Video Conferencing Policy

Date adopted: April 2020

Review date: January 2021

1. **Status of this document**

This is an addendum to the main body of our Safeguarding Policy.

This addendum should be read in conjunction with the following school policies: Acceptable Use Policy, *Remote Access Agreement, Safeguarding and Child Protection including the Covid-19 addendum.*

This addendum has been prepared to explain the interim measures being taken within our school to continue to meet safeguarding requirements during these extraordinary times.

2. **Video Conferencing**

Video Conferencing is where two or more locations communicate by simultaneous video and audio transmissions. Using a direct link means that we can see and talk to people anywhere in the world in "real time" using the computer or whiteboard screen to have a conversation as if we were in the same room.

During Covid-19 school closure, teachers may use video conferencing apps (e.g. Zoom) to maintain contact with the children in their class. During any period of school closure, the importance of schools maintaining positive and regular contact with children is critical. We recognise the importance of a child's relationship with their teacher(s) and teaching assistants and that maintaining this connection could have a significant impact on a child's well-being.

At the same time we recognise the importance of clear protocols to ensure the safeguarding of all children and the welfare of staff. Specific instructions are included for Zoom however the principles apply to any further video conferencing platform authorised for use in the future.

3. **Safeguarding**

Zoom calls are an integral part of staff at Park Road Sale ensuring the ongoing learning, safety and welfare of pupils during the period of school closures. In the instance of schools closing to the majority of pupils, up to 3 zoom lessons will we offered to each class per day. Pupil attendance will be recorded by class teachers so staff are aware of children who are have not accessed calls. If they do not attend all calls during a day or make contact on itslearning, seesaw or tapestry, the class teacher must call home, inform SLT and log on CPOMS. Staff will liaise with SLT to understand why a child is absent. If there is a barrier with lack of access to technology, school will support families with this.

The following protocols must be consistently implemented for all video conference calls between school staff and pupils:

- Staff must use only school-registered accounts, never personal ones.
- School accounts must follow have the same settings (Appendix 3) implemented to ensure the below safeguarding points can achieved.
- School registered accounts must only be used for the purpose of school video calls.
- Staff must only use a system that SLT have approved. To this end, all meetings should be in line with the whole school timetable and outlined on zoom.
- The meeting's link must not be published on social media. Links to the meeting must only be communicated on itslearning, by direct email from a school email address or through class dojo.
- The Zoom personal meeting ID feature must not be used.
- Every meeting must be password protected.
- Meetings must only be held when the whole class/ small groups are invited (with the exception of SEN calls authorised by SLT including some 1-1 SEND calls as detailed later in this document)
- Virtual waiting rooms must be activated - This feature holds potential participants in a separate "waiting room", so the teacher can check who they are before allowing them entry.

- Child and staff must use a recognisable username. Anyone trying to join a call should be left in the waiting room if they cannot be identified with their pupil display name. A recognisable username is defined as the first and last name of the pupil and can include sibling names where relevant. See Appendix 1 for more information on this point.
- Restricted In Meeting Chat – The individual chat feature should be disabled. Whole class chats can be left on at the discretion of the teacher so that children can type responses or ask for technical support.
- Teacher on every call – Wherever possible, children will be joined by their teacher and another accompanying member of staff. This may be on the virtual call or in the physical classroom.
- Children should not be allowed to join the meeting unless teachers are on the call and will be kept in the waiting room until this time.
- The call must also end when the host teacher leaves by selecting 'end call / end meeting for all'.
- Recording of video meetings – For safeguarding, all meetings will be recorded and saved to our school system. Recording of whole class lessons are hosted on onedrive for pupils and parents to access using a password protected link on itslearning. Recordings of interventions / SEN zoom calls will be saved on the school system for safeguarding. For data retention processes, videos will be kept for that current week and deleted every Sunday.

Optional security options:
- Limit screen sharing and annotations – Teachers can, when appropriate, block pupils from sharing their screens or making annotations so that only the teacher can present to the class. *This setting remains optional as it may be useful for some activities but should be deactivated through the in- call security when not in use.*

SEND calls:

- Some 1-1 calls may be take place under the direction of Headteacher and SENDCO as part of the actions following individual risk assessments for vulnerable children. These meetings will only have 1 staff member on the call but this must be made clear to parents, and have their full agreement, in advance.

Zoom Protocol

At the start of the meeting:

- Video conferences must be held in safe and appropriate place with no bedrooms or inappropriate objects/information visible. Staff and pupils must be appropriately dressed.
- The child's class teacher must be in a call and, wherever possible, children will also be joined by their another accompanying member of staff. This may be on the virtual call or in the physical classroom.
- At the start of each call, remind the children of the ground rules for the meeting.(e.g. the host invites children to speak one at a time, no recording or photographs by pupils)

During the meeting:

- The video call must be recorded by the host.
- Staff must keep a record of anything that causes a concern or went wrong.
- Where whole class chat is enabled, this must be monitored by a member of staff throughout the meeting.

Behaviour:

- Behaviour expectations must match what would happen normally in the classroom.
- Warning may be given and/or the child can be removed from the zoom for unsatisfactory behaviour.

After the meeting:

- The video recording and chat log from the call must be converted and saved on the appropriate area of the school systems.
- If there was anything that caused a concern, contact SLT immediately after the conference call and record on CPOMs, if appropriate. In this case, the saved video must be moved from the class folder to the school network so others at home cannot view.

4. **Video Conferencing Code of Conduct**

In addition to this policy addendum, a Video Conferencing Code of Conduct has been written and must accompany and be adhered to alongside this policy.

Video Conferencing – Appendix 1

Code of Conduct for Parents and Children

Whilst our school is closed, teachers will be using video conferencing (Zoom) to offer **teaching, learning and wellbeing opportunities for all pupils**. It is really important that we have a 'code of conduct' in place to ensure everyone stays safe and enjoys using Zoom.

Please read the guidelines below and be aware that if you join a school organised 'Zoom' chat, you are agreeing to abide by this code of conduct.

- <u>Do not</u> publicise the meeting's link on any social media. This is a private meeting. The link, meeting ID and password for the meeting will be shared using the school's existing, secure communication channels (itslearning or email) and must not be shared with anyone else.

- Parents are responsible for supervising their child during the meeting and ensure their child follows the ground rules as explained by the teacher at the start of the meeting. Younger children may need close supervision whilst older children can use zoom independently but in ear shot of an adult.

- Video conferences must be held in safe and appropriate place with no inappropriate objects/information visible.

- Everyone must be appropriately dressed (e.g. no nightwear or swim wear)

- No photos or recordings must be taken by parents or pupils. Meetings will be recorded by staff and these recordings will be saved on the school's secure servers. These measures are to ensure the safeguarding of both **staff and pupils**.

- Participants must remain muted when they are not talking. Please ensure as little background noise as possible (e.g. turning the tv off) and avoid any other conversations being picked up during calls.

- Everyone attending the meeting must show exemplary behaviour, kindness and good listening as well as sharing their ideas/experiences.

- The meeting is a time for the children to learn with each other and with their teachers.

- Behaviour expectations must match what would happen normally in the classroom.

- Warning may be given and/or the child may be removed from the zoom for unsatisfactory behaviour.

- No other child from the family should be on the call, only the child whose class is meeting is should be present.

- For younger children who may not usually access Whatsapp or social media we want to be really clear that this is a very special use of social media and <u>only</u> being used as an extension to school during this school closure.

This Code of Conduct is an addition to our Behaviour and Safeguarding policies. We will not tolerate any form of online bullying or unkindness and we will take action, according to school policy, should this arise.

Example scenario	Display Name
Only Child	Ellen Walmsley
Siblings	Ollie + Willow Walmsley
Larger families	E, O + E Walmsley

Video Conferencing – Appendix 3

School Account Settings

The following settings **must** be activated on all staff accounts prior to arranging any zoom calls:

Meeting settings - Security

Security

Require that all meetings are secured with one security option

Require that all meetings are secured with one of the following security options: a passcode, Waiting Room, or "Only authenticated users can join meetings". If no security option is enabled, Zoom will secure all meetings with Waiting Room. Learn more ⓥ

⚠ Per new security guidelines, you cannot change this setting. Please contact your account admin for more information.   ✕

Waiting Room

When participants join a meeting, place them in a waiting room and require the host to admit them individually. Enabling the waiting room automatically disables the setting for allowing participants to join before host.

Meeting Passcode   Locked by admin

All instant, and scheduled meetings that users can join via client, or room systems will be passcode-protected. The Personal Meeting ID (PMI) meetings are not included.

☑ Require a passcode for meetings which have already been scheduled ⓘ

Personal Meeting ID (PMI) Passcode   Locked by admin

All Personal Meeting ID (PMI) meetings that users can join via client, or room systems will be passcode-protected.

Require passcode for participants joining by phone   Locked by admin

A numeric passcode will be required for participants joining by phone if your meeting has a passcode. For meeting with an alphanumeric passcode, a numeric version will be generated.

Embed passcode in invite link for one-click join   Modified   Reset

Meeting passcode will be encrypted and included in the invite link to allow participants to join with just one click without having to enter the passcode.

Only authenticated users can join meetings   Modified   Reset

The participants need to authenticate prior to joining the meetings, hosts can choose one of the authentication methods when scheduling a meeting.Learn more

Meeting Authentication Options:

Sign in to Zoom (Default)   Edit   Hide in the Selection

If Waiting Room is enabled, phone-only users will be placed in the Waiting Room.

If Waiting Room is not enabled, phone dial-in only users will:

If Waiting Room is not enabled, phone dial-in only users will:

○ Be allowed to join the meeting

○ Be blocked from joining the meeting

Only authenticated users can join meetings from Web client

The participants need to authenticate prior to joining meetings from web client

Approve or block entry to users from specific regions/countries

Determine whether users from specific regions or countries can join meetings/webinars on your account by adding them to your Approved List or Blocked List. Blocking regions may limit CRC, Dial-in, Call Me, and Invite by Phone options for participants joining from those regions.

Meeting settings – Scheduled Meeting

Schedule Meeting

Host video   Modified   Reset

Start meetings with host video on

Participants video   Modified   Reset

Start meetings with participant video on. Participants can change this during the meeting.

Audio Type

Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.

○ Computer Audio

Allow participants to join before host

Allow participants to join the meeting before the host arrives

Enable Personal Meeting ID   Modified   Reset

A Personal Meeting ID (PMI) is a 9 to 11 digit number that is assigned to your account. Learn more ⓥ

> Disabling this option will make the current PMI assigned to you invalid   ✕
> immediately. Meetings that were scheduled with PMI will be invalid.
> Scheduled meetings will need to be manually updated.
>
> For Zoom Phone only: If a user has been assigned a desk phone, "Elevate to
> Zoom Meeting" on desk phone will be disabled.

Mute all participants when they join a meeting   Modified   Reset

Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves. ⓥ

Upcoming meeting reminder

Receive desktop notification for upcoming meetings. Reminder time can be configured in the Zoom Desktop Client. ⓥ

Meeting Settings – In Meeting (Basic)

Yellow setting up to teacher's discretion.

In Meeting (Basic)

Require encryption for 3rd party endpoints (SIP/H.323) 〔toggle on〕 Modified Reset
By default, Zoom requires encryption for all data transferred between the Zoom cloud, Zoom client, and Zoom Room. Turn on this setting to require encryption for 3rd party endpoints (SIP/H.323) as well.

Chat 〔toggle on〕 Modified Reset
Allow meeting participants to send a message visible to all participants

☐ Prevent participants from saving chat 〔V〕

Private chat 〔toggle off〕 Modified Reset
Allow meeting participants to send a private 1:1 message to another participant.

Auto saving chats 〔toggle on〕 Modified Reset
Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.

Sound notification when someone joins or leaves 〔toggle off〕

File transfer 〔toggle off〕 Modified Reset
Hosts and participants can send files through the in-meeting chat. 〔V〕

Feedback to Zoom 〔toggle off〕 Modified Reset
Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting

Display end-of-meeting experience feedback survey 〔toggle off〕
Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong. 〔V〕

Always show meeting control toolbar 〔toggle off〕
Always show meeting controls during a meeting 〔V〕

Show Zoom windows during screen share 〔V〕 〔toggle off〕

Screen sharing 〔toggle on〕 Modified Reset
Allow host and participants to share their screen or content during meetings

Who can share?

○ Host Only ○ All Participants ⑦

Who can start sharing when someone else is sharing?

○ Host Only ○ All Participants ⑦

Disable desktop/screen share for users

Disable desktop or screen share in a meeting and only allow sharing of selected applications. ⓥ

Modified   Reset

Annotation

Allow host and participants to use annotation tools to add information to shared screens ⓥ

Modified   Reset

☑ Allow saving of shared screens with annotations ⓥ

☑ Only the user who is sharing can annotate ⓥ

Whiteboard

Allow host and participants to share whiteboard during a meeting ⓥ

☑ Allow saving of whiteboard content ⓥ

☐ Auto save whiteboard content when sharing is stopped ⓥ

Remote control

During screen sharing, the person who is sharing can allow others to control the shared content

☑ Allow remote controlling user to share clipboard ⓥ

Non-verbal feedback

Allow meeting participants to communicate without interrupting by clicking on icons (e.g. yes, no, go slower). These icons are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list for 10 seconds. ⓥ

Modified   Reset

Meeting reactions

Allow meeting participants to communicate without interrupting by reaction with emojis (e.g. clap, heart, laugh). These emojis are found in the Reactions menu in the toolbar, and when selected, they display on the participant's video and in the participants list for 10 seconds. Participants can change their emoji skin tone in Settings. ⓥ

Allow removed participants to rejoin

Allow previously removed meeting participants and webinar panelists to rejoin ⓥ

Allow participants to rename themselves

Allow meeting participants and webinar panelists to rename themselves. ⓥ

Modified   Reset

Hide participant profile pictures in a meeting

All participant profile pictures will be hidden and only the names of participants will be displayed on the video screen. Participants will not be able to update their profile pictures in the meeting. ⓥ

Modified   Reset

Meeting Settings – In Meeting (Advanced)

In Meeting (Advanced)

Report to Zoom

Allow users to report meeting participants for inappropriate behavior to Zoom's Trust and Safety team for review. This setting can be found on the meeting information panel. ⓥ

Breakout room   Modified   Reset

Allow host to split meeting participants into separate, smaller rooms

☑ Allow host to assign participants to breakout rooms when scheduling ⓥ

Remote support

Allow meeting host to provide 1:1 remote support to another participant

Closed captioning

Allow host to type closed captions or assign a participant/third party device to add closed captions

Save Captions

Allow participants to save fully closed captions or transcripts

Far end camera control

Allow another user to take control of your camera during a meeting. Both users (the one requesting control and the one giving control) must have this option turned on.

Virtual background   Modified   Reset

Customize your background to keep your environment private from others in a meeting. This can be used with or without a green screen.

☐ Allow use of videos for virtual backgrounds ⓥ

Video filters   Modified   Reset

Turn this option on to allow users to apply filters to their videos ⓥ

Identify guest participants in the meeting/webinar

Participants who belong to your account can see that a guest (someone who does not belong to your account) is participating in the meeting/webinar. The Participants list indicates which attendees are guests. The guests themselves do not see that they are listed as guests. ⓥ

Auto-answer group in chat

Allows user to add others to an 'Auto Answer Group'. Calls from members of a user's 'Auto Answer Group' will be automatically answered for that user.

Only show default email when sending email invites

Allow users to invite participants by email only by using the default email program selected on their computer

Use HTML format email for Outlook plugin

Use HTML formatting instead of plain text for meeting invitations scheduled with the Outlook plugin

Allow users to select stereo audio in their client settings

Allow users to select stereo audio during a meeting

Allow users to select original sound in their client settings

Allow users to select original sound during a meeting

Show a "Join from your browser" link   Modified   Reset

Allow participants to bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited

Show a custom disclaimer when starting or joining a meeting

Create your own disclaimer that will be shown at the start of all meetings hosted by your account

Request permission to unmute

Select this option in the scheduler to request permission to unmute meeting participants and webinar panelists. Permissions, once given, will apply in all meetings scheduled by the same person. ⓥ

Further Meeting Settings

Email Notification

When attendees join meeting before host   Modified   Reset

Notify host when participants join the meeting before them

When a meeting is cancelled

Notify host and participants when the meeting is cancelled

Other

Blur snapshot on iOS app switcher

Enable this option to hide potentially sensitive information on the app switcher screen from Zoom. This screen will be shown only when multiple apps are open.

Recording

Instructions and further settings for the location of recordings can be found on teams.

Local recording

Allow hosts and participants to record the meeting to a local file

Modified   Reset

☐ Hosts can give participants the permission to record locally

Automatic recording

Record meetings automatically as they start

Modified   Reset

🔘 Record on the local computer

Recording disclaimer

Show a customizable disclaimer to participants before a recording starts 🔽

Modified   Reset

☑ Ask participants for consent when a recording starts

☐ Ask host to confirm before starting a recording

Multiple audio notifications of recorded meeting

Play notification messages to participants who join the meeting audio. These messages play each time the recording starts or restarts, informing participants that the meeting is being recorded. If participants join the audio from telephone, even if this option is disabled, users will hear one notification message per meeting.

Telephone

Telephone users will not be allowed to join meetings.

Show international numbers link on the invitation email

Show the link for Zoom International Dial-in Numbers on email invitations

3rd Party Audio

Users can join the meeting using the existing 3rd party audio configuration

Mask phone number in the participant list

Phone numbers of users dialing into a meeting will be masked in the participant list. For example: 888****666

Modified   Reset

Scheduling a Meeting

Meetings must be scheduled in advance. Recurring meetings can be used where required.

Schedule a Meeting

Topic	My Meeting
Description (Optional)	Enter your meeting description
Use a Template	None
When	01/18/2021 6:00 PM
Duration	1 hr 0 min
Time Zone	(GMT+0:00) London
	☐ Recurring meeting
Security	☑ Passcode 🔒 ████████
	Only users who have the passcode can join the meeting
	☑ Waiting Room
	Only users admitted by the host can join the meeting
	☐ Require authentication to join
Video	Host ◉ on ○ off
	Participant ◉ on ○ off
Meeting Options	☐ Allow participants to join anytime
	☑ Mute participants upon entry
	☐ Breakout Room pre-assign
	☑ Automatically record meeting on the local computer
	☐ Approve or block entry to users from specific regions/countries

Save   Cancel

14