

EFDSS Safeguarding Guidelines for Online Learning

Version 2: September 2020

- 1) EFDSS is committed to working in a way that ensures maximum safety for all participants and staff involved in online teaching, learning and participatory activities. This includes young people and adults at risk, as well as general adult learners, and all staff, including EFDSS employees, freelance tutors, trainees and pastoral staff, and volunteers.
- 2) The following guidelines are in addition to the principles and practice outlined in the EFDSS Safeguarding Policy and Procedures which is available online.
<https://www.efdss.org/images/present/Docs/Documentation/EFDSS-Safeguarding-Policy.pdf>
- 3) EFDSS chooses and tests online platforms carefully. We use Zoom as the main platform for most online teaching and learning. Zoom has been thoroughly tested by EFDSS staff and is recommended as one of the most secure online platforms in use in the music education sector. We also use other reliable platforms such as Google Classrooms.
- 4) Zoom and other learning platforms are supplemented with links to pre-prepared videos on YouTube or Vimeo. We also use sound files shared on platforms such as Soundcloud and Spotify. We use password protection where relevant.
- 5) All online teaching and other activity sessions and meetings are conducted on a strictly timetabled basis. No ad hoc arrangements between participants and tutors are permitted.
- 6) Participants and tutors are sent an e-invitation to their timetabled lesson, session, or other online activity, such as a meeting or pastoral chat. Invitations can therefore be linked to online calendars so timetabled sessions are clearly visible (for example for parents and carers).
- 7) EFDSS shares in advance with parents and carers, the timetable of all online activities with young people and adults at risk - both required and optional sessions. This ensures there is transparency about when online activity will take place and the nature of it.
- 8) Registers of participants are used for all online learning events and only those registered, can attend. Prior to attending participants are advised to check that the name on their device matches their name on the register. Some participants will need reminding or help from the host to correct their on-screen name.

- 9) To minimise the risk of gate-crashers, EFDSS never posts Zoom meeting or sessions links, or passwords publicly – for example on the EFDSS website or social media. They are only sent to the people who are signed up to attend the relevant course or event. In addition, EFDSS password protects all Zoom learning session links.
- 10) We ask everyone to turn on their camera when they arrive at Zoom sessions for identity checking purposes. They may also be requested by the host to turn on their camera for another specific learning or safeguarding related reason during the session. At the discretion of tutors, participants can turn off their cameras to facilitate participation, for example if their broadband connection is unstable.
- 11) EFDSS Zoom accounts used for learning activities are managed by members of EFDSS staff and are linked to their EFDSS email accounts: currently in the Education department these are Sarah Jones (Programme Manager: National Youth Folk Ensemble) and Esbjörn Wettermark (Education Manager).
- 12) Where appropriate and safe, other designated staff, such as tutors for adult learning, are appointed as 'hosts' or 'co-hosts' for certain sessions and activities, using EFDSS Zoom accounts – never their personal ones.
- 13) All teaching, learning and other pastoral sessions for young people and adults at risk are conducted with two members of EFDSS staff on duty on Zoom. There is always one 'host' or 'co-host' online, in addition to the tutor or pastoral staff who is leading the activity.
- 14) When using online break-out rooms, hosts 'pop in' at regular intervals to check all is well from a safeguarding point of view.
- 15) All session hosts and co-hosts must be trained in using Zoom or the other relevant platform being used, so they are aware of all features from a technology and safeguarding point of view - for example how to enable or disable screen-sharing or to remove anyone who may have 'gate-crashed' the meeting.
- 16) The session host ends the session at the appropriate time, and everyone is automatically exited from the session.
- 17) Young people, adults at risk, and staff must be physically located in safe working spaces, appropriate for online lessons with an appropriate background.
- 18) Young people and adults at risk are advised to make sure that nothing overtly personal (such as items showing contact details, school uniform, address) is visible in the space where they are accessing Zoom. They will also be asked to dress appropriately for a learning activity as they would in a face-to-face session.
- 19) Parents and carers of young people or adults at risk are welcome to be present in, or in close proximity to, the room in which the online session is being accessed - if they feel that would be advisable for support or supervision.

- 20) When conducting online learning with young people and adults at risk, EFDSS staff must be in a room where others cannot see or listen in. If this is not possible, then headphones must be worn, and screens angled away towards a wall and away from any other people. In any event, a neutral background must be used with minimal personal items in view.
- 21) All EFDSS staff are expected to dress professionally for their sessions and conduct them to the same safeguarding and professional standards as required for face-to-face sessions.
- 22) Staff are advised to check what is visible on the laptop / device screen to prepare for using the 'screen-sharing' function of Zoom to make sure there is no inappropriate content.
- 23) EFDSS may use the record function on Zoom to record some online sessions using video and or audio, for safeguarding and documentation purposes. Unless permission is in place for video, still images or audio footage to be used publicly, EFDSS staff will securely store and delete all sound, video and image files as soon as possible after sessions – at the latest within one month of the activity taking place.
- 24) Participants and parents or carers can record all or part of sessions, or take screen shots, only as permitted by tutors / hosts. As in live workshops, recordings or images may be made for personal use only. These must not be posted to social media or shared in any other way and they must be securely deleted on request.
- 25) Communications with participants about online learning must be done in a professional and transparent way, using EFDSS email addresses, or using other official channels such as Google Classrooms. Platforms and methods vary according to the nature of the online learning activity and participants.
- 26) During National Youth Folk Ensemble activities, the Ensemble's closed Facebook group is used as a means of communicating messages with the young people by the Programme Manager and Artistic Director, as well as with each other – it is restricted to current members and staff only. There is no private messaging in this Facebook group, so all communications can be seen by all members. Young people can also get in touch via the Ensemble email address as usual and use the dedicated Ensemble telephone number.

These guidelines have been produced by referring to the following online sources – which provide additional information that may be useful:

BBC Own It - <https://www.bbc.com/ownit>

Incorporated Society of Musicians (ISM) – <https://www.ism.org/advice/safeguarding-for-remote-lessons>

Music Mark - <https://www.musicmark.org.uk/resources/online-music-teaching-and-safeguarding/>

Musicians Union (MU) – <https://www.musiciansunion.org.uk/Home/Advice/covid-19/music-teaching/online>

NYMAZ – <http://www.nymaz.org.uk/connectresound/resources>

For further advice on using Zoom for online learning, please see the article on our website - www.efdss.org/about-us/what-we-do/news/10117-using-zoom-for-education-activities