

Delivering online learning safely during the Covid-19 crisis

Tips for tutors and staff

Delivering learning online has its own unique safeguarding implications over and above those which are normally to be applied in the classroom.

Below are some tips and things for tutors to remember when delivering learning online or posting pre-recorded video clips for learners.

General things to remember

- The Lambeth Adult Learning Safeguarding Policy still applies, so make sure you are aware of your general responsibilities and the procedures for reporting safeguarding issues.
- If you have any concerns, discuss these with your provider manager or your Designated Safeguarding Lead.
- Remember to take licensing and copyright into account if you share public resources.

Privacy and Data Protection

- You may be asked to record your sessions. If this is the case, all participants should be made aware of this and verbal consent should be obtained. Where possible, use audio recording only.
- Explain to learners that they can attend a video sharing platform without using their camera to protect their image if needed.
- Keep a record of the time, date, attendance and length of online sessions so that you have evidence of activity and learner engagement. Also make a note of anything that goes wrong.
- If you are accessing learners' contact details from home, you must comply with the [Data Protection Act 2018](#). All contact details must be safely stored and not shared with anyone else. Ideally, any learner personal data should be accessed by secure remote access to management information systems rather than copying information on storage media, portable or mobile devices.
- Make sure that neither you nor your learners share personal details or contact information whilst online delivery is taking place.

Professionalism

- At the beginning of a session, ask learners to agree to a code of conduct which should include agreement on not sharing any images (or taking screenshots), not

recording the session, ensuring privacy for members of a learner's household and other normal classroom agreements such as appropriate language and punctuality. You can get them to agree to this in writing using the chat or comments boxes if you like. An example code of conduct is included at the end of this document and can be sent to learners.

- Make sure that, if possible, you are in a neutral room (e.g. not a bedroom) and that you are not sharing any personal information or inappropriate content in the background of the video feed. Some online platforms such as Zoom allow you to set a virtual background for extra privacy.
- Inform others in your household that you will be running or recording a class so you can minimise the possibility of interruption, inappropriate language or capturing video images of your family.
- Wear suitable clothing as if you were in a classroom.
- Continue to follow your normal professional behaviour and maintain professional boundaries.
- Learners who are vulnerable or who have declared learning support needs may require special consideration as to how their needs will be met or more generally to address any anxieties about learning in an unfamiliar way.

Safe use of technology

- Personal social media accounts (such as Facebook or Whatsapp), personal online platform subscriptions or personal emails should not be used when contacting or delivering to learners. Talk to your provider manager if this is a problem for you.
- If you need to make phone calls from a personal phone, block or withhold your number so your personal contact details are not visible. Remember to make a note of dates/times of any calls.
- In a live delivery session, it is advisable to mute learners' microphones except where they are being asked to contribute. This will minimise unintentional or inappropriate background noise.
- When setting up an online delivery session, make sure that entry to the session is by invitation only. Some platforms also allow you to set up a system where learners need to 'knock' before being allowed in.
- Inform learners how to turn off cameras if they don't want their image to appear.
- If you don't want to use a webcam, most online platforms will allow you to use slides or other materials along with audio only.
- Using group meetings on social media platforms such as Facebook should be discussed in advance with your Designated Safeguarding Lead or provider manager.
- Personal computers should have up-to-date virus protection and firewalls. There are some good free ones such as AVG and Avast.

- Consider Privacy Settings before posting any recordings. For example, YouTube has a variety of settings (e.g. Public, Unlisted, Private, Comments Allowed/Not Allowed) that will determine who can see and comment on your video.
- Consider carefully what online resources you refer learners to as they are unlikely to have the same internet filtering systems as classroom computers.

Your personal welfare

- Ask for help if you do not feel confident in using technology or delivering online safely.
- If you do not feel comfortable live-streaming or pre-recording sessions, talk to your manager to discuss the alternatives.
- Be careful when providing personal support to learners online. In the Covid-19 crisis, learners may be more vulnerable, but you need to take care that they don't become emotionally reliant on you. This is for your own welfare and also for safeguarding reasons. This also applies to your language – be aware that banter or terms of affection used in the classroom can be misinterpreted online.
- 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.

Other issues (not quite safety related)

- Remind learners that they should be accessing learning via wifi to avoid potentially expensive mobile data costs (especially if using video).
- Using a mobile phone to connect to a session can also drain a battery very quickly. Joining an online session via a computer is usually better if possible.

Example Code of Conduct for learners and staff

Please ensure that learners agree to a code of conduct while accessing learning sessions online. This can include:

- Do not share any video images, take screenshots or photos of the video screen
- Do not record the session without prior permission (and only ever in audio mode)
- Check what is behind you on the wall to make sure you are not sharing personal information
- Be polite and respectful to the tutor and other learners
- Be patient if the technology doesn't always work
- Be punctual to any live session
- Keep your microphone on 'mute' unless you want to say something

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Also see: <https://www.gov.uk/guidance/safeguarding-and-remote-education-during-coronavirus-covid-19>