

## **KMPF Guidelines for Online Delivery to Students in Schools and Colleges: April 2020**

### **1. Introduction**

The recent KMPF Partnership Survey has highlighted the current priorities for many of our schools and colleges in terms of adapting to remote delivery of the curriculum, continuing to meet a broad range of educational needs, and supporting disadvantaged and vulnerable children and young people.

In these challenging times, KMPF partners would like to continue to support schools and colleges by offering flexible, remote delivery of collaborative outreach to students wherever possible.

It is essential that this is done in a manner that complements broader delivery in schools and colleges, while following safeguarding policies that have been updated at national level, and within many of our institutions, to reflect the current situation.

These guidelines are intended to complement the individual delivery plans and safeguarding policies of KMPF partners, schools and colleges, by bringing together a collaborative set of principles to describe the ways in which we will aim to deliver outreach remotely during this period. They do not seek to supersede institutions' own safeguarding policies, nor to replace the conversations that have always taken place between delivery partners and schools/colleges, which remain essential in these times.

### **2. Types of Delivery**

A wealth of online resources has emerged in recent weeks, designed to support students and families with aspects of remote learning, wellbeing, and support for specific needs. These are being delivered across a range of different online platforms.

Responding to feedback from our survey, KMPF partners will aim to ensure that as far as possible, online delivery of outreach responds to the priorities identified by schools and colleges, is of high-quality, and is offered flexibly to meet the varying needs of students who may have limited access to devices (and / or suitable working spaces) throughout the day.

Methods of online delivery may, in general, include the following, but there are many considerations to be taken into account with each:

- **Pre-recorded content** (e.g. online sessions delivered via YouTube or potentially embedded within a school's Virtual Learning Environment) that can be accessed flexibly by students, alongside accompanying materials.
- **Broadcast**: live streaming of content that students access at a specific time, but usually without an embedded means of online interaction from participants.
- **One-to-many delivery** (live conferencing), with the potential for interaction with participants. It is recommended that this option is only considered for students with audio-only (not with video enabled) and is never offered on a 1:1 basis for safeguarding reasons.

Careful consideration will need to be given to the most appropriate method of delivery, given the expected age range, subject / topic nature, potential group size, and specific needs of the students participating. Particular caution should be taken with the potential development of any live or

interactive delivery to students and it should be noted that some schools have specifically stated (within their updated safeguarding policies) that they will not allow students to use live chat facilities accompanying online learning. Further safeguarding considerations specific to delivery methods are set out further on.

### **3. Consulting with schools and colleges prior to delivery**

The planning processes which would normally take place between schools, colleges and delivery partners prior to delivery of an activity remain important in the current circumstances, particularly before students access any material that is delivered 'live' or in an interactive session. It is especially important that assurance is gained (on both sides) that safeguarding considerations specific to the institutions in question are being followed. Areas for clarification may include:

- Whether the intended delivery platform is approved by the school / college SLT, and any age restrictions / security implications specific to the platform.
- The presence of a staff member from the school or college for any live or interactive delivery.
- The use of audio for students to participate, or any chat/interactive facilities that may allow them to ask questions. In the case of chat feeds (where these are acceptable to both the delivering institution and the schools in question), these should be moderated wherever possible.
- The expected numbers of students who might participate in any live session, and how delivery might need to change if numbers are higher or lower than anticipated.
- Expected standards of behaviour from students, where there is potential for interaction, and agreement regarding how the school / college will respond to incidents that are compromising delivery.
- Recording of delivery. Although this is recommended for institutions' own safeguarding reasons, this should not include video-recording of participating students.
- Institutions may wish to consider using the HEAT Registration Tool or Qualtrics to collect registration data from students, with the KMPF or KaMCOP privacy statement in place (depending on the intended participants), or an adapted version, covering the same content. This must enable students to opt-out of submitting data and still be able to access the online content. Both the proposed tool and the privacy statement should be approved by the institutions' own Data Protection Officer.

### **4. General considerations for online delivery**

The following broader considerations should always be taken into account when designing online delivery to students:

#### **a) Technology**

- Institutions will need to ensure that proposed platforms for delivery are acceptable within the terms of their own IT security and safeguarding policies, and that plans for online delivery to students have been approved by their Designated Safeguarding Leads and (as necessary) Data Protection Officers. These considerations will apply equally to schools.
- It is recommended that delivery staff use their institutional email addresses when creating accounts or registering to use online platforms.

- All live sessions should be hosted by the relevant delivery staff member and/or by a member of staff from the school / college. Where software allows, co-hosting the session is preferable, in case of connection issues. This is to avoid the risk of some types of software automatically assigning a new host from among the participants, if the original host loses connection.
- It is strongly recommended that members of staff involved in delivering sessions do not join a session initiated by students, to ensure that they have full access to the controls.
- The host of the session should ensure beforehand that they are familiar with the controls specific to the platform to control video, audio, access permissions, recording. This includes being able to control access to chat functions and control of the screen.
- Where the platform allows, password-protected or controlled invites should be used for students to join the live lesson. Wherever possible, these should adopt students' school or college email addresses or be referred by the school / college via parents' email addresses.

**b) Safeguarding**

- A teacher/representative from the school or college should be present in each live session.
- Live / interactive delivery should never take place on a 1:1 basis with a student.
- It is strongly recommended that webcams are only enabled for delivery staff and ambassadors, with all other participants having audio access only. It will be at the discretion of institutions and individual schools as to whether audio facilities should be two-way, to enable students to ask questions, or whether another method is offered.
- Delivery staff should wear suitable clothing for being in a professional online live lesson and should ensure that any ambassadors supporting delivery do the same.
- All delivery staff should ensure that they have suitable backgrounds in their camera view and are in control of their background environment for the time that they are delivering.
- Where possible, the delivery of the session should be recorded and saved securely by the relevant delivering institution for safeguarding reasons. Any recording that contains audio from students should not be shared, but used only for the purposes of moderation (if required). Students should be informed of this, and recordings should be retained securely, in line with the institutions' Retention Policy, as approved by the relevant Data Protection Officer.

**c) Additional points:**

- Live sessions run through schools / colleges should generally only take place during standard school teaching hours (generally 8.45am – 3.30pm) unless an exception is agreed with the relevant school or college.
- Language should be professional at all times, and schools / colleges should be encouraged to remind students of the expected standards for behaviour when participating in any live sessions.
- Staff should not join live lessons initiated by students.

**5. Safeguarding**

KMPF partners should ensure that any plans for online delivery to students are approved by their own institutional Designated Safeguarding Leads, and Data Protection Officers where necessary. Any concerns about the wellbeing of participating students should continue to be reported through

institutions' own reporting pathways, in line with *Keeping Children Safe in Education* (2019), and where necessary, referrals made to Children's Social Services. Further information is available from <https://www.kent.gov.uk/social-care-and-health/report-abuse>. In line with recently updated safeguarding guidance from the DfE, schools will continue to have a Designated Safeguarding Lead available either on-site or via telephone to offer support as needed.

## 6. Further Information

The following links offer some broader context to online delivery and safeguarding issues:

<https://www.gov.uk/government/publications/covid-19-safeguarding-in-schools-colleges-and-other-providers/coronavirus-covid-19-safeguarding-in-schools-colleges-and-other-providers>

<https://swgfl.org.uk/resources/safe-remote-learning/>

<https://static.lgfl.net/LgflNet/downloads/digisafe/Safe-Lessons-by-Video-and-Livestream.pdf>

<https://www.gov.uk/government/publications/keeping-children-safe-in-education>

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