

Delivering learning online safely

Delivering learning online has its own unique safeguarding implications over and above those which are normally important for delivering learning to adults. These particularly apply to privacy and data protection, professionalism, safe use of technology and staff welfare. The guidance below should be read in conjunction with the LAL Safeguarding policy overall and the E-safety and E-responsibility policy.

Existing safeguarding policies still apply, so tutors and learners should be aware of their general responsibilities and the procedures for reporting safeguarding issues.

Staff and tutors delivering learning online should be aware of the following:

Privacy and Data Protection

- All learners should agree to an online code of conduct before taking part in learning sessions. This should include agreements on recording, image sharing, language, punctuality, privacy for members of a learner's household and other classroom norms such as respect and politeness.
- The time, date, attendance and length of online sessions with learners should be documented, as appropriate. Where possible, live events should be recorded by providers (with consent from learners) in case of future dispute.
- Providers should be clear about how recordings will be stored, how long they will be kept for and who will have access to them in line with Data Protection requirements.
- Where possible, staff should not use personal phones, emails or social media accounts to contact learners.
- If staff members are accessing learners' contact details at home, they must comply with the [Data Protection Act 2018](#).
- Any resources shared should take licensing and copyright into account.

Professionalism

- When taking part in online learning, staff and learners should ensure they are in a private environment and make sure that backgrounds in videos do not share any personal information or inappropriate content.
- Staff should continue to follow professional appearance/behaviour expectations and maintain professional boundaries.
- One-to-one contact with any learner should only take place by telephone or written communication using a work phone (or a phone with a blocked number).

Safe use of technology

- All staff should use provider-approved communication channels and not use any personal accounts. This includes blocking personal phone numbers.
- Delivery staff should keep online sessions as invitation-only and maintain privacy settings on posted materials.
- Learners should be given information on how to turn off cameras if needed.
- Tutors should be mindful of language and personal support to learners online as acceptable classroom behaviour can be misinterpreted online.

Staff Welfare

- Additional technical support and guidance should be given to staff lacking skills or confidence.
- Staff should not be required to live stream sessions where other options are possible.