



## **REMOTE MEETINGS AND 'LIVE' TEACHING GUIDELINES**

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## Remote Meetings and 'Live' Teaching – Acceptable Use Guidance

Remote meetings and 'live' teaching (in this document referred to as 'live sessions') have been identified as an additional way of delivering virtual learning and conducting pastoral calls (with a child) during this COVID-19 period. The schools / academies within Peterborough Diocese Education Trust (the Trust) are providing live sessions to ensure teaching and learning can continue and calls can be made to check on pupils' welfare but, for many, this is a new experience and **everyone involved in live sessions must remember that the usual school / academy 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 live sessions.
- If a child is taking part in live sessions, the parent / carer will receive an email invitation from the teacher (this will be at least 24 hours in advance for a pastoral call) which will include the dates and times of the live sessions. If it is an invitation for lessons, it will also state the end times. With regards to 'live' teaching, this email will cover a 14-day period. **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, however, the Trust strongly encourages participation.
- A parent / carer, or another appropriate adult, must be present in the room with the child for the duration of live sessions.
- Parents / carers must identify a suitable location for their child to use for live sessions, 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, including pets and siblings, and there is quiet.
- Parents / carers should make every effort to support live sessions by ensuring their child is suitably dressed, prepared and ready to learn / engage. The expectation to wear school uniform during 'live' teaching is at the discretion of each individual school / academy.
- Parents / carers should familiarise themselves with the expectations of pupils set down in the school's / academy guidance (based on these Trust guidelines) and ensure their child adheres to them.
- Parents / carers are responsible for ensuring that the privacy of other family members is maintained during live sessions.

- Lessons delivered 'live' are still lessons and pupils are expected to present themselves and behave appropriately. High standards of behaviour are expected for live sessions, just as they are in the classroom.
- Parents / carers should not use these live sessions as a means for communication between parents / carers and teachers. Such communication should be via email, in the first instance, in the usual way.
- Parents / carers must not record or share these live sessions, nor comment on public forums about individual teachers or other children.
- Parents / carers should be aware that the school / academy may record lessons for:
  - future use; and / or
  - quality control; and / or
  - assessment purposes; and /or
  - safeguarding purposes.
- Parents / carers should read and familiarise themselves with the attached guidance from National Online Safety.

### **Teachers and staff members:**

**It is expected that when conducting 'live' teaching, support staff will be responsible for the technical aspects enabling the teacher to teach.**

- Teachers will ensure that only pupils who have received parental / carer approval participate in live sessions.
- Teachers will ensure that they show pupils how to access live sessions and that they understand the protocol and expectations when participating in live sessions.
- Live sessions must only take place between the hours of 8.30am and 3:00pm
- Teachers conducting live sessions must email the parents / carers of the respective pupil to inform them of when the sessions will take place and, in the case of lessons, when they will end. This should be done at least 24 hours prior to the live session if it is a pastoral call. With regards to 'live' teaching, the email will cover a 14-day period. Parents / carers should acknowledge the confirmation – *see above*.
- Teachers will only proceed with a 'live' lesson if there is a minimum of 4 pupils present (including those pupils on-site).
- 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 /academy approved platforms for live sessions, namely Zoom, Microsoft Teams or Google Classroom.
- Teachers will only use these platforms (Zoom, Microsoft Teams or Google Classroom) with their school / academy provided email.
- Teachers will **contact parents and pupils through school / academy email only**.
- Teachers will obtain the Headteacher's consent for any pastoral call.
- 'Live' teaching will only take place in accordance with the phased approach adopted by the school / academy in line with Trust expectations.
- Before hosting live sessions on Zoom, Microsoft Teams or Google Classroom, teachers must have accessed the school's / academy's CPD and have familiarised themselves with all the tools available for them to use in order to enhance the security and privacy of their session.

**When using Zoom, teachers will ensure / undertake the following:**

- **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.*
- **Mute 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.**
  - **Everybody understands that the meeting and its link must not be published on Social media.**

**When using Microsoft Teams, teachers will ensure / undertake the following:  
(CURRENTLY NOT USING TEAMS)**

- Double check that any other tabs open in the browser would be appropriate for a child to see, if the screen is being shared;
- Disable chat for pupils;
- Make use of the 'meeting lobby' meaning pupils need to be admitted to the session;
- Ensure pupils join as 'attendees' so their functionality is controlled;
- Switch off the setting of 'Anonymous users can join a meeting' (pupils will need to be signed into Teams to access);
- Remove a pupil's ability to schedule meetings, create live events, and participate in private calls within the settings;

**When using Google Classrooms:  
(CURRENTLY NOT USING GOOGLE CLASSROOMS)**

- Teachers will keep a record of the live sessions (date, time, length, topics).
- Teachers will keep a register of those children who have accessed 'live' lessons on the agreed school / academy format.
- Teachers will ensure pupils join live sessions with camera and microphones muted on entry.
- Teachers will ensure pupils abide by the school's / academy's [*Internet Acceptable Usage Policy*] and Behaviour Policy at all times.
- Teachers will conduct sessions in a professional manner and in accordance with the Trust's Staff Code of Conduct, including being suitably attired during live sessions and ensuring they are broadcast from an appropriate location.
- If conducting sessions from home, teachers will ensure family members, and anyone else who is not a member of staff, are out of the room during live sessions.
- Where possible, 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.
- 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 session.

## **Pupils:**

- Treat your live sessions as you would any other 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 / pencil / ruler / exercise book 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 session. Your school / academy may have asked you to wear school uniform.
- Keep your device on a secure surface, such as a table.
- Check your camera and microphone are working, prior to the start of the session.
- If possible, you should wear a headset (ideally with a microphone) but this isn't essential.
- Remember to behave as you would in school / the academy and abide by the school's / academy's Acceptable Usage Policy and the school's / academy's behaviour rules and values.
- Chat functions should only be used to ask questions and to answer teacher questions 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 session.
- Listen, focus on the lesson and learn.
- Avoid distractions such as electronic devices.
- Mobile phones should not be in the room during the session.
- 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 / academy sanctions will be applied and your parents / carers may be contacted.
- **Remember your school / the academy is putting these sessions on 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 contact your teacher at school.**

## Appendix 1 – Parent Communication

Dear Parent/Carer,

Your child's Teacher would like to invite your child to participate in a **video conference lesson/pastoral call**. This call will be held on \_\_\_\_\_ at \_\_\_\_\_. The call should last around \_\_\_\_\_ minutes.

For your child to participate, please can you reply to \_\_\_\_\_@cottinghamprimary.co.uk confirming that you will:

- Be present in the room with the child for the duration of the lesson and, in the case of pastoral calls, must be sat with your child for the duration of the call.
- Identify a suitable location for your child to use for the video lesson / pastoral call, for example a living room or dining area. **Bedrooms may not be used.**
- Ensure that, as far as possible, distractions are removed and there is quiet.
- Make every effort to support lessons delivered / pastoral calls made in this way by ensuring your child is suitably dressed, prepared and ready to learn / engage.
- Familiarise yourselves with the expectations of pupils set down in this guidance and ensure your child adheres to them.
- Ensure that the privacy of your other family members is maintained during video sessions.

Lessons delivered online are still lessons and children 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.

This call should not be used as a means for communication between yourself and the teacher. Such communication should be via telephone or email in the usual way.

These sessions must not be recorded or shared, nor commented on in public forums, about individual teachers or content.

You should read and familiarise yourself with the guidance from National Online Safety which you can find at <https://nationalonlinesafety.com/guides/zoom>.

Yours Faithfully,

Ashley Scott (Headteacher)

Appendix 2 – National Online Safety - Zoom

At National Online Safety we believe in empowering parents, carers and trusted adults with the information they need to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one platform of many which we believe trusted adults should be aware of. Please visit [www.nationalonlinesafety.com](http://www.nationalonlinesafety.com) for further guides, hints and tips for adults.



Founded in 2011, Zoom is one of the world's leading video conferencing software providers. It has a number of features, including video and audio conferencing, real-time messaging, screen-sharing and the ability to upload, share and search for content. Users can start their own meetings or they can join meetings set up by others. The app is available to use across PCs, laptops, tablets and mobile phones and is free to download on both the app store and on Android.



# What parents need to know about zoom



### ZOOM BOMBING

'Zoom bombing' is the term which has been coined to describe unauthorised people joining zoom meetings uninvited and broadcasting pornographic or inappropriate videos. An attacker can hijack a meeting if they know the meeting ID and it isn't reinforced with a password. Not taking preventative measures or implementing privacy controls could open up the risk of children witnessing sexual or inappropriate content with very little notice.

### RISK OF PHISHING

The rise in popularity of Zoom has led to a rise in hacking operations and phishing campaigns. This is when participants are encouraged to click on links to join what they believe to be legitimate Zoom meetings via email, but which are in fact fraudulent. These scams aim to obtain sensitive information such as user login details, passwords and/or credit card information.

### PRIVACY CONCERNS

Depending on how the app has been set-up, Zoom can offer very little privacy. In many cases, the meeting hosts can see detailed information about each participant including their full name, phone numbers and maybe even location data. Furthermore, depending on where the camera has been set up or where your child's computer is positioned, private or personal information could be stolen depending on what can be seen in the background.

### LIVE RECORDINGS

One of the features of Zoom is the ability to record live meetings. By default, only the host of the meeting can usually record live sessions however other meeting members can also record if the host gives them access. Recordings can be stored on devices or on the cloud and can be downloaded and shared with no restrictions. This means that videos, audio clips and transcripts of recordings involving your children could be widely shared on the internet or between users without your authorisation or consent.

### PRIVATE ZOOM MEETINGS

Zoom has a facility to set up breakout rooms, which enables a private meeting within the main Zoom session. The host can choose to split the participants of the original meeting into separate sessions. This gives children the ability to speak privately away from the main group to other users however chats aren't always monitored by the host and if the meeting has been made public, children could be more vulnerable to experiencing negative comments.

### 'LIVE STREAMING' RISKS

At its very core, Zoom facilitates live streaming. That means it inevitably carries some of the associated risks that live streaming brings. These are likely to be minimal within a controlled environment (for instance when used in a classroom setting for remote learning). However, live streaming means that content isn't always moderated and children who use the app unsupervised or with limited security settings, may be more at risk of exposure to viewing inappropriate material. Other risks can include downloading malicious links, sharing personal information or even potential grooming.

## Safety Tips For Parents

### REPORT INAPPROPRIATE CONTENT

Remind your child that if they do see something that makes them feel uncomfortable or upset then they need to talk about it and report it. Parents can report unwanted activity, harassment, and cyberattacks to Zoom directly. To help your child, you could try setting up a checklist before they go online, with an agreed set of rules and what they should do if they see something inappropriate.

### USER PRIVATE MEETING IDS & PASSWORDS

It is always better to set up a meeting with a random ID number generated by Zoom than by using a personal number. This means it is harder to guess and less likely to be hacked. It's important to never share meeting IDs with anybody you don't know and always set-up a password function to allow other people to sign-in. This should already be a default setting that is applied on Zoom.

### PROTECT YOUR PERSONAL DATA

It's important to discuss with your child that they should not share personal information on Zoom. This includes passwords, their address, phone number, etc. Create your child's account under a false name or pseudonym and always set a custom background to help hide details in your home. Zoom allows you to turn on virtual backgrounds and select your own image to appear behind you.

### BEWARE OF PHISHING EMAILS

Every time you or your child gets a Zoom link, it's good practice to ensure it has come from the official platform and is not fraudulent. Signs of a phishing email include an unrecognisable email address, an unofficial domain name or a slightly distorted logo. The email itself might also be poorly written or contain suspicious attachments.

### TURN OFF UNNECESSARY FEATURES

If your child is using Zoom, there are a number of features that you can turn off to make the experience safer for them. For instance, disabling the ability to transfer files or engaging in private chats can help to limit the risk of receiving any malicious attachments or receiving any inappropriate messages. In addition, you can turn off the camera if it is not needed or mute the microphone when not in use.

### USE THE 'VIRTUAL WAITING ROOM FEATURE

The waiting room feature on Zoom means that anybody who wants to join a meeting or live session cannot automatically join and must 'wait' for the host to screen them before entering. This is now a default function and adds another layer of security to reduce the likelihood of zoom bombing.

### KEEP YOUR VERSION UPDATED

It's important to ensure you are using the latest version of Zoom available and always update it if you get a prompt. These updates are usually to fix security holes and without the update you will be more vulnerable to an attack. Check the official website to see what the latest version is and compare it to your own.

### HOST IMPLEMENTED PRIVACY CONTROLS

If your child is part of a larger group meeting, then it's important to make sure that the host is abiding by Zoom's Terms of Service. This includes the fact that they have gained everybody's permission for the session to be recorded. The host should also have set screen sharing to 'host only' and disabled 'file transfer' to help keep the live stream secure.

**Meet our expert**  
Emma Davis is a cyber security expert and former ICT teacher. She delivers cyber awareness training to organisations nationally and has extensive knowledge and experience of managing how children access services and apps online.



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