



## Protocol for On-Line Learning Sessions for Groups

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## **Our Lady of Lourdes Catholic Multi Academy Trust Mission Statement**

We are a partnership of Catholic schools and our aim is to provide the very best Catholic education for all in our community and so improve life chances through spiritual, academic and social development.

We will achieve this by:

Placing the life and teachings of Jesus Christ at the centre of all that we do.

Following the example of Our Lady of Lourdes by nurturing everyone so that we can all make the most of our God given talents.

Working together so that we can all achieve our full potential, deepen our faith and know that God loves us.

Being an example of healing, compassion and support for the most vulnerable in our society.



## 1. Background:

Coronavirus and the school closure over several weeks will inevitably have an impact on the educational development of our pupils. Activities and tasks set for pupils to complete at home have been well received and are appreciated by pupils and parents/carers.

However, our pupils are undoubtedly missing teaching from experts and input into the activities that they have been set. Clearly, the absence of direct teacher input in the learning cycle will have a negative impact on the learning over time of children and young adults of all ages across Our Lady of Lourdes Catholic Multi Academy Trust schools.

*“No matter how brilliantly schools and their teachers manage remote learning, they will not be able to replicate the experience and interaction that takes place in a classroom. Nobody seriously thinks that the dynamics of a school can be reproduced by teachers working on laptops in their living rooms. It is equally unrealistic to think that student engagement will be the same without the structure, familiarity and reassurance of the school day.” (Geoff Barton is general secretary of the Association of School and College Leader TES)*

### Potential benefits:

- Pupils receive direct contact with their teacher.
- There are a variety of platforms which enable staff to see small groups or the whole class.
- These are group lessons and therefore Safeguarding issues are low risk: this document mitigates against those risks and gives clear guidelines for any issues that may occur.
- 1:1 Lessons have been very successfully rolled out through wider curriculum areas i.e. the Music Service and have been well received by parents and pupils.
- Staff teach from school or home during the lockdown; this provides Head Teachers potentially with more staff available to teach.
- Where pupils remain at home, there is a reduced the risk of infection on buses/trams; this will reassure parents.
- If the lockdown continues into the Advent term this offer could be rolled out to other year groups for some on-line contact with staff; catch up with specific groups i.e. vulnerable and Pupil Premium could be targeted through this form of delivery.
- Less website content for staff to prepare and deliver, potentially reduces workload.
- A compromise and sensible timetable regarding amount of on-line teaching expected must be reached prior to setting up on-line face to face learning.

The following guidance supports the use of remote learning while not being too onerous on staff and aims of engage our pupils with direct input from their class teacher.



## Protocol for on-line remote lessons/discussion groups between Teachers and Parent(s)/Carer(s) and Student

### Students will:

1. Be appropriately clothed – not in nightwear etc.
2. Be in a communal area of the house, e.g. lounge, dining room, kitchen.
3. Have appropriate equipment required.
4. Join 1 minute before the start time – the Teacher will admit the student as soon as they are ready.
5. Not take any photographs of other children on the screen during the live session.  
***(If the teacher has any concerns that any of the above are not in place, they will end the session with immediate effect)***

### Parent(s)/Carer(s) will:

1. Receive a letter/email asking for their consent to allow their child/ren to take part in the on-line group session.
2. Be asked to read a copy of Our lady of Lourdes safeguarding policy, this can be found at; <https://www.ololcatholicmat.co.uk/documents/policies/>. Each school has their own Safeguarding policy which can be found on their individual websites. There is an 'Addendum' to the Safeguarding policy in place for the current school closure and this can also be found on the above website.
3. Contact the Head Teacher and schools senior Designated Safeguarding Lead (DSL) within 28 days of the lesson taking place if they have any concerns about the lesson or M. Dales (Trust Safeguarding Lead) [m.dales@ololcatholicmat.co.uk](mailto:m.dales@ololcatholicmat.co.uk)
4. Ensure that they are present during any on-line remote session for all Primary age pupils.
5. Ensure that consent has been given in writing where no parent(s)/carer(s) will be present for on-line remote group sessions; **this is for any pupils under the age of 18 and who attend Secondary school.**
6. Be responsible for the behaviour of their child during the on-line remote session.
7. Not make any negative comments on group 'chats' or other social media platforms. Any concerns should be raised separately with their child's headteacher.
8. Not take photographs of other children on the screen during the live session.

### Staff will:

1. Email an outline of the session content to parent(s)/carer(s) before the session takes place via secure group email.
2. Book the sessions in advance with parents and create the meeting in relevant system (Teams Calendar, Google Meet, Zoom or other authorised). Another staff member should be invited to the meeting, either on a group basis, or individual staff member
3. Change the meeting details to only allow the host to present (see further guidance).



4. Explain to parents that any safeguarding issues arising during the session will be shared with the schools DSL and Headteacher; teachers reserve the right to terminate the remote group sessions for safeguarding or behaviour concerns.
5. Be appropriately clothed for the lesson.
6. Be in a communal area e.g. lounge, dining room, kitchen.
7. Have any equipment required for the session ready.
8. Use appropriate professional language throughout the session.

***The On-Line Session:***

9. Staff will initially mute all - staff can use this to temporarily mute people at any time during the session. Staff can also remove people from the meeting from view if needed.
10. Join the lesson 5 minutes before it is due to start to ensure that the safeguarding settings are in place, these may differ based on software used but as a basis:
  - Background is on 'blur' or your environment is suitable sterile.
  - Record is on.
11. The staff member will set the lesson to 'record' and where possible disable participants webcams.
12. When the students join, the staff member will then admit each student to the on-line group session from the lobby or welcome the student if directly admitted as part of the organisation.
13. At this point, the staff member will ask for verbal confirmation that the students are ready for the on-line group session and have met the expectations; verbal confirmation from an adult is preferable for all Secondary students under 18 and **essential** for Primary school students.
14. Once confirmation has been received, the staff member will start the lesson. If at any point during the lesson the staff member feels uncomfortable, they will disable the video, or remove the participant and potentially abandon the lesson; any concerns will be reported to the Head teacher.
15. If there are any on-going behaviour issues during the on-line session, the student may need removing from the meeting, or the whole meeting may need to be ended and restarted without the offending student.
16. At the end of the meeting, the member of staff will remove all people from the meeting.



## On-line Session Guidelines:

### A. Setup Office 365 Group (see Appendix B)

Staff can set up a 365 Group email for parents. Please be aware that parents can reply to everyone via this address. If staff have any concerns regarding negative 'chat', the user or group should be removed with immediate effect; the head teacher and parents must be informed.

### B. Recording:

Recordings are not for training purposes, they must **not** be used to assess the performance of staff member/s, these are purely for Safeguarding the staff member from any issues which may occur during the session. Parent(s)/carer(s) will be alerted to the recording and will have signed to agree that this can take place through the initial contract.

When using Teams, recordings are stored automatically online within Office 365 – after the meeting the recording pops up in the chat, only the member of staff who arranged the meeting, can access the recording. Other platforms may store recordings locally, and these should be uploaded to Teams/Onedrive or another centrally accessible location.

**Please note, when using a student uses an existing school email address in Teams, the student will be automatically admitted to the meeting. If a student is entering the meeting using an external email, they will appear in the 'lobby' and the member of staff will have to admit them. (There may be occasion where they are unable to enter and the whole meeting will need to be ended and started again.)**

***\*Please note: Recordings must be deleted after 28 days. Any complaints from parent(s)/carer(s) should be made within the 28 days prior to the lesson recording being destroyed.***

### C. Child protection concerns;

All staff taking part in remote session must sign to say that they have read:

- Keeping Children Safe in Education Part 1;
- Safeguarding and Child Protection policy;
- Addendum to the Safeguarding and Child Protection Policy' (applies only during Coronavirus crisis);
- School Behaviour policy.
- Completed GDPR Training

All staff must have completed the Hays on-line Training.

If any safeguarding issues arise because:

- a staff member sees or hears something worrying during an online lesson
- a student discloses abuse during an on-line lesson or via email.

**The staff member should immediately contact the Head Teacher/DSL in the first instance or [m.dales@ololcatholicmat.co.uk](mailto:m.dales@ololcatholicmat.co.uk) (Moir Dales OLoL Trust Safeguarding Lead)**

### D. Recording information regarding remote sessions

Ensure that there is a record of all on-line group sessions. Please use form in **Appendix A**.



### E. Booking

Ensure that the on-line group sessions are booked into the calendar a week prior to it taking place, so that the students and parent(s)/carer(s) are aware well in advance of date and time. Ensure that the dates and times of each on-line group sessions are recorded on the template in **Appendix A**.

### F. Consent and agreements

Before the remote sessions begin, please complete the following with the parent(s)/carer(s):

- Ensure that parent(s)/carer(s) have seen a copy of the schools safeguarding policy; this can be found on Our lady of Lourdes safeguarding policy, this can be found at; <https://www.ololcatholicmat.co.uk/documents/policies/>. Each school has their own Safeguarding policy which can be found on their individual websites. There is an 'Addendum' to the Safeguarding policy in place for the current school closure and this can also be found on the above website.
- Let the student and parent(s)/carer(s) know what they can do if they have any concerns about the sessions; contact the schools Head teacher/DSL (see above) or Moira Dales (Trust Safeguarding Lead) [m.dales@ololcatholicmat.co.uk](mailto:m.dales@ololcatholicmat.co.uk)
- Email a list of activities taking place during the session to the parent(s)/carer(s).
- Explain any support the student/s may need from their parent(s)/carer(s).
- Ensure that a parent(s)/carer(s) is present during any on-line group session for all Primary age pupils.
- Ensure that parental consent is obtained (in writing/via email) where no parent(s)/carer(s) will be present for on-line group sessions; this is for any student/s under the age of 18 and who attends Secondary school.
- The consent letter/email will be sent out to parent(s)/carer(s) and a copy retained by the host school.
- Ensure that parents are aware that a when they reply via an Office 365 Group email, all participants in the group can see the comments. Parents should not make any negative comments via this email address or on any other social media platform. They should in for their child's Head teacher of any concerns.

### G. Behaviour

Staff must always behave appropriately when working with all students to ensure everyone feels comfortable and protected.

Staff must:

- Set appropriate boundaries and not be overly familiar with students.
- Never give children personal contact details.
- Arrange all remote sessions with the parent(s)/carer(s) of the student.
- Never make inappropriate jokes or comments to or around students.
- Never add, follow or interact with students on personal social media accounts.
- **Follow the school's Behaviour policy**; any inappropriate behaviour must be reported immediately to the Head teacher.
- End any session where one or more pupils are not adhering to the behaviour policy and restart the meeting without the offending pupils
- **Never use pupils' personal emails, to contact a student at any time outside of sessions booked in with parent(s)/carer(s)**





## **H. Emergencies**

The school will hold contact details for the parent(s)/carer(s) of all students in case of emergency.

Teachers must make sure that student/s knows what to do and who to contact in case of an emergency.

## **I. Lone working**

The member of staff must;

- Make sure that the parent(s)/carer(s) who is with the child can see and hear the member of staff hosting the session/lesson.
- Follow the above protocol for starting and proceeding with the remote session/lesson.
- Make a record after the session/lesson (see Appendix A)
- Pass all records onto the Head Teacher.

*Please note: Our Lady of Lourdes standard GDPR policy applies, and as the Data Controller, we will ensure the information provided will be processed, managed and safeguarded in accordance with GDPR requirements.*



## Appendix A: Tuition Record Template

Name of member of staff:						
Name of Student/s or Class:						
Date	Time of Session/Lesson	Type of Session/Lesson	Summary of Session/Lesson	Any concerns	Comments	Reported to Line Manager

*Staff must record each session/lesson undertaken on the above sheet.*

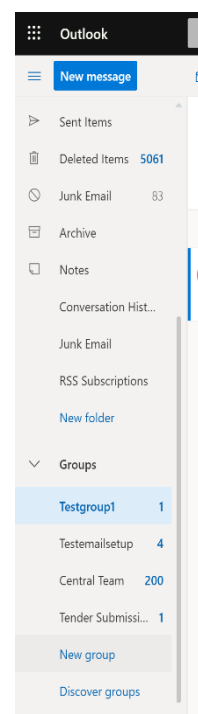


## Appendix B:

### Setting up Office 365 Group email

This can be completed either in Outlook online, or Outlook on desktop

Click on New Group



Set the name of your group and any description. We would suggest keeping the group private.

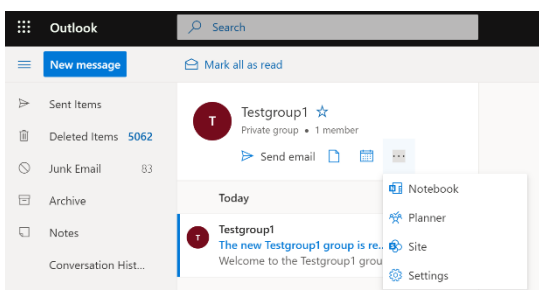
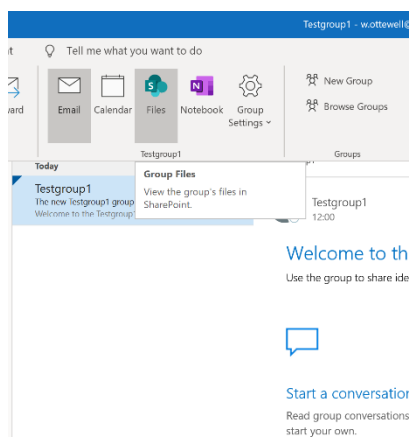
Click Create.

Although the next screen allows you to add people to the group, there are a couple of steps to do before this – by default, a group has a Sharepoint site and OneNote Notebook which are accessible to external users with write permissions, so it is important to change these.

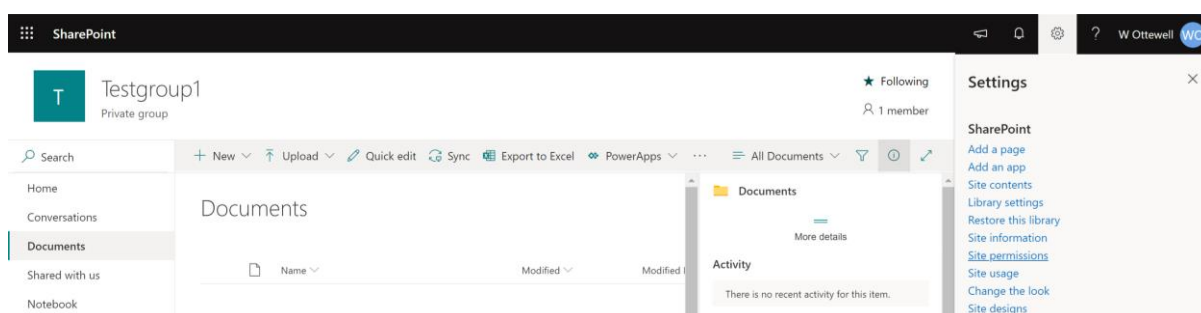
After a few minutes, the group should appear under “Groups” on the left hand side. Select the group.



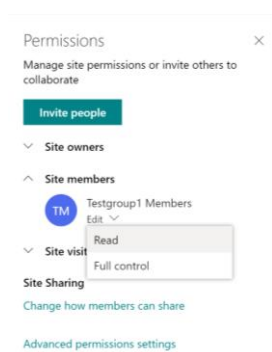
Within Outlook, you can select files and Notebook, within the web interface, click the 3 dots and you can access Site and Notebook too.



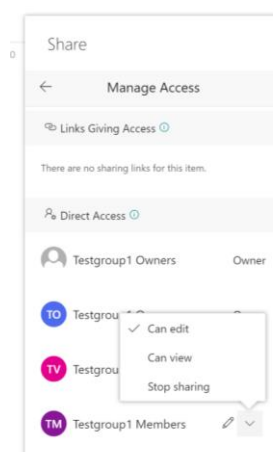
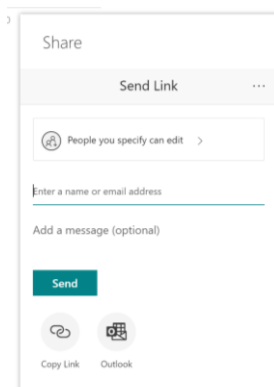
Files/Site will load Sharepoint, once the page has fully loaded, click on the cog in the top right, then Site Permissions.



Click on Site members to expand, then select the edit drop down under the group members and set to read.

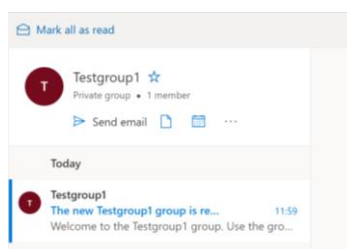
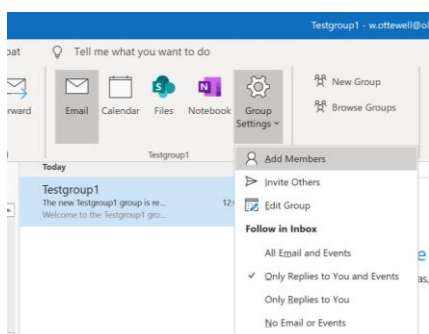


Notebook loads OneNote. When the page has fully loaded (there should be a cloud symbol next to the share button, you may need to load the notebook a couple of times as it will be doing setup in the background), click the share button and you'll be presented with the below box. Select the 3 dots and manage access, on the next screen, find the members, click the drop down next to the pencil and select Can View rather than Can edit.



You can now add members to the group.

In Outlook, select Group Settings, then add members. On the web, click on where it says the number of members on the group, this will then let you click on add members.



On the next screen you can add people to the group, these can be internal users, or external email addresses. When adding users, after typing the email address, press the return/enter key, the address will be added, but may not disappear from the add bar (if you delete the address you will find the person is in the list below).

Once this is complete, all users can then be emailed via the email address created during this process (if within the group when you create a new email, it will auto populate this). **Please note that any member of the group can also email to the group. Please make this clear with an initial email to the group and that any abuse of this will see them removed from the group.**



### Add members to Testgroup1

Add members to your group to start collaborating. You can choose to add colleagues, members of existing groups or distribution lists, or guests.

**Who is a guest?**  
Guests are people from outside your organisation. Guests will get all email messages sent to the group in their inbox, and can collaborate on files in the group

Add members

Enter a name or email address

1 member to be added

You're adding a guest to this group. They'll have limited access to group resources.

T

testemail123@gmail.com

testemail123@gmail.com

X

Add

Close

Click create and the group will be setup. Members will receive an email informing them that



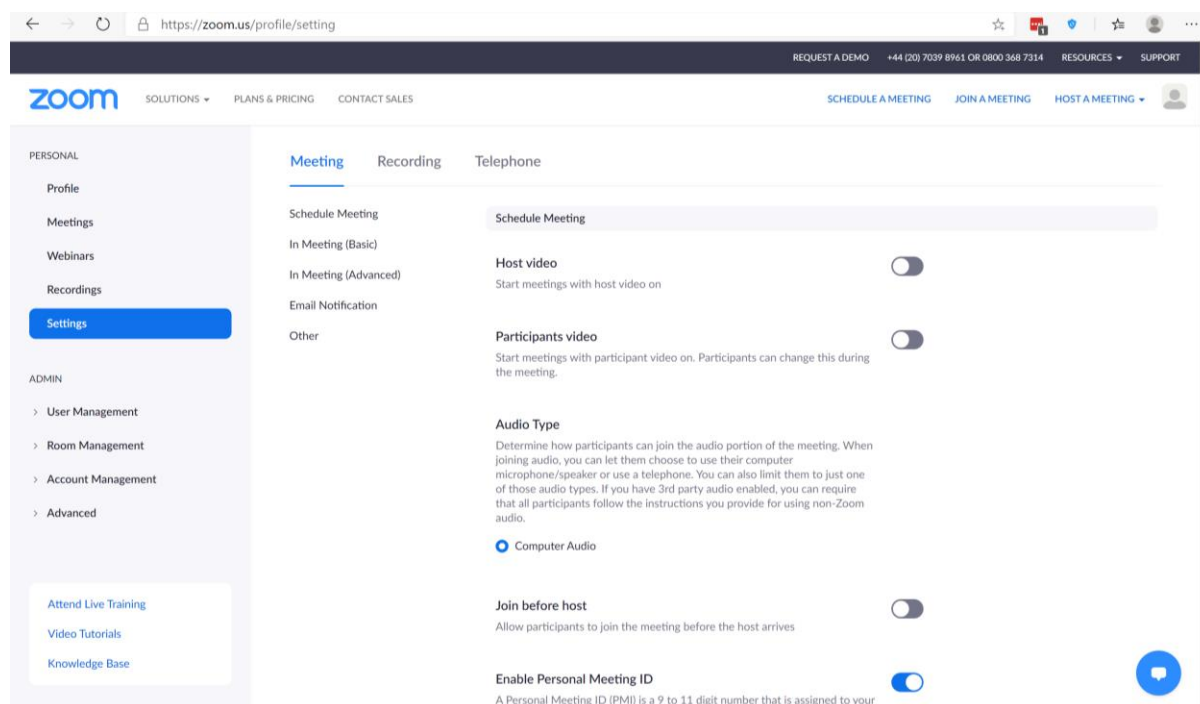
## Appendix C:

### Zoom Meeting processes

#### a. Meeting preparation

There are some useful settings to set within your Zoom account prior to creating the meeting. This will set some defaults for meetings you create to try to ensure your sessions are as secure as possible before starting.

Most of these settings are accessed through the settings page on the zoom account webpage:



1. Within this page there are a number of settings; only change the following settings as advised below:

- Host Video – Off
- Participants Video – Off
- Join Before Host – Off
- Mute participants on entry – On
- Chat – On
- Private Chat – Off
- Auto Saving Chat – On
- Screen Sharing – Host Only
- Non-Verbal feedback – On
- Allow removed participants to re-join – Off
- Allow participants to rename themselves – Off
- Hide participant profile pictures in meeting – On
- Waiting Room – On

2. You can then move to scheduling a meeting (the above can be skipped after the first setup).



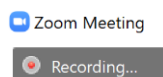
3. Click on schedule a meeting, either on the website or in the Zoom app
4. You can set its name, and the time the meeting will occur and the length of it. On a basic account, meetings are limited to 40 minutes, however, if someone within your school fills in the information at <https://zoom.us/docs/en-us/school-verification.html>, then presently Zoom are extending this for education users.
5. The page should already have a password set for the meeting and you can change whether host or participant video is enabled on here. We would suggest that the following are ticked:
  - Mute participant on entry
  - Enable waiting room
  - Record meeting on local computer – this will automatically start recording when you start the meeting.

Once you have saved the meeting, you will be given an option to copy the invitation. This can be sent out to people in the meeting – we would suggest you also put expectations in this email, including naming expectations (e.g. using the students actual name rather than nicknames and appropriateness of naming).

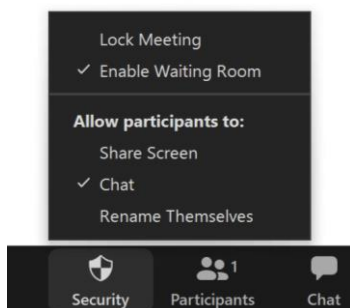
#### **b. At the start of the meeting**

If you start the meeting a couple of minutes before the time it's due to start, you'll be ready to admit people to the meeting and ensure that the default settings are applying as expected.

If you join with computer audio, once you are in the meeting, you will see that the recording sign is shown in the top left corner:



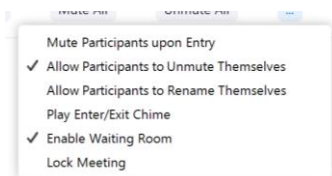
Click on the security button on the bottom toolbar and check the settings are as follows:



Click the participants button to load the participants pane, this will be where you can mute/unmute people during the meeting and will be where people in the lobby show waiting to be admitted.

In this pane, click the 3 dots at the bottom right, here you can change a few other options, including whether people are able to unmute themselves.





Once you have checked these settings, you can start to admit users. When you do so, you are able to chat to those in the lobby if you need clarification of who someone is. You should also be able to rename people if you need to.

### **c. During the meeting**

You can use the tools available in the participants pane to control the meeting, including muting and removing participants. You can also change hosts within here should you need to make another teacher the host.

### **d. Ending the meeting**

At the end of the meeting, click end on the bottom right. This will allow you to either leave the meeting or end meeting for all – this would be the preferable option. When you end the meeting, the recording will stop and be converted ready for you to view. We would advise that you upload to Stream which is part of your Office 365 subscription, and this video can be shared internally if required for safeguarding reasons. After 28 days it can be deleted from Streams and your computer.



## Appendix D:

### Microsoft Teams meeting processes

#### Meeting setup

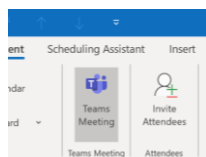
The easiest way to setup a meeting is within Calendar within Teams.

Create the entry at the relevant date/time and invite relevant people, possibly another member of staff for group meetings with external parties.

For group meetings where you are using external email addresses, please don't invite through this box as individual email addresses will be exposed to each person invited which is a GDPR issue.

Alternatively, you can create a meeting within a Team, and this would allow all members of the team to join as they wish (for student Teams, or to allow staff members across the school to join the meeting).

Alternatively, you can use the calendar in Outlook to create a meeting. Create an appointment as you normally would, and depending on the version of Outlook you have a Teams meeting button in the new appointment window:



If you click this it will set things up ready for the Teams meeting. Set the title, invite the other staff member and save. You will see that once you click the Teams meeting, you will have the join and meeting detail link in the details box.

Once the initial meeting is created, a link to the meeting should be shown in the details box, and a Meeting options link should also become available. The Join meeting link can be copied and sent out to relevant parties (probably through your normal system for emailing parents).

Click on meeting options you will be sent to a webpage like the below:



The screenshot shows the Microsoft Teams meeting settings for a meeting titled "Test". At the top, there is a Teams icon and the meeting title "Test". Below the title, the date and time are listed as "14 May 2020, 17:00 - 17:30", and the organizer is "W Ottewell". The "Meeting options" section is expanded, showing four settings:

- Who can bypass the lobby?** A dropdown menu is set to "People in my organization".
- Always let callers bypass the lobby** A toggle switch is set to "No".
- Announce when callers join or leave** A toggle switch is set to "Yes".
- Who can present?** A dropdown menu is set to "Everyone".

A "Save" button is located at the bottom right of the settings panel.

At present it is not possible to select “No One” to bypass the lobby, so the most secure setting on this is “People in my organisation”.

Leave the next 2 settings as shown above.

For security, please set “Who can present?” to “Only Me” or “Specific People” and add yourself and the member of staff you have previously invited.

### Meeting Start

Please attempt to join the meeting 5 minutes before the scheduled start time. As there is no lobby for internal users, students signed into Teams will be able to join the meeting with no lobby.

The first member of staff able to access the meeting should enable recording using the 3 dots on the toolbar and “Start recording”.

The chat in Teams is to everyone and cannot be used for private messaging.

The button on the call bar with 2 people lists the participants and those in the lobby. It will also be a way to quickly mute all and remove participants. The mute all button should be fairly obvious. To remove participants, if you hover over their name, three dots should appear and you can remove participant here (you can also individually mute or make presenter).

Keep an eye out for people joining the lobby, you can admit them from the participants list.

### During the meeting



Keep the participants pane open, you can mute/unmute as you require

You as organiser/presenter will also be able to share your screen or powerpoints, and can also use a collaborative whiteboard etc (more information can be found <https://support.office.com/en-gb/article/share-content-in-a-meeting-in-teams-fcc2bf59-aecd-4481-8f99-ce55dd836ce8>)

### **Ending the meeting**

At the end of the meeting, click the 3 dots and end meeting. You shouldn't press the hang-up button as this will leave the meeting active with users in it.

Microsoft are currently improving security to stop restarting or re-joining of meetings, including cancelled ones. We will update this guidance when Microsoft release further updates.