Adult Learning

Online Safety Policy for Learners 24/25

CONTENTS

- Policy Aims and Intentions
- The Policy
- Method of Implementation
- Monitoring and Evaluation

POLICY AIMS & INTENTION

This policy will ensure that (Cumbria Adult Learning) CAL has a secure framework for online learning in which staff and learners can work safely.

THE POLICY

Online learning takes place when a learning session is delivered through downloading information, telephone calls, communications, webinars, hybrid delivery (learners online and in person), or live streaming. It is essential that this is undertaken in a safe way.

This includes but is not limited to:

- Learners working from personal devices such as computers, tablets, mobile phones
- Live learning through Zoom
- Pre-recorded learning
- Provision of online learning materials i.e., through the VLE/ Teams, My Maths etc
- Electronic chat forums and virtual classrooms
- Setting and marking of assignments, electronically or via the post.

SAFEGUARDING

CAL requires tutors to embed teaching about online safety and risks of harm, within a whole service approach. This will include how to use technology safely, responsibly, respectfully, and securely, and where to go for help and support when learners have concerns about content or contact on the internet or other online technologies.

All members of staff are required to complete the councils Information Security & Data Protection annual mandatory e-learning, in line with CAL's Safeguarding policies. Staff will continue to raise any concerns during online working, following CAL procedures and alerting the safeguarding team to any disclosures or concerns.

Staff have a responsibility to avoid crossing professional boundaries by not sharing personal information and putting themselves and learners at risk. This includes not creating or promoting the use of personal chat groups (WhatsApp, Discord etc) outside CAL's Learning platforms.

CAL will make every possible effort to ensure all learners can safely access the internet and learning resources, within centres. The councils secure Web filtering software and monitoring processes are designed to promote safer internet use.

METHOD OF IMPLEMENTATION

GUIDANCE FOR ALL CAL STAFF

- All staff and learners should be alerted to safeguarding risks online and report any concerns to the Safeguarding Designated Leads.

- Online learning operates within the quality frameworks of the Education Inspection Framework, and the matrix Standards.

- The expectations of teaching, learning and assessment within CAL apply to all online learning.

- Staff ensure they use only Council approved software for delivery.

- Learners' personal details are not to be downloaded or stored by staff on a personal home computer or personal cloud space. Details should be kept in a secure location such as TEAMs, cloud or other agreed council secure facilities.

- If a session is recorded all learners must know it is being recorded and where it will be stored and for what purpose. Any downloaded recordings must have captions added to them.

- Learning materials used, including pictures and videos, comply with copyright restrictions and legal requirements for accessibility.

- Learning to be accessible. This includes adherence to legal guidance relating to web-based materials and accessibility requirements.

- Staff are supported through workforce development opportunities / or CAL staff development to develop the skills needed to deliver online learning effectively and safely.

- Tutors must not share any personal details with learners including private phone numbers.

CONFIDENTIALITY, INFORMATION SHARING AND GDPR

CAL must ensure that it can demonstrate full compliance with the principles of the General Data Protection Regulation (GDPR). All staff are required to be familiar with Data Protection guidance, accessible on the Intranet, or from their line manager. Any data breach or suspected data breach must be referred immediately to your line manager.

GUIDANCE FOR CAL LEARNERS

Learners participating in online learning are to abide by the CAL policies. These can be found on the website or by contacting your tutor/assessor.

WORKING SAFELY ONLINE

It is important to recognise that the online classroom is in fact a classroom and certain behaviours are expected when you communicate with those engaging with you. These guidelines are known as netiquette.

SECURITY

- Always use a unique, strong password

- Don't share your password with anyone – this will protect you from online scams etc.

- Change your password if you think someone else might know it and report it.

- Only share an CAL email address or other personal information if necessary.

- Be prepared to be visible and put your camera on, if there is a reason your camera can't be on for that session, please let your tutor know.

- Think about what is behind you in view – is it something you don't want others to see? Please ensure you have no personal photos of family on show. Teams / Zoom allows you to blur your background or choose an alternative background if needed.

- For further guidance refer to Computer Use on the adult Learning website. adultlearningcumbria.org

When working online you should always:

- Be respectful of others and their opinions.

- Be careful with personal information (both yours and others').

- Dress appropriately

- Beware of using reply all – not everyone may need to see your message.

- Remember to stay on topic.

- Remember to listen and not talk over each other – this comes with practice! Mute your speaker when not talking.

- Treat everyone with respect. Your virtual classroom should be a safe place. Remember your tutor and classmates are real people.

- Do not use strong or offensive language.

- Please do not to write or say anything that you wouldn't say to someone in person, and bear in mind how you would feel if you were on the receiving end.

- Do not share personal details in a chat or anywhere on the course page.

- Please remember we still need to keep each other safe. If you are concerned about your own or another person's safety, please tell your tutor or report it using the Safeguarding Designated Leads.

Guidance for ALL staff and learners

Working Safely with Display Screen Equipment (DSE)

While preparing and/or participating in distance learning staff and learners are responsible for looking after their own health. This includes ensuring they have adequate arrangements in place to maintain good posture and reduce DSE related risks. Any member of staff who has concerns about their health and safety should contact their line manager in the first instance.

Staying Safe Online

Staff and learners are recommended to read Get Safe Online the advice and information for families and individuals on the National Cyber Security Centre website https://www.ncsc.gov.uk . This includes top tips for staying safe online and how to protect your data and devices.

MONITORING AND EVALUATING

- Session visits of online delivery

- Moderation and standardisation of online learning

- Learner feedback

- Personal Development Records