



St Thérèse of Lisieux Catholic Multi Academy Trust

St. Norbert's Catholic Academy Spalding



ST. NORBERT'S
CATHOLIC PRIMARY SCHOOL

Remote Learning Policy **July 2020**

Audience:	All CMAT Academies
Approved:	
Other related policies:	
Policy Owner:	Louise Wilson – Chief Executive Officer
Policy Model:	Compliance – all CMAT academies use this policy
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Approved by: NSP Local Governing Board

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1. Aims

This remote learning policy for staff aims to:

- Ensure consistency in the approach to remote learning for pupils who aren't in school
- Set out expectations for all members of the school community with regards to remote learning
- Provide appropriate guidelines for data protection
- Reflect the school's commitment to the UN Conventions of the rights of the child specifically article 28, 29 and 31
- Ensure clarity with the amount of learning time for each area

This remote learning policy has been written as guidance for staff and parents during the time that schools are closed due to COVID-19 and beyond. It sets out the systems and technology that staff will use to keep the learning experience going for children, and details how they can be used effectively and safely, while allowing for the differing needs of families. The school's usual Safeguarding/Online Safety Policy and Acceptable Use Agreements still apply.

Where students are unable to access remote work through access to a computer and the internet, St. Norbert's Catholic Academy will provide access to paper copies of the work to students periodically.

2. Roles and responsibilities

Remote learning will be delivered in our school using Microsoft Teams via Ark our ICT Provider.

As a school we are currently delivering remote learning through a range of sites and services, most of which are part of our usual online provision for children: MS Teams is our main method of communication between school and families and is used for posting daily timetables and text, video and photo updates between staff and families.

Differentiated maths activities can be assigned and completed through My Maths. <https://www.mymaths.co.uk/>

Lessons from Oak Academy are also showcased in the event of regional or national Lockdown.

<https://www.thenational.academy/information-for-parents-pupils>

Phonics Lessons are also showcased in the event of regional or national Lockdown.

https://www.youtube.com/channel/UCP_FbjYUP_UtldV2K_-niWw

BBC Bitesize Lessons are also showcased in the event of regional or national Lockdown.

<https://www.bbc.co.uk/bitesize/dailylessons>

MS Class Teams Chat (new for whole school) are used to provide limited interaction and collaboration between children. Posts require manual approval, profanity filtering is on and content is moderated by teachers. We may try and make use of other subscriptions as time goes on. Further details will follow as necessary. If you require login details for any of these, please get in touch with your child's teacher via email or enquiry on MS Teams Chat function. Any use of online learning tools and systems is in line with privacy and data protection / GDPR requirements. See our policies.

Responsibilities:

- Pastoral leads
- Key Stage leads

- Academic leads (e.g. heads of subject)
- Teachers (for their content)
- SLT (Oversight of content)
- SENCOs (Ensuring all children have appropriate access and content)

2.1 Teachers

Teachers will be available between 9am and 3pm. If they're unable to work for any reason during this time, for example due to sickness or caring for a dependent, they should report this using the normal procedures on the designated absence number. If it affects the completion of any work required, ensure that arrangements have been made with year group/subject partners or SLT to ensure work is completed.

We are keen to make remote learning an interactive experience through the submission of work by children and delivery of feedback from teachers where possible. We will also arrange opportunities for pupils and families to compete, interact and collaborate, for example through daily challenges. We will 'broadcast' video via MS Teams for pupils to watch at a time and pace that suits them and make use of vetted video links from elsewhere on the internet. As this period of home learning continues further, we are keen to try to provide some live face-to-face contact opportunities for children, to maintain a sense of being part of a class. We are planning to use Teams Video Conferencing/Zoom to do this if they need to continue self-isolating or if there is a local lockdown.

When providing remote learning, teachers are responsible for:

- Setting work
 - Each CT is responsible for setting work for their cohort
 - The amount of work they need to provide- 5 key sessions per day
 - When this work needs to be set (e.g. 3pm the day before if pre-recorded) Live streamed lessons during Lockdowns
 - Activities and Lessons should be uploaded to your class MS Teams Group.
 - Content expectations will be regularly discussed at MS Teams Staff Meetings and SL will offer support, SLT will monitor content for continuity
- Providing feedback on work:
 - Live feedback via chat function in live lessons
 - Class Feedback via Chat function
 - Where possible feedback is collaborative via live sessions and timely in chat bar in response to pupil uploads
- Keeping in touch with pupils who aren't in school and their parents:
 - At least twice weekly contact will be made on an individual basis with families not engaging with MS Teams
 - Staff to only respond to Teams chat and emails between 8am-5pm daily. Exceptions can be made for generic file uploads
 - Complaints should be followed up according to complaints policy
 - Behaviour Policy will be utilised to monitor pupil behaviour and engagement with system
- How does the school ensure personalisation for those children unable to attend schools
 - A wide range of videos, web links and files will be provided to differentiate for various levels of pupil need such as individual children's requirements (SEND), in which individual specific work/tasks will be shared
- Attending virtual meetings with staff, parents and pupils:
 - Dress code-smart
 - Locations (e.g. avoid areas with background noise, nothing inappropriate in the background)

If teachers will also be working in school, TA's cover the responsibilities above during this time, however entire remote learning will only be offered in event of Lockdown in which case CTs are free to deliver with no cover required. TAs and SLT would cover Key Worker Provision.

2.2 Teaching assistants

When assisting with remote learning, teaching assistants will be available between 9am-3pm. If they're unable to work for any reason during this time, for example due to sickness or caring for a dependent, they should report this using the normal absence procedure.

When assisting with remote learning, teaching assistants are responsible for:

- › Supporting pupils who aren't in school with learning remotely
- › Attending virtual meetings with teachers, parents and pupils

2.3 Subject leads

Mrs Jenna Withers is responsible for Remote Learning in our school.

Alongside their teaching responsibilities, subject leads are responsible for:

- › Considering whether any aspects of the subject curriculum need to change to accommodate remote learning to incorporate all children learning needs
- › Working with teachers teaching their subject remotely to make sure all work set is appropriate and consistent
- › Working with other subject leads and senior leaders to make sure work set remotely across all subjects is appropriate and consistent, and deadlines are being set an appropriate distance away from each other
- › Monitoring the remote work set by teachers in their subject –through regular meetings with teachers and by reviewing work set
- › Alerting teachers to resources they can use to teach their subject remotely
- › How have teachers ensured the learning needs of all pupils, what adaptations have been required and implemented.

2.4 Senior leaders

Alongside any teaching responsibilities, senior leaders are responsible for:

- › Co-ordinating the remote learning approach across the school
- › Monitoring the effectiveness of remote learning –through regular meetings with teachers and subject leaders, reviewing work set or reaching out for feedback from pupils and parents
- › Monitoring the security of remote learning systems, including data protection and safeguarding considerations
- › **Confirming** personalised learning has taken place for all groups of children, ensuring that children have appropriate work, especially where remote learning is not appropriate or can be enabled at home.

2.5 Designated safeguarding lead (DSL)

The DSL is responsible for: See Section 5 of Safeguarding and Child Protection Policy

2.6 IT staff

IT staff (Ark) are responsible for:

- › Fixing issues with systems used to set and collect work
- › Helping staff and parents with any technical issues they're experiencing
- › Reviewing the security of remote learning systems and flagging any data protection breaches to the data protection officer
- › Assisting pupils and parents with accessing the internet or devices

2.7 Pupils and parents

Staff can expect pupils learning remotely to:

- › Be contactable during the school day
- › Complete work to the deadline set by teachers
- › Seek help if they need it, from teachers or teaching assistants
- › Alert teachers if they're not able to complete work

Staff can expect parents with children learning remotely to:

- › Make the school aware if their child is sick or otherwise can't complete work
- › Make use of the MS Teams Parent Pocket Guide
- › Seek help from the school if they need it – if you know of any resources staff should point parents towards if they're struggling, include those here
- › Be respectful when making any complaints or concerns known to staff

2.8 Governing board

The governing board is responsible for:

- › Monitoring the school's approach to providing remote learning to ensure education remains as high quality as possible

- › Ensuring that staff are certain that remote learning systems are appropriately secure, for both data protection and safeguarding reasons

3. Who to contact

If staff have any questions or concerns about remote learning, they should contact the following individuals:

- › Issues in setting work – talk to the relevant subject lead or SENCO (Jenna Withers)
- › Issues with behaviour – talk to the relevant CT/Key Stage Lead or member of SLT following Behaviour Policy steps
- › Issues with IT – contact Ark Technician Tony Holtham
- › Issues with their own workload or wellbeing – talk to their Appraisal line manager and/or SLT/HT
- › Concerns about data protection – talk to the data protection officer – (Contact Jenna Withers to follow up via Trust Procedure)
- › Concerns about safeguarding – talk to the DSL or DSL Deputies (Jenna Withers/Sam Morton/Sarah Hibbert)

Where children or young people do not have access to the Internet or remote learning, a hard copy will be available by contacting the school office.

4. Data protection

4.1 Accessing personal data

When accessing personal data held by the school for remote learning purposes, all staff members will:

- › access the data, on a secure cloud service Windows 365
- › use school Laptops or IPADS only not personal devices

4.2 Processing personal data

Staff members may need to collect and/or share personal data such as such as email addresses as part of the remote learning system. As long as this processing is necessary for the school's official functions, individuals won't need to give permission for this to happen.

However, staff are reminded to collect and/or share as little personal data as possible online, and to comply with GDPR guidelines in doing so.

4.3 Keeping devices secure

All staff members will take appropriate steps to ensure their devices remain secure. This includes, but is not limited to:

- › Keeping the device password-protected – strong passwords are at least 8 characters, with a combination of upper and lower-case letters, numbers and special characters (e.g. asterisk or currency symbol)
- › Ensuring the hard drive is encrypted – this means if the device is lost or stolen, no one can access the files stored on the hard drive by attaching it to a new device
- › Making sure the device locks if left inactive for a period of time
- › Not sharing the device among family or friends
- › Installing antivirus and anti-spyware software
- › Keeping operating systems up to date – always install the latest updates

5. Safeguarding

The DSL is responsible for:

Maintaining contact, collating, passing on information and responding to any concerns.

See the COVID-19 amendments to the Child Protection Policy

The school will continue to follow its rigorous safeguarding procedures if it becomes aware of any concerns through remote learning.

6. Monitoring arrangements

This policy will be reviewed x 3 yearly by Jenna Withers. At every review, it will be approved by the full governing board.

7. Links with other policies

This policy is linked to our:

- Behaviour policy
- Child protection/Safeguarding policy and coronavirus addendum to our child protection/safeguarding policy
- Data protection policy and privacy notices
- Home-school agreement
- ICT and internet acceptable use policy
- Online safety policy

Appendix I – Home School Agreement:

Name of Child

Year group

Consent- General Permission

I give permission for my child(ren) to experience and access learning resources, as deemed suitable and appropriate by the classroom teacher in the normal, recognised classroom learning environment.

By ticking the boxes, I confirm I have read, understood and agree to the above, and that I confirm my consent to my child(ren) using Microsoft Teams as outlined.

Consent- Interaction

I give permission for my child(ren) to interact with the classroom teachers)/headteacher(s) using ‘Microsoft Teams’, including the use of the microphone and camera.

Consent- Meeting Scheduling

I understand that by giving permission, ‘meetings’ will be occasional – by invitation only - and that ‘attendance’ will be sought only by my child’s/children’s classroom teacher using the teacher’s email address: (teacher’s name)@st.norberts.lincs.sch.uk

Safeguarding

Should you or your child(ren) be invited to meet by an individual or organisation NOT using said address format, the invitation would be reported to the Designated Safeguarding Lead Mrs. Jenna Withers, Deputy Designated Safeguarding Lead Mr. Sam Morton or Mrs. Sarah Hibbert immediately as a potential safeguarding issue in accordance with St.Norbert’s Catholic Aacdemy Safeguarding and E-Safety Policies.

Consent- Parent Invitation

I understand that teachers should not be invited to meet on Microsoft Teams by parents or by children - unless prior, mutual agreement has been reached by all parties.


Consent- Parental Responsibility

I understand that as parent or guardian, I am responsible for supervising the suitability of my child’s/children’s online access, communication and the ‘home’ setting (wherever distance learning is taking place outside of school). This includes ensuring children have a quiet, safe space from which to meet. I understand that only my child(ren) will join the meeting, and that adults and other children will not be permitted to partake without prior agreement by all parties. Parents are encouraged to supervise (but not appear on screen) and that in the interest of safeguarding the household, all microphones are to be muted unless specifically requested to unmute by the teacher. Each meeting will end at the teacher’s discretion.

Parental Signature:

Dated:

Appendix 2:




10 TOP TIPS

REMOTE LEARNING FOR CHILDREN


Remote learning can be a great way to continue learning outside the classroom, particularly in difficult circumstances. For students, it's the perfect way to ensure they still get the education they need, despite not being at school. However it also requires a level of discipline and careful planning. That's why we've created this guide to help pupils understand different aspects of remote learning and to support them in ensuring their experience is as safe and secure as it can be.

- 1) Treat remote learning the same as classroom learning**


Despite being at home, it's important to remember the same rules apply as being in the classroom, particularly in respect of behavior and conduct. Focus on learning and don't get distracted by your surroundings.


- 2) Use classroom language**


If you are encouraged to communicate through emails and online messages, don't use shorthand text speak and write as though you would speak in class. Remember to be respectful and polite and avoid posting negative comments or spamming the chat.


- 3) Take regular screen breaks**


Whilst remote learning might be an exciting experience to begin with, having prolonged periods of time in front of a screen isn't always healthy. Remember to have regular screen breaks where possible and in your spare time, try to get some fresh air and enjoy other activities away from electronic devices.


- 4) Always conduct video learning in an open space at home**


To get the best experience from remote learning, it's important to create the right environment around you. Try to set up a mock 'classroom desk' at home in an open space so parents can supervise if necessary. Avoid bedrooms as this could be considered inappropriate.


- 5) Only communicate through approved school portals and platforms**


It's important that you send messages and any pictures or images required for class through approved school channels, such as internal learning portals or approved platforms. This will help to keep your personal information safe and secure.


- 6) Stick to teacher rules and guidelines around online learning**


Your school should issue you with guidance around remote learning and the rules to follow. Always maintain classroom behaviour and try to remember that you are in a learning environment and not a social setting.


- 7) Dress in school uniform**


As part of your learning environment, try to maintain school uniform/dress. This will help as part of replicating classroom learning in the home. Try to avoid wearing anything too casual as this could be deemed inappropriate for school.


- 8) Don't share passwords or other sensitive information**


In order to begin your online lessons or to gain access to learning materials, you may be provided with login details and passwords. In the same way you keep your personal details private, always keep these safe and never share them with others.



- 9) Don't use school platforms to discuss personal matters**

It's important to keep your school communication channels separate from your own personal communication with friends and family. Don't be tempted to engage in casual discussions or send images, videos or links via official school apps or platforms that aren't associated with your learning.


- 10) Look after your mental health and wellbeing**

Remote learning ultimately means working alone and missing out on daily social interaction with your friends. If you ever feel frustrated, low or sad, it's important to discuss how you feel with your parents or your teacher. Keeping in touch with friends over the phone or on social media can also help to keep your spirits up.





www.nationalonlinesafety.com Twitter - @natonlinesafety Facebook - /NationalOnlineSafety Instagram - @nationalonlinesafety

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 20.03.2020

Appendix 3 – Important links:

The following websites offer useful support:

Schools may wish to use these resources to understand more about ensuring online education is safe:

- remote education advice from [The Key for School Leaders](#)
- advice from [NSPCC](#) on undertaking remote education safely
- guidance from the [UK Safer Internet Centre](#) on remote education
- Guidance on [teaching online safety in schools](#) provides information to help schools ensure their pupils understand how to stay safe and behave online.

- [Childline](#) - for support
- [UK Safer Internet Centre](#) - to report and remove harmful online content
- [CEOP](#) - for advice on making a report about online abuse

Schools should emphasise the importance of a safe online environment and encourage parents and carers to set age-appropriate parental controls on digital devices and use internet filters to block malicious websites. These are usually free, but often need to be turned on.

- Use these resources to support parents and carers to keep their children safe online:
- [Thinkuknow](#) provides advice from the National Crime Agency (NCA) on staying safe online
- [Parent info](#) is a collaboration between Parentzone and the NCA providing support and guidance for parents from leading experts and organisations
- [Childnet](#) offers a toolkit to support parents and carers of children of any age to start discussions about their online life, to set boundaries around online behaviour and technology use, and to find out where to get more help and support
- [Internet matters](#) provides age-specific online safety checklists, guides on how to set parental controls on a range of devices, and a host of practical tips to help children get the most out of their digital world
- [London Grid for Learning](#) has support for parents and carers to keep their children safe online, including tips to keep primary aged children safe online
- [Net-aware](#) has support for parents and carers from the NSPCC, including a guide to social networks, apps and games
- [Let's Talk About It](#) has advice for parents and carers to keep children safe from online radicalisation
- [UK Safer Internet Centre](#) has tips, advice, guides and other resources to help keep children safe online, including parental controls offered by home internet providers and safety tools on social networks and other online service.

Harmful or upsetting content

Get support by:

- reporting harmful online content to the [UK Safer Internet Centre](#)
- getting government advice and trusted resources from [Educate Against Hate](#) on safeguarding from radicalisation, building resilience to extremism, and promoting shared values

Appendix 4 – Google Drive:

This advice is taken from The Key for School Leaders, signposted by gov.uk

If teachers are uploading resources to an *open* Google Drive

Make sure there's nothing that can identify pupils in the resources, like their names or comments addressed specifically to them, as anyone with the link can view what's in an open Drive.

Note: if you're using a Google Drive as part of G Suite for Education, you don't need to worry about this.

By default, your school's Google Drive will only be visible to users in your school.

If you're using Google Classroom to set work and communicate

Decide:

- Whether you'll allow pupils to post and comment in the communication 'Stream', or disable this function for them (see below)
- What they can talk about in posts and comments, if allowed to

(If you disable pupil comments in the 'Stream', pupils will still be able to respond to feedback from their teacher on work they've handed in – they just won't be able to post on the 'Stream' page.)

To disable pupil comments in the 'Stream':

1. Open your class in Google Classroom
2. Click 'Settings' (the cog icon)
3. Scroll down to 'General'
4. Click the drop-down option to the right of 'Stream' and select 'Only teachers can post or comment'
5. Click 'Save'

If you allow pupils to comment, tell them they should only talk about school work in the 'Stream' and that you may 'mute' them, i.e. stop them from posting or commenting (see below), if they post anything that's inappropriate or bullying in nature.

Give parents the chance to opt out of their child posting in the 'Stream' too. If they opt their child out, mute them.

To 'mute' a pupil:

1. Click on a class in Google Classroom
2. Click 'People'
3. Next to the pupil you want to mute, check the box
4. Click 'Actions' > 'Mute'
5. Click 'Mute' again to confirm

To delete inappropriate or bullying posts or comments (you'll still be able to view them if you need to use them as evidence – see below):

1. Go to the class
2. Find the post or comment you want to delete
3. Click 'More' (the 3 dots) > 'Delete'
4. Click 'Delete' again to confirm

To view deleted posts and comments:

1. Go to the class
2. Click 'Settings' (the cog icon)
3. Next to 'Show deleted items', click 'Show' to toggle on
4. Hide the deleted items again by clicking 'Hide' to toggle off
5. Click 'Save' to save your changes and return to the 'Stream' page

If you're using Google Chat and Google Meet

Decide whether you'll let pupils communicate in Google Chat (previously called Google Hangouts). Like any chat function, it could lead to bullying, or be a distraction from learning.

To turn off Google Chat, you need to be an administrator. From the Admin Console Homepage, go to:

1. Apps > G Suite > Hangouts Chat
2. Click 'Service status'
3. To turn chat off for everyone, click 'Off for everyone'
4. Click 'Save'

This will turn off the chat function for everyone – staff and pupils. If you just want to turn it off for pupils, follow the more intricate steps [here](#) (particularly step 5).

Tell teachers to:

- Sit against a neutral background
- Avoid recording in their bedroom where possible (if that's not possible, use a neutral background)
- Dress like they would for school – no pyjamas!
- Double check that any other tabs they have open in their browser would be appropriate for a child to see, if they're sharing their screen
- Use professional language

Ask pupils to also be in a shared space in their house, rather than in their bedroom. No pyjamas for pupils either! Alternatively, you could ask them to turn their cameras off.

Ask parents who'll also be there to be mindful that other children might see or hear them and anything in the background.

Make a recording so there's something to go back to later on if you need to, and keep a log of who's doing video calls and when. Check that parents are happy with you making recordings first – tell them it's for school records only.

To record in Google Meet:

1. In the meeting, click 'More' (the 3 dots) > 'Record meeting'
2. Wait for the recording to start
3. When you finish, click 'More' > 'Stop recording'
4. Click 'Stop recording' again to confirm
5. Wait for the recording file to be generated and saved to the Meet Recordings folder. The meeting organiser and the person who started the recording will also get an email with the recording link

(You'll need to be using the computer version of Meet to record.)

If you're using Google Meet for live streams

Tell teachers to:

- Sit against a neutral background
- Avoid recording in their bedroom if they can (if that's not possible, use a neutral background)
- Dress like they would for school – no pyjamas!
- Double check that any other tabs they have open in their browser would be appropriate for a child to see, if they're sharing their screen
- Use professional language

Record live streams so there's something to go back to later on if you need to, and keep a log of who's doing live streams and when.

In 'view-only' Google live streams, pupils will be automatically muted and won't be visible, so you don't need to worry about what other adults in their homes might do that gets caught on camera.

If you schedule meetings in Google Calendar or Gmail, pupils won't be able to rejoin once the final attendee has left. This means pupils won't be able to rejoin for their own private calls.

You might still want to ask for pupils to be on mute with webcams off, to cut risks. Otherwise, no pyjamas for pupils either, and ask parents to be mindful of what they say and do in the background.

To record in Google Meet:

1. In the meeting, click 'More' (the 3 dots) > 'Record meeting'
2. Wait for the recording to start
3. When you finish, click 'More' > 'Stop recording'
4. Click 'Stop recording' again to confirm
5. Wait for the recording file to be generated and saved to the Meet Recordings folder. The meeting organiser and the person who started the recording will also get an email with the recording link

(You'll need to be using the computer version of Meet to record.)

Appendix 5 – Microsoft Teams:

If you're using Microsoft Teams

Decide whether you'll let pupils use chat in Microsoft Teams. Like any chat function, it could lead to bullying, or be a distraction from learning.

To disable chat for pupils, you need to create a 'messaging policy' in Teams and then assign it to pupils. First, create your new messaging policy:

1. Log in to the Microsoft Teams admin centre
2. Click 'Messaging policies' on the left-hand side
3. Click 'New policy' and give it a name (e.g. 'Disable chat')
4. Select the 'Chat' setting, and turn it off
5. Click 'Save'

Then, assign this policy to pupils:

1. Log in to the admin centre
2. Click 'Messaging policies' on the left-hand side
3. Click on the policy you've just made, then 'Manage users'
4. Search for the user you want to add, click on their name, and then click 'Add'
5. Repeat step 4 until you've added all of your pupils
6. Click 'Save'

Tell teachers to:

Sit against a neutral background

- Avoid recording in their bedroom where possible (if that's not possible, use a neutral background)
- Dress like they would for school – no pyjamas!
- Double check that any other tabs they have open in their browser would be appropriate for a child to see, if they're sharing their screen
- Use professional language

Ask pupils to also be in a shared space in their house, rather than in their bedroom. No pyjamas for pupils either! Alternatively, you could ask them to turn their cameras off.

Ask parents who'll also be there to be mindful that other children might see or hear them and anything in the background.

Make a recording so there's something to go back to later on if you need to, and keep a log of who's doing video calls and when. Check that parents are happy with you making recordings first – tell them it's for school records only.

To record in Microsoft Teams:

1. In the meeting, click 'More options' (the 3 dots) > 'Start recording'
2. Wait for the recording to start (you'll get a notification saying 'Recording has started')
3. When you finish, click 'More options' > 'Stop recording'
4. Wait for the recording to be saved in Microsoft Stream (whoever started the recording will get an email notification when it's ready to watch)

If you're using Microsoft Teams for live streams

Tell teachers to:

- Sit against a neutral background
- Avoid recording in their bedroom if they can (if that's not possible, use a neutral background)
- Dress like they would for school – no pyjamas!
- Double check that any other tabs they have open in their browser would be appropriate for a child to see, if they're sharing their screen
- Use professional language

Record live streams, so there's something to go back to later on if you need to, and keep a log of who's doing live streams and when.

To record a live event in Teams, check the 'Recording available to producers and presenters' setting when you schedule your live stream. You can make the recording available for pupils too, by checking 'Recording available to attendees'. The recording will be available for 180 days after the event ends.

To disable chat for pupils, uncheck the 'Q&A' setting when you schedule your live stream.

Appendix 6 – Recording through YouTube:

If teachers are recording videos to share through YouTube

Tell them to:

- Record against a neutral background
- Avoid recording in their bedroom if they can (if that's not possible, use a neutral background)
- Dress like they would for school – no pyjamas!
- Double check that any other tabs they have open in their browser would be appropriate for a child to see, if they're sharing their screen
- Use professional language

If teachers have a personal account where they've created playlists, ask them to set up a separate work account. See more on getting your staff set up with YouTube in [another of our articles](#), and share the guide in it with staff.

Ask teachers to:

- Set their videos to 'Unlisted' so that only people who have the link (e.g. parents who you've emailed) will be able to see the video
- Set the audience as 'Made for kids', so that adverts won't appear at the start of the video, and comments will be disabled

When uploading videos to YouTube:

1. Under 'Audience', click 'Yes, it's made for kids'
2. When they get to the 'Visibility' step, click 'Unlisted'

Appendix 7 – Teachers phoning pupils:

If teachers are phoning pupils

Tell them to:

- Do this through parents' phones only (unless this itself poses a safeguarding risk), particularly in primary school, and in all cases make sure parents are aware and agree
- Call in school hours as much as possible
- Make sure someone else at school is aware, and keep a record of the date and time of each call
- Have a parent there at the child's end, and have the phone on speaker phone
- Either use an app like [3CX](#) that will route calls through your school's number rather than their own, or block their number so parents don't see it. (give parents advanced warning of what time you'll be calling if you're blocking numbers, so they're more likely to pick up.) Please note, the link to another product here isn't an endorsement from The Key.

If teachers are using video calling, take the same steps as above.