.4. Additional measures will be considered for pupils with SEND to mitigate the risk of pupils falling behind their peers in terms of education, e.g. text transcripts, small group support.

9. Monitoring and review

- 9.1. The headteacher, SENCO, ASHT responsible for remote learning and DSL will review the measures outlined in this protocol weekly to ensure it reflects the most up-to-date circumstances of the school's online learning provision and current guidance.
- 9.2. The headteacher, ASHT responsible for remote learning and regional hub board will schedule a review of the effectiveness of this protocol termly.
- 9.3. Any changes to this protocol will be communicated to relevant stakeholders, including parents and teachers.
- 9.4. The next scheduled review date of this protocol is March 2021.