



IT and E-safety Policy

Policy written:	May 2023
Policy review date:	May 2026
Signed by Director:	<i>E. Barnett</i>

Version control:

<u>Version number</u>	<u>Details of change</u>	<u>Date</u>	<u>Next Review</u>	<u>Approver</u>	<u>Signed</u>
1.0	No changes	May 2024	May 2025	Eloise Barnett	<i>E. Barnett</i>
2.0	Replaced use of Google with Office 365 and Teams for increased safety and security. Updated email address	31/05/2025	May 2026	Eloise Barnett	<i>E. Barnett</i>

1. Statement

The internet and other information and communications technology (ICT) provide great opportunities for learning and personal growth. However, they also present new challenges and can pose serious risks – such as sexual exploitation, grooming, sexting, cyberbullying, radicalisation and intrusion of data privacy – that can have profound and lasting effects on personal safety, mental and physical wellbeing, and the development of healthy relationships. Phoenix ND Education Ltd therefore makes all efforts, including technical and educational, to help create a safe yet flexible environment for using such technology.

Phoenix ND Education maintains a zero-tolerance approach to any forms of abuse including bullying, whether online and/or in person, sexual harassment and violence, racist, sexist and homophobic (or any other trans-related phobias) behaviour and abuse. Students and staff are encouraged to report any concerns or issues, however small, to a trusted member of staff and/or the Designated Safeguarding Lead (DSL) so that appropriate and timely action can be taken and relevant support offered. The

DSL will always be informed of concerns raised.

This policy has been developed by the Director, who is the Lead Compliance Officer (LCO) and the Designated Safeguarding Lead. It takes into account guidance issued by the Department for Education and should be read in conjunction with the Phoenix ND Education Ltd's Child Protection and Safeguarding Policy and Procedures and related safeguarding policies, as well as the Acceptable Use of Information and Communication Technology (ICT) agreements for staff and students in the appendices.

2. Scope

This policy relates to the use of information and communication technology, including:

- Email;
- The internet;
- Virtual Learning Environments;
- Social networking platforms and social mobile apps;
- Instant messaging, chat rooms, blogs and message boards;
- Mobile phones and smart devices;
- Handheld game consoles;
- Other photographic or electronic equipment.

3. The purpose of this policy statement

Phoenix ND Education Ltd works with children and families as part of its activities, which includes educational support for young people learning away from a formal school environment.

The purpose of this policy statement is to:

- ensure the safety and wellbeing of children and young people is paramount when adults, young people or children are using the internet, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

The policy statement applies to all staff, volunteers, children and young people and anyone involved in Phoenix ND Education Ltd.'s activities.

4. Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children in England which can be found at www.nspcc.org.uk

We believe that:

- children and young people should never experience abuse of any kind
- children should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

We recognise that:

- the online world provides everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children, young people and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children and young people safe online, whether or not they are using Phoenix ND Educations, or their home network and devices
- working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety
- all children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse.

We will seek to keep children and young people safe by:

- appointing an online safety coordinator, in this instance, Eloise Barnett
- providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their children safe online
- developing an online safety agreement for use with young people and their parents or carers
- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child or young person
- reviewing and updating the security of our information systems regularly
- ensuring that user names, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate

- ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

If online abuse occurs, we will respond to it by:

- having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying or cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

5. Procedure

5.1 e-Safety concerns

e-Safety concerns may fall under three core areas: safeguarding, discipline and cybersecurity. For example, cyberbullying and online grooming fall under safeguarding issues; abusive communications fall under disciplinary issues; and external email hacking falls under cybersecurity issues. These are not mutually exclusive so concerns may fall under one or all areas in certain circumstances. Every e-safety concern will be assessed in relation to safeguarding, discipline and cybersecurity risk.

Typically, however, e-safety concerns will be dealt with in the following way:
Safeguarding issues will be managed by the DSL in accordance with the Child Protection and Safeguarding Policy

Staff discipline issues will be dealt with by line managers, in accordance with the Staff Code of Conduct.

Student discipline issues will be dealt with by Personal Tutors, supported by line managers and parents, in accordance with the Behaviour Policy.

Cybersecurity issues will be dealt with by the Directors.

5.2 The liability of Phoenix ND Education Ltd

Unless negligent under the terms of this policy, the company and directors accept no responsibility to the student, parents or guardians caused by or arising out of a student's use of mobile phones, e-mail and the internet whilst being supported by Phoenix ND Education Ltd.

6. Delivery of online distance learning

Phoenix Nd Education Ltd has a duty of care to provide the highest standard of education it can and, when circumstances require, believes that an online audio-visual communication tool for learning is necessary to deliver high-quality lessons. We take very seriously, the need to maintain the highest standards of safeguarding and risk management. Therefore, in order to conduct online audio-visual lessons all staff and students must comply with the following:

- All lessons must be carried out according to the normal timetable; no lessons outside of normal contact hours.
- Staff will register student attendance.
- Lessons will be conducted using Teams – teachers may choose to use a number of additional tools to support students (e.g. GoogleDocs).
- Staff must only use Phoenix accounts and software tools to conduct lessons or communicate with students; this means logging out of personal accounts.
- Lessons will be by invitation: only staff will initiate and close lessons.
- The same high standards of personal and professional conduct that are expected in person, from both students and staff, apply during online lessons, including the use of the integrated chat function. This means maintaining professional teaching standards, using appropriate language, attendance, behaviour and attire.
- Phoenix lanyards must be worn and visible, and a suitable dress code maintained in line with expectations for both students and staff at all times during the lessons.
- The recording of lessons, unless agreed by the teacher, is not permitted. Please be aware, nonetheless, that anything said or done during Teams meetings/GoogleMeet lessons can be recorded, stored, edited and forwarded. Transcripts of what was said and by whom can also be auto-generated.
- Staff must ensure they conduct their audio-visual lessons from a suitable environment, and take into consideration what background may appear in the video. No one else should be in the room.
- Staff must also be vigilant to ensure their audio and visual functions are switched off at the end of the lesson and be aware that some applications can auto-generate captions.
- Students must also make suitable arrangements to take their audio-visual lessons in an appropriate room; no one else should be in the room whilst the lesson is taking place. Staff should be aware, however, that for some students parents may also share the same room while online lessons are taking place.
- If a parent has concerns about any aspect of a lesson they should contact the Provision Manager directly to discuss it and not raise issues during the lesson itself. All concerns and complaints are taken very seriously and will be dealt with in line with Phoenix ND Education Ltd.'s Complaints Policy where appropriate.

- Students will be able to use the audio and visual functions for their lessons, as advised by the local authority; students may be asked to switch off these functions if it will improve connectivity and clearer delivery for the student. Staff must monitor when students' cameras and audio are switched on or off.
- One-to-one lessons and group-classified lessons with only one student will be carried out using audio and visual functions.
- To avoid disruption from unsolicited pop-ups as well as the exposure of personal data, students and staff must turn off all notifications on their device used for lessons.
- Phoenix ND Education Ltd will conduct spot monitoring of lessons to check compliance.
- Staff should be mindful that students working from home may feel lonely, bored or anxious; it is vital to ensure they have regular breaks and where possible be offered strategies for working productively at home. Any concerns about students' wellbeing should be communicated to the line manager. More serious concerns should be communicated directly to the Safeguarding Team.

Contact details

Online safety co-ordinator

Name: **Eloise Barnett**

Phone/email: 07525437294 eloise.barnett@phoenixndeducation.co.uk

Senior lead for safeguarding and child protection

Name: **Eloise Barnett**

Phone/email: 07525437294 eloise.barnett@phoenixndeducation.co.uk

NSPCC Helpline
0800 800 5000