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Remote Learning via Microsoft 365 Policy

V1.0

Document Control:

Summary of Changes

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1.0	16.07.2020	Live document released.	Mark Byrom

Document Change Approvers:

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Table of Contents

1	Purpose of the policy	4
1.1	What is remote learning?	4
1.2	Rationale:	4
1.3	Aims:.....	4
2	Policy review	4
2.1	Potential for the future:	4
3	Main body of Policy	5
3.1	Username format.....	5
3.2	Pupil Passwords	5
3.3	Account Administration.....	6
3.4	Address Book	6
3.5	Email	6
3.6	Microsoft Teams	7
3.6.1	Chat function:.....	7
3.6.2	Channels:.....	7
3.6.3	Video calls:	8
3.6.4	Post wall:.....	8
3.6.5	Homework:.....	8
3.6.6	Video lessons:	8
3.6.7	Microsoft Teams User accounts, licences and security:	9
3.7	Other Office 365 Apps	9
4	Roles and Responsibilities	9
4.3	The role of staff:.....	10
4.4	The expectations from pupils:.....	11
4.5	The role of parents:	11
5	Additional Policies	12

1 Purpose of the policy.

There is a need for Schools to provide pupils with the ability to continue their learning and development, through the use of online methods, when outside of the normal school environment. This distance learning will be offered to pupils in a secure and controlled manner through the applications and features of the Microsoft Office 365 suite, providing a safe working environment for staff and students.

This policy is intended to detail the controls that will be implemented on all pupil Office 365 accounts for those Schools subscribing to the Microsoft 365 platform.

1.1 What is remote learning?

Remote learning, also referred to as blended, gives children who aren't in a physical location due to illness or school closure in-person education, access to online training materials, and the ability to communicate with their school staff from their own home through an Internet based application.

1.2 Rationale:

In St. Helens, we nurture every child's unique talents to enable them to flourish in a climate of high expectations, innovation and creativity. If children are unable to attend school due to closures or can continue their learning in the home environment, we are committed to providing remote learning opportunities to deliver a coherent range of curricular experiences. The policy outlined here reflects a clear commitment to reinforce skills and give pupils access to learning activities which will meet their needs, building upon prior learning.

1.3 Aims:

- To have structured opportunities to connect with learners across the school week
- To provide continuity of learning and skills development
- To ensure planning for opportunities for pupil achievement and attainment
- To ensure we give opportunities for every child and that all children are safe, respected, respectful and responsible.
- To respect the rights of children as set out in each school's anti bullying policy
- To provide a safe working and blended learning environment for staff/pupils

2 Policy review

As a minimum, this policy will be either reviewed annually, or when a major update to Office 365 is released, or if updates related to pedagogy practices or safeguarding guidelines are required, whichever is the earliest. The policy review will be undertaken by the Schools ICT Operation Manager, in consultation with the PASH & ASH Executive group.

2.1 Potential for the future:

Microsoft 365 has a wide-reaching bank of resources which can be utilised flexibly to enhance the school curriculum, within the context of this schools are already utilising aspects of 365 such as email. Over recent times a discussion has focused on the capacity to extend the use of Microsoft 365 into various other spheres such as remote learning and live lessons to accommodate children learning from home and teachers teaching and assessing remotely. It is only within the exceptional circumstances

we have experienced lately that this has been deemed a necessary approach. There will be certain aspects, however, that will be applicable moving forwards, capitalising on what is able within Microsoft 365.

Moving forwards, it is anticipated that schools may wish to continue the practise of utilising Microsoft Teams to hold virtual meetings. The benefits of this to school and staff include saving time, travel, increased capacity for networking and ability to allow for more flexible working. One area not yet fully rolled out across schools is utilising Microsoft Teams for Video and Live lessons. Schools may wish to have a flexible approach to how this will be used in the future. But we would not anticipate live lessons taking place unless there are extenuating circumstances such as that that we have recently experienced with the pandemic. Other examples of this may include when school have to close due to extreme weather, partial closure due to infection control and/or other unforeseen circumstances.

Schools could also potentially have the capacity to have pre-recorded lessons available for pupils. This would be particularly relevant in addressing Ofsted's concern surrounding pupil absences as this would allow school to provide pupils with access to resources to support missed learning during their absence. Schools would need to develop their own tailored policy, taking into account staff workload in order to develop this practise.

3 Main body of Policy

The pupil Office 365 accounts will be configured with the following controls.

3.1 Username format

Primary school pupils' usernames will follow a set format in order to obscure the pupils identity online while making it manageable for school staff and ICT support. The format this will follow is **schoolcode-intakeyear-initials incremental number** e.g. **gar-13-ab1** for a Garswood Y6 pupil with the initials AB.

Secondary school pupils' usernames will be their school email address, which usually consists of initials, surname and year of entry to the school, for example, **jblogg19@sthelens.org.uk**. This format obscures the pupil's full identity online while making it manageable for school staff and ICT support.

3.2 Pupil Passwords

Primary School pupil passwords will initially be set to their Date of Birth in the format **dd-mmm-yyyy**, e.g. **01-Jan-2015**. Pupils will be advised to change their passwords at first login so it is personal

Secondary School pupils passwords are the same as the pupil uses to login to a school device.

Pupils will be advised to enrol on the password self-service system so they can reset their password should they forget it. Here the child will be asked to enter a phone number or email address were a verification code can be sent to reset their password.

Primary Schools have advised children that the password they create should be 5 or more characters containing upper, lower case letters and numbers for security purposes.

Secondary Schools have advised pupils that the password they create should be 8 or more characters containing upper, lower case letters and numbers for security purposes

Children and parents are also supplied with this link to explain the process further.
<https://www.sthelens.org.uk/media/1544/st-helens-schools-ict-support-self-service-password-reset.pdf>

Pupil accounts are not published in any material online or via schools' websites, they cannot send or receive email externally and as such the visibility of their accounts online is restricted. Through e safety lessons on a regular basis in school, children are aware to report any inappropriate content immediately to their class teacher. This can also be done on Teams through the chat facility or for parents through the school email address.

3.3 Account Administration

Accounts for Y6 school leavers will be accessible by the student until the first half term holiday of the new academic year, at which point the account and all data held within the account, will be deleted.

Accounts for Y11 and Y13 school leavers will be accessible by the student until the September after they have left school. Pupil work is kept for a year after the pupil has left school.

Students transferring 'In-Year' between in or out of borough schools will be setup with a new Office 365 user account that is relevant to their new school. Any existing student accounts from the previous school, that are managed by the Councils Schools ICT Support Team, will be disabled after one half term and will be deleted at the end of the academic year. This process is based on notification from the school regarding the pupil change.

Microsoft Office 365 usage logs will be retained for a minimum of 90 days.

3.4 Address Book

Primary School pupils will be provided with a blank address book, they will not see the details of other pupils or staff in their school nor staff or pupils in other schools. They will still be able to send emails to these if they know their email addresses but will not be able to look them up.

Secondary School pupils will only see other staff and pupils email addresses within their school in the address book, they will not see details of staff or pupils in other schools. Again they will still be able to send emails to these if they know their email addresses but will not be able to look them up.

3.5 Email

For Primary Schools, pupil email will be restricted to sending and receiving internally only to other sthelens.org.uk addresses. Pupils will not be able to send or receive email communication from external sources.

If a child sends a direct email to a teacher, the teacher has been strongly advised to not respond to the email directly but to email a reminder to the parent of that child that children are not allowed to directly email staff. This will be emailed from a 'teachers to parents app' or a central school email account.

It can be restricted further by not making the local school address book visible to pupils, but this is a local school decision. If the address book is blocked pupils could still send emails to other pupils in other sthelens.org.uk schools if they know or guess their email address. Pupils are made fully aware that all emails can be monitored and re read if an allegation is made and their address will be removed from them as a consequence.

As stated in the National Curriculum for KS2 Children need the facility to be able to understand email from as low down as Key Stage 1 (Year 1) and to access email and other aspects of Internet communication within Key Stage 2, it states..... ***‘Children need to understand computer networks including the internet; how they can provide multiple services, such as the world wide web; and the opportunities they offer for communication and collaboration’*** as well as being mindful of the dangers and possible risks that comes with the Internet..... it states ***‘use technology safely, respectfully and responsibly; recognise acceptable/unacceptable behaviour; identify a range of ways to report concerns about content and contact’***

This policy allows a balance between these two statements to ensure both are met and can be taught and understood effectively.

For Secondary Schools, pupils are not restricted within their use of email. Pupils are able to email staff for guidance with their work but they must accept that responses may only be provided during working hours.

3.6 Microsoft Teams

Microsoft Teams is a GDPR compliant digital hub that brings conversations, content, assignments, and apps together in one place, this allows teachers to create learning environments, build collaborative classrooms, connect in professional learning community, and connect with colleagues remotely.

Within Microsoft Teams, staff can converse with children through a class conversation. This is fully visible at all times by all members of the class ‘TEAM’. 1-1 discussions between a class teacher or another child will be disabled from the application to avoid any safeguarding issues. These conversations are also stored centrally at St. Helens Council and can be reviewed if and when a need arises.

Staff and children can share files and websites, create a OneNote Class Notebook (already built in), and distribute and grade ‘assignments’. This allows teachers to organise interactive lessons and provide effective and timely feedback. School administrators and staff can also stay up-to-date and collaborate using Staff Teams with a ‘all staff’, a ‘Teachers’ and an ‘SLT’ Team with relevant staff included in each. These TEAMS can be used for announcements and topical conversations. Staff can share instructional material using these professional learning communities.

3.61 Chat function:

Chat functionality with MS Teams will be disabled. This is to ensure safeguarding for both pupils and staff. 1-1 conversations should ideally have a witness either remotely or in person. Therefore, if any disclosures are made about home or school, both parties remain protected. This is also the case if a child accuses another child or teacher of inappropriate language or content. On the post wall of Microsoft Teams children and a staff are aware their comment can be seen by the whole class. A specific school email is provided that can be accessed by a number of staff from that school if a parent wants to contact a member of staff directly.

3.62 Channels:

Within MS Teams channels can be set up for smaller groups of children, however, due to the reasons stated above it is advised that all schools add two members of staff into any channel rather than be in a channel alone with a child.

3.63 Video calls:

Teams calling via voice and/or video will be disabled. Meeting scheduling will be restricted to prohibit pupils from creating and inviting other participants to meetings. Children's safety continues to be our highest priority. Just as we would never leave children unsupervised in school. We would never leave them unsupervised together in a learning platform. We would hope that inappropriate images and bullying would not take place over this platform but unfortunately cannot guarantee this. Disabling the one on one interaction between children gives a better chance of monitoring and assuring that all children are protected from this. Age restrictions around common social media platforms, such as Facebook, Instagram, Fortnite, Tik Tok and other similar platforms the video calling aspect of Teams would fall into the same '13' age bracket that we are trying to protect children from.

3.64 Post wall:

Staff can mute pupil activity on the post wall if they feel children are behaving inappropriately with use of language or towards another child/ member of staff or are posting without adult supervision. Children are also reminded to not post personal details such as usernames and passwords, phone numbers addresses etc... on a public wall.

Pupils will have access to complete homework set by Teachers. Teachers can provide feedback on the homework with grading etc. School staff can deliver online events, using voice and video features, between staff, parents and students. A record of the meeting is stored in the audit log. Schools Staff can record events if required for future playback.

3.65 Homework:

Teachers will be able to set homework via Teams. Pupils can also "turn in" homework within Teams either by completing online or uploading documents. Teachers can provide feedback on the homework with grading and free text comments or set self-marking tests with instant feedback. Teachers are also able to use Rubrics to build a standardised set of comments for feedback, in addition to using free text. Teachers are able to export grades from Teams.

3.66 Video lessons:

Members of staff are encouraged to record video lessons and announcements to make available to children on their class Teams, however, lessons should be recorded in school. If, in extreme circumstances i.e. local full lockdown, videos are recorded at home, then the backdrop to the lesson should be appropriate, blurred or an additional background chosen. If resources such as PowerPoints or webpages are to be shared as part of the lesson, then the teacher should be mindful of other personal applications such as emails minimised on their screen.

Videos are recorded and saved within Microsoft Stream where the teacher will adjust permissions to the class 'Team(s) they want to view the video. A video must never be made 'public' for all to see. A language must be selected so that a transcript can be created and kept to refer to if an allegation is to be made in the future. To view the video children, log onto the Video using their Office 365 username and password.

Recorded Video Lessons will only be viewed again if an allegation or question arises and evidence from this lesson is needed.

Remote video meetings between staff will take place on a regular basis, however, staff have been instructed to keep all video meetings confidential and to, whenever possible, remove additional adults and children from the room while these video meetings are taking place.

If a disclosure is made by a child to a member of staff during a Teams Video Call, the call is to be ended immediately and contact made with that child or that child's parents through email or phone call with another member of staff present. A member of staff should never talk directly to a child one to one on a video call. The incident should be logged immediately on CPOMs copying in all relevant parties.

3.67 Microsoft Teams User accounts, licences and security:

For security reasons, children have been disabled from viewing the global directory of St. Helens staff normally available through Microsoft TEAMS, this is to ensure children cannot send emails or obtain addresses of St. Helens staff across the authority; this protects the security of both the member of staff and the child.

Children will not be able to view or comment on any TEAMS other than the cohort TEAM that they have been assigned to. They will also not be able to create their own TEAMS, becoming an owner, and invite members to a TEAM they have created. This is to ensure all TEAMS can be monitored and overseen by the class teacher, the Head teacher, deputy and Computing lead as well as St. Helens council filtering system.

Microsoft TEAMS uses Microsoft 365 capabilities to authenticate users and provide services. Staff and children have identities established to facilitate collaboration. However, all user names are consistent with a child's initials and not their full name. Passwords are initially set to the child's date of birth but children are requested to change their password to something unique and secure to them.

Microsoft Teams is included in Office 365 A3 licensing portfolio which schools currently subscribe to. This account also gives the pupils the opportunity to download the TEAMS app to their desktop or smart phone for ease of access. All pupils and staff have been allocated a 365 account by St. Helens Council IT department.

For Primary Schools, The IT department have also set up a school-based email address so that they are available for troubleshooting, security issues and removal of a pupil or staff if needed. This email address is specific for each school, for example, Midtown Primary would be **Midtown-teams-help@sthelens.org.uk** and can be accessed by each schools ICT Technician, Schools ICT Support Primary School Team Leader, Infrastructure Team Leader (St. Helens ICT) and the schools Computing Lead and Head Teacher.

3.7 Other Office 365 Apps

We will restrict access to Kaizala, an instant-messaging platform, to all pupils. All other Office 365 apps have been examined and deemed safe for use by pupils.

4 Roles and Responsibilities

4.1 Lesson criteria and statutory routines:

Parents and children should be sent an agreement at the beginning of the academic school year before any Team sessions are instigated to follow certain guidelines about online communication. They are made fully aware within the agreement that the consequences to going against the agreement is to be blocked from the Teams platform, e.g. if they say or do something inappropriate. (Similar to a class charter)

Teachers will be given a standard script to read before the session to discourage inappropriate behaviours and remind children and parents of the agreement. At the beginning of each session an

adult at home waves to the camera indicating they give permission for their child to attend the Teams session, at which time the teacher takes a register and the adult leaves the room. In the case of younger children the adult is more than welcome to stay with their child to help them with set tasks given, however, they will be reminded that they are in attendance of a lesson and to not use the session as an opportunity to discuss other matters with the teacher who is filming.

Live sessions MUST only be undertaken from school. When a lesson is about to take place the teacher delivering the lesson places a sign or notice on the door of the classroom where lessons are being presented to inform staff and pupils that a lesson is in progress, this should ensure minimal interruption to the lessons and for any staff or children who are not in attendance to avoid entry. Teachers must also record all Live sessions by clicking record at the start of the session, reminding the children they are being recorded and clicking stop at the end of the session. This will ensure the safety of everyone within the lesson structure and provide any evidence if needed at a later date. After each recorded session a transcript of the session can be downloaded and once converted from a .vtt file can be uploaded on CPOMs if necessary.

Children are reminded at the beginning of any live video session that they are attending a lesson and any discussions about home life can be done at a different time. Teachers have been instructed that if a child is to disclose something of a personal nature, or teachers can visually see or hear something that they would consider is putting the child at risk, they immediately end the session and reconnect with the specific child via the link with an additional member of staff present as a witness.

4.2 Creating a lesson:

When scheduling a video lesson, teachers send the meeting invite via outlook, so a calendar entry is registered in the pupils account. The teacher can then use the 'meet now' feature to start the session or schedule the meeting shortly before the event is due to start and delete the event as soon as it has ended. This removes the ability to communicate before or after the session. Children have already signed the charter at the beginning of the year stating they will not use the event before or after and will be blocked as a consequence if they do. They will be reminded of this at the beginning of the session.

There is currently no technical way to restrict children accessing a scheduled event before or after the session has finished. It has been announced that Microsoft will roll-out the ability to restrict access to retired meetings in mid/late June 2020. Pupils do not have the ability to create meetings or use meet now features and as such don't have the ability to use video, audio or chat.

4.3 The role of staff:

- To become familiar with new technology when needed and research Microsoft TEAMS, and understand how they can be used most effectively.
- To provide a TEAMS learning platform where all children have the opportunity to engage in learning
- To promote an ethos of inclusion, respect, fairness and equality
- To deliver age appropriate lessons or meetings through video conferencing when appropriate. Taking into account the audience and awareness of the audience.
- Ensure that cyber resilience and Internet safety is central to all digital technology use as set out in the Computing and e safety Policy

- To record any remote TEAMS video-based lessons for safety and store on their Office 365 account in case they need to be reviewed at any time.
- To observe and monitor children's learning
- To provide support and guidance for pupils and parents when needed
- To keep abreast of research and national agenda and demonstrate an ongoing commitment to professional learning
- To engage with effective learning and teaching resources.
- To address any safeguarding issues, reporting as required in-line with the schools safeguarding policy.

Online lessons will not be used as part of any performance management process for teachers as this would not show a true reflection of teachers' capabilities in an unnatural environment but Senior Leaders reserve the right to view or join live sessions as a form of quality assurance, in-line with normal lessons in the school environment.

Before starting a session staff are required to follow a specific protocol of events including recording sessions, reviewing home school agreements, taking a register, being aware of their surroundings, especially clothing and background, placing a sign on the door and checking their desktop to ensure there are no minimised documents available that are not required during the session. Staff will follow a set checklist before starting any video session.

Please see appendix for teacher's checklist.

4.4 The expectations from pupils:

- To participate in online learning and activities as published by their teachers
- To ensure everyone feels valued, respected and included, children, staff and parents.
- To promote respect in relation to the rights of others
- To contribute their views through Microsoft TEAMS when required.
- To offer peer support and guidance through shared learning.
- To show respect to any teaching staff who conferences through to them via TEAMS video link and be made fully aware that all videos are recorded and kept.

Pupils can post chat on their class wall, but this is overseen by the teacher and other members of staff assigned to that class and if required pupils can be muted by the Teacher, restricting the ability to post further comments. Previous posts can be deleted retrospectively.

If an email is sent from a child to a member of staff a letter will be sent out to their parents requiring parental awareness/supervision when children are using teams and if an email is sent to a teacher, they will not reply under any circumstances. A message will be sent to them from the Black Bag School email or through Teachers to Parents email.

4.5 The role of parents:

- To wave at the camera at the beginning of each live session to provide consent for their child attending the live session.
- To encourage pupils to access learning through TEAMS and associated activities
- To support the school values as set out in the e safety and anti-bullying policies on the website.

- To foster an open pathway of communication between the school and home where appropriate.
- To encourage children to participate in video learning lessons via TEAMS and show respect through their comments and behaviours remotely.
- To be made aware that all video lessons are recorded by the teacher and stored on an internal storage device.

If another member of the family such as an older sibling was to appear on the video lesson the adult who originally signed the schools Acceptance User Policy would be contacted immediately and consequences adhered to. Content posted in Teams can be monitored and removed and Email can be reviewed if an issue is raised.

5 Additional Policies

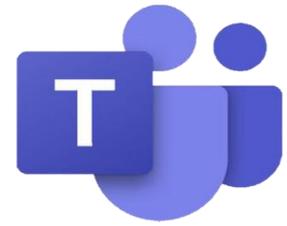
Please also see individual schools' policies for additional details, these would include....

- Behaviour Policy
- Child Protection Policy
- Acceptable use policy
- E safety Policy
- Remote learning Policy

Appendices:

Checklist for All Teams Video lessons

Teachers

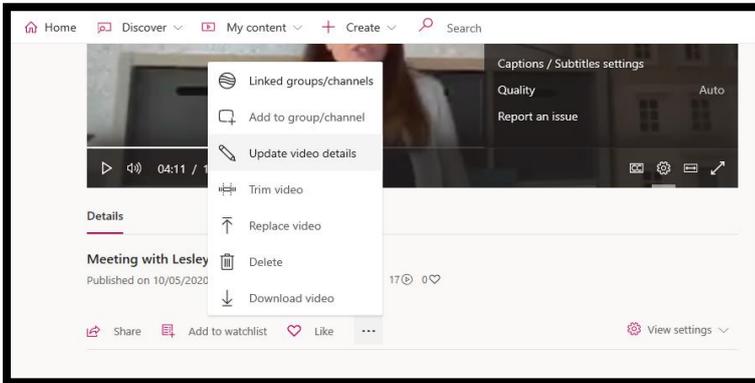


- Always check your desktop before a session for any additional minimised document.
- Ensure the level of the camera is placed appropriately for you to be seen.
- Pre warn other children and staff when a video meeting will be taking place and place a sign on the closed door.
- Schedule in the calendar of the chosen Team when a lesson will occur, so children have prior warning – if possible, email out a timetable.
- Only meet via the 'meet now' button to avoid the recording being used before or after the event.
- Have all resources needed for the lesson prepared so the recording is not left unattended at any point.
- Always record live sessions so a transcript is created and can be reviewed if needed.
- Double check any prepared documents that are to be shared for errors beforehand.
- Email out resources prior to the lesson or uploaded to class Teams page.
- Ensure the PowerPoint slide on appropriate behaviour and consequences is shared at the beginning of the lesson and the class charter rules are repeated.
- Remind children of E safety requirements of not accessing the recorded video before or after the lesson.
- Always check an adult is present at the beginning of the lesson for consent (with a wave)
- Take a register at the beginning of each session.
- Use the 'hands up facility' for when a child needs to speak and mute their microphone (making them aware of this)
- Always copy in the headteacher or deputy to make them aware a session is taking place (send a timetable)
- Always check the language is set to English so a transcript can be created and added to CPOMs if, in the unlikely event, it is required.

- After the recording has completed, check in Stream what permissions have been allocated.

Microsoft Streams

Transcript and Permissions:



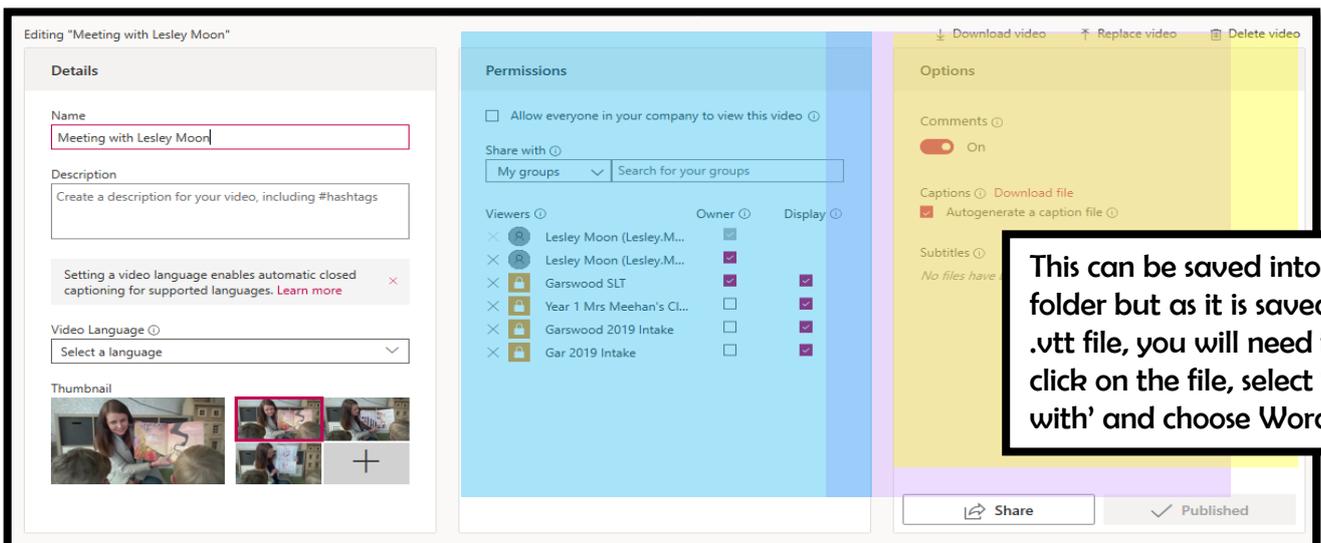
At the bottom of the video you have three dots

Click on the **three dots** and then click on 'update video details' (see opposite)

This brings up the box below, where you can control who sees in and the transcript.

Details	Permissions	Options
<p>Where you can give it a title and a description.</p> <p>Only if the language is selected here will it produce a transcript</p>	<p>Who can see it!</p> <p>You can share it with 'people' in which an email of the link will be sent to them individually or 'groups' where you type in the name of the 'Team' you want it shared with</p>	<p>If the commentary is on it puts subtitles on the video (which is hilarious)</p> <p>If you click 'Download File' next to captions you get a copy of the transcript</p>

At the bottom there is an option to 'share' This will allow you



to email the video to people, embed it (in say twitter) or copy the code and share it on a Teams channel. But even when it is shared, you will only



be able to view once permission is granted above.

Before leaving these details click **'apply'** at the top of the page