

## Ewloe Green Primary School

### Acceptable Use Policy

#### **1. Preparation and review of the policy**

The School's Electronic Communications and e-Safety Acceptable Use Policy is part of the school's ICT policy and will relate to other policies including those for behaviour and for personal, social and health education (PSHE). The writing process will ensure that wider aspects of electronic communication use have been fully considered.

- *Our Electronic Communications and e-safety Acceptable Use Policy has been written by the school, building on guidance from the LEA. It has been agreed by the senior management and approved by Governor*
- *The Electronic Communications and e-safety Acceptable Use Policy will be reviewed annually.*

#### **2. The Importance of Electronic Communication.**

Use of electronic communication relates to both pupils and all staff – teachers, supply teachers, student teachers and support staff. Additionally, there is the need to comply with relevant legislation, in particular the Data protection Act 1998 and the Computer Misuse Act 1990.

- *The purpose of using electronic communication in schools is to raise educational standards, to support the professional work of staff, to support the professional development of staff and to enhance the school's management information and business administration systems.*
- *The use of a computer system without permission or for a purpose not agreed by the school may constitute a criminal offence under the Data Protection Act 1998 or Computer Misuse Act 1990.*
- *Use of electronic communications is permitted outside of working hours subject to the Council Security Policy for Schools (detailed in Appendix A).*

#### **3. Benefits to the School.**

Linking computer technology with telecommunications offers access to a wide range of information and services. This link has given rise to the term information and communications technology (ICT). Of particular importance is the networking of computers within school and linking schools to the Internet. The Grid is seen as a structure of educationally valuable content on the Internet with the potential to support teaching, learning, training and administration.

A number of studies and government projects have indicated the benefits to be gained through the appropriate use of electronic communications in education.

- *These benefits include:*

- *Access to world-wide educational resources including museums and art galleries;*
- *Inclusion in the National Education Network which connects all UK schools;*
- *Educational and cultural exchanges between pupils world-wide;*
- *Vocational, social and leisure use in libraries, clubs and at home;*
- *Access to experts in many fields for pupils and staff;*
- *Professional development for staff through access to national developments, educational materials and effective curriculum practice;*
- *Collaboration across support services and professional associations;*
- *Improved access to technical support including remote management of*
- *Networks and automatic system updates;*
- *Exchange of curriculum and administration data with the LEA and the Welsh Assembly Government*
- *Access to learning wherever and whenever convenient.*

### **3. Assessment of Risk.**

- *In common with other media such as magazines, books and video, some material available via electronic communication and the Internet in particular is unsuitable for pupils. The Council has invested in technology to check electronic content. However, it is not possible to automatically check the content of electronic messages for every word or phrase that might be considered unsuitable. The school will supervise pupils and take all reasonable precautions to ensure that users access only appropriate material. However, due to the international scale and linked nature of information available via the Internet, it is not possible to guarantee that particular types of material will never appear on a screen. Neither the school nor Flintshire County Council can accept liability for the material accessed, or any consequences thereof.*
- *Methods to quantify and minimise the risk will be reviewed.*
- *The senior management team will regularly monitor implementation of the policy.*
- *Exceptional examples of good practice will be communicated to the ICT Adviser so they may be disseminated to other schools.*
- *Should examples of unacceptable use arise these will be communicated immediately, electronically or in writing, to the ICT Adviser so that appropriate steps can be taken to prevent future occurrences of such use.*

### **Authorisation of Internet Access**

Via FlintNet Internet access is automatically routed through an authentication system maintained by the ICT Unit in conjunction with Corporate IT staff. Thus every use, by an individual and a group, requires a unique identity and password. Retention of individual identity and password is an essential element of maintaining secure use. Teachers will need to control and monitor users who have access via a group identity and password.

- *Internet access is a necessary part of planned lessons. It is an entitlement for pupils based on responsible use.*
- *At Key Stage 1, access to the Internet will be by teacher or adult demonstration. Pupils will access teacher-approved/prepared materials, rather than the Internet. Pupils will not access the internet independently and the teacher will use his or her own password to allow class or group access to pre-approved materials.*
- *Teachers will monitor and control access by pupils via a shared identity and password.*
- *A record will be maintained of all staff with Internet access. Staff will be removed from the record when access is no longer required and has been stopped.*
- *Parents will be informed that pupils will be provided with supervised access to electronic communication where it is important to their education.*
- *Parents will be asked to sign and return a permission form for use of electronic communication.*

#### **4. Maintaining the Security of the School ICT System.**

- *All Internet connections will be achieved via Flintshire's Wide Area Network (FlintNet) to ensure compliance with the security policy.*
- *Security strategies will be discussed with the LEA and will take account of Flintshire County Council policies, guidelines from the ICT Unit and the relevant legal framework.*
- *Access by wireless devices will only be implemented by staff from the ICT Unit in compliance with the LEA wireless policy.*
- *The security of the whole system will be regularly reviewed with regard to threats to security resulting from use of electronic communication.*
- *Unapproved system utilities and executable files will not be allowed in pupils' work areas or attached to email.*

#### **5. Ensuring use of electronic communication provides effective learning.**

Developing effective practice in Internet use for teaching and learning is essential. Offering younger pupils a few good sites is better than the easy option of a Web search. Above all pupils will learn to evaluate everything they read or see and to take care in publishing and interactions with others via the Internet.

- *The school will work with the LEA and relevant officers of Flintshire County Council to ensure systems to protect pupils are reviewed and improved.*
- *Staff will guide pupils in on-line activities that will support the learning outcomes planned for the pupils' age and maturity.*
- *Pupils will always be supervised by an adult when using the Internet unless specifically instructed by a teacher. This will only occur in upper juniors.*
- *Internet access will be via FlintNet, which provides a service designed for pupil and staff use. This will include filtering appropriate to the age of pupils and timed access to match agreed needs.*

## **6. How will pupils be taught to assess content accessed or received electronically?**

The quality of information received via radio, newspaper and telephone is variable and everyone needs to develop skills in selection and evaluation. The spreading of malicious rumour has occurred for thousands of years and lies can win over truth. Information received via the Web, email or text message requires superlative information handling skills. In particular it may be difficult to determine origin and accuracy, as the contextual clues present with books or TV may be missing or difficult to read.

In a perfect world, inappropriate material would not be visible to pupils using the Web but this is not easy to achieve and cannot be guaranteed. It is a sad fact that pupils may occasionally be confronted with inappropriate material, despite all attempts at filtering.

- *Pupils will be taught to acknowledge the source of information used and to respect copyright when using Internet material in their own work.*
- *Pupils will be encouraged to tell a teacher immediately if they encounter any material that makes them feel uncomfortable.*
- *When copying materials from the Web pupils and staff will comply with copyright.*

## **7. Managing E-Mail**

Electronic mail (email) is simple to use and relatively cheap. The content of electronic mail messages transmitted via FlintNet are checked via software in a process managed by the ICT Unit. However, care needs to be taken that the potential consequences of reading and sending messages, for both the pupil and the school, are appreciated.

Access to web-based email is not allowed because it is not viable to filter and check the content of this type of email.

One of the key considerations is reducing the risk of unsolicited attention put on individual pupils from people outside the school. If individual pupil addresses are used there is a risk of people from outside the school contacting pupils direct. A

class/teaching group email addressing system gives complete anonymity to pupils, allows teachers to monitor mail and therefore reduces the risk. Care should be taken if allowing pupils to attach files to email messages.

Email use is a key concern for schools in terms of safety and management. Parental consent should be obtained for pupils to use email. This should be informed consent with parents having access to the school's Acceptable Use Policy.

- *Communications with persons and organisations will be managed to ensure appropriate educational use and that the good name of the school is maintained.*
- *Chain letters received must be forwarded to a designated school mailbox.*
- *Pupils may send email as part of planned lessons but will not be given individual email accounts.*
- *In-coming email for groups of pupils will be regarded as public. All received email will be printed and pinned to a notice board for collection by pupils.*
- *E-mails will be composed by a group or class as part of a planned lesson and sent by the teacher. Photographs of individual children will not be sent as attachments and group photographs will not include names of children.*
- *Each member of staff will use class email accounts.*
- *Pupils may only attach files to email messages with the approval of a teacher and only then if the files are free from viruses.*
- *Excessive social email use can interfere with learning and may be restricted.*

## **8. Managing social networking and personal publishing .**

- *Social networking sites will not be used with pupils.*
- *Staff will only use social networking sites as part of their professional duties, e.g. taking part in Forums relating to a course or subject area.*

## **9. Managing video conferencing.**

Videoconferencing enables users to see and hear each other between different locations. It is a 'real time' interactive technology and has many uses in education. Equipment ranges from small PC systems (web cameras) to large room-based systems that can be used for whole classes or lectures. The videoconferencing equipment uses a 'network' to communicate with the other site.

Videoconferencing has recently developed over IP networks – the system now used within Flintshire. All modern standards-based videoconferencing systems will connect over IP. Videoconferencing over the Internet, even with a broadband connection, is unpredictable since it is a shared network and quality of service cannot be controlled.

Recently, use of videoconferencing has been developed over the Wales Lifelong Learning educational broadband network. This is a secure, broadband, IP network allowing interconnection of schools within Wales. Additionally, recently the National Educational Network (NEN) has been developed. This is a secure, broadband, IP network interconnecting the ten regional schools networks across England with the Welsh, Scottish and soon the Northern Irish networks. Schools can thus use IP technology in a secure and managed environment. Videoconferences, within and outside Flintshire, should be undertaken via the JANET videoconferencing booking system. In exceptional circumstances a videoconference with another Flintshire school may be undertaken using a direct IP connection

#### The equipment and network

- *All videoconferencing equipment in the classroom must be switched off when not in use and not set to auto answer.*
- *IP videoconferencing will be via the Wales Lifelong Learning educational broadband network rather than the Internet to ensure quality of service and security.*
- *Videoconferences, within and outside Flintshire, will be undertaken via the JANET videoconferencing booking system. In exceptional circumstances a videoconference with another Flintshire school may be undertaken using a direct IP connection.*
- *External IP addresses will not be made available to other sites.*
- *Videoconferencing contact information will not be put on the school web site.*
- **Users**
- *Videoconferencing will be supervised appropriately for the pupils' age.*
- *Parents and Guardians must agree for their children to take part in videoconferences – via the standard consent form.*
- *Unique log on and password details for educational videoconferencing services will only be issued to members of staff and kept secure.*

#### Content

- *Videoconferencing is a challenging activity with a wide range of learning benefits. Preparation and evaluation are essential to the whole activity.*
- *Establish dialogue with other conference participants before taking part in a videoconference. If it is a non-school site it is important to check that they are delivering material that is appropriate to the students.*
- *When recording a lesson, written permission will have been given by all sites and participants. The reason for the recording will be given and the recording of videoconference will be made clear to all parties at the start of the conference.*
- *Recorded material will be stored securely.*
- *If third-party materials are to be included, checks will be made to ensure that recording is acceptable to avoid infringing the owners' Intellectual Property Rights (IPR).*

## **10. Managing emerging technologies.**

Many emerging communications technologies offer the potential to develop new teaching and learning tools, including mobile communications, wide Internet access and multimedia. A risk assessment needs to be undertaken on each new technology and effective practice in classroom use developed. The safest approach is to deny access until a risk assessment has been completed and safety demonstrated.

Possible statements:

- *Emerging technologies will be examined for educational benefit and a risk assessment will be carried out before use in school is allowed.*
- *A risk assessment will be undertaken on each new technology and effective practice in classroom use developed.*
- *Use of cellular wireless, infrared and Bluetooth communication is only allowed within the context of the agreed policy maintained by the ICT Unit.*

## **11. Managing file transfer.**

File transfer is the process of moving files across the Internet and is referred to as FTP (File Transfer Protocol). Downloading is the process of copying a file from the Internet to your computer. Uploading is the process of copying a file from your computer to a computer (usually a server) on the Internet. Care must be taken to ensure that files uploaded are suitable for their intended purpose and free from viruses. Similarly, any files downloaded must be appropriate for identified needs, validly obtained and checked for viruses before use.

- *File transfer will be undertaken subject to restrictions imposed via the Corporate Firewall and may be limited to designated PCs/individuals.*
- *Schools will not transfer files directly to another school but will deposit the file on a server in the ICT Unit from where the receiving school will collect the file.*
- *All files downloaded will be appropriate to educational use or technical needs and both licensing and copyright requirements will be met.*
- *All files downloaded will only be used if they are found to be free from viruses.*
- *All files uploaded will be suitable for their intended purpose and free from viruses.*

## **12. School Web Sites and Virtual Learning Environment**

Many schools have created Web sites that inspire pupils to publish work to a high standard for a very wide range of audiences. A Web site can celebrate good work,

promote the school and publish resources for projects or homework. Flintshire schools wishing to publish materials have three options:

- School intranet – available only to that school
- LEA intranet – materials pass through a quality checking process before acceptable materials are made available within an intranet focussed on generic areas such as literacy and numeracy, good practice and resource materials
- School Web site is available to any Internet user

Additionally, some schools have created a Virtual Learning Environment (VLE) – hosted by Flintshire County Council and available from within and beyond schools. A Virtual Learning Environment (VLE) is a single piece of software, which provides an integrated online learning environment, bringing together functions including content delivery, communications facilities, assessment, student tracking, and links to other systems, including MIS. Resources available via a VLE include text, images, video, web links, sound and PDF files. A VLE can incorporate many of the features/facilities identified within this guide.

Ground rules are important to ensure that the school's intranet, Web site and VLE reflect the school's ethos that information is accurate and, for the Web site and VLE, that pupils are protected. It may be necessary to distinguish between publishing on the school's intranet and its Web site/VLE.

As the school's Web site and VLE can be accessed by anyone on the Internet, the security of staff and pupils must be maintained. Although common in newspaper reports, the publishing of pupils' names and photographs that identify individuals on Web pages is inappropriate. Including images of pupils on the school web site and VLE can be motivating for the pupils involved and provide a good opportunity to promote the work of the school. Schools should develop a policy in relation to the use of images of pupils on the school web site and VLE.

Providing the name and photograph of a pupil on a web site or VLE allows for the possibility of people outside of the school identifying and then contacting pupils directly.

The following guidelines may assist schools when developing school web sites and a VLE:

1. Establish the type of images that appropriately represent the school for the Web/VLE medium.
2. Avoid the use of the first name and surname of individuals in a photograph. This reduces the risk of inappropriate, unsolicited attention from people outside the school. An easy rule to remember is: if the pupil is named, avoid using their photograph; if the photograph is used, avoid naming the pupil.
3. Always obtain parental consent to use an image of a pupil. This ensures that parents are aware of the way the image of their child is representing the school.

4. Use photographs of items made in technology lessons, excerpts from written work and scanned images of artwork. This allows pupils to exhibit their work to a wider audience without increasing the risk of inappropriate use of images of pupils.
5. Only use images of pupils in suitable dress to reduce the risk of inappropriate use of images of pupils.
6. Create a recognised procedure for ensuring only appropriate images of pupils are used on the school web site.
  - *The Headteacher will delegate editorial responsibility to a member of staff to ensure that content is accurate and quality of presentation is maintained.*
  - *The web site will reside on a secure server*
  - *The Web site will comply with the school's guidelines for publications.*
  - *Pupils will be taught to publish for a wide range of audiences, which might include governors, parents or young children.*
  - *All material must be the author's own work.*
  - *Work included that is not the author's should be credited with a statement giving the author's identity or status.*
  - *The point of contact on the Web site will be the school address and telephone number.*
  - *Home information or individual email addresses will not be published.*
- *No personal information or individual email addresses will be published.*
- *Photographs of identifiable individual pupils will not be published on the Web site.*
- *Group photographs will not have a name list attached.*
  - *The ICT Unit will be asked to check pages prior to publication to ensure they meet the school's policy for Web publishing.*

### **13. Ensuring Internet access is appropriate and safe.**

Pupils in school are unlikely to see inappropriate content in books due to selection by publisher and teacher. The Internet is a new communications medium and staff will need to ensure that access is appropriate to the user. Protected access will be required for all pupils. Primary pupils and younger secondary pupils will require highly protected access to the Internet. Teachers might need to research areas including drugs,

medical conditions, bullying or harassment. Systems will soon enable different levels of filtering to be applied by time, location and user.

- *Screens used by pupils will be in public view to staff and pupils in the same group.*
- *All staff will be made aware that networked computers are on-line at all times when the user is logged in.*
- *For the youngest pupils, the greatest risk is through inadvertent access. Fast broadband means that inappropriate images can appear almost instantaneously. Children can innocently follow a series of links to undesirable content. A procedure has been agreed with all staff on what to do, and how to handle the situation with pupils. i.e.*
- *Close or minimise immediately. Don't try to navigate away. If pupils saw the page, talk to them about what has happened, and reassure them. Later, investigate the history of visited sites to get details to report, and to find how the pupil got there.*
- *Staff will check that the sites selected for pupil use are appropriate to the age and maturity of pupils.*
- *Staff will plan and prepare the use of search engines prior to using them with the children and as far as possible tasks aimed at teaching search skills will not involve internet wide search engines. BBC Schools offers a safe environment, and Yahoooligans offers a range of selected sites.*
- *Senior staff will monitor and regularly review the effectiveness of access strategies for electronic communication.*
- *Links to electronic sources placed on the school web site or VLE will not enable access to any resources/materials not available from within the school.*
- *Inappropriate use that results in contravening the school's Acceptable Use Policy for Electronic Communication and e-Safety may be investigated by staff of the ICT Unit and Council Officers.*

#### **14. Handling Complaints.**

Parents, teachers and pupils should know how to submit a complaint. Prompt action will be required if a complaint is made. The facts of the case will need to be established. For example it is possible that the issue has arisen through home Internet use or by contacts outside school. Transgressions may be of a minor or potentially significant nature. Sanctions for irresponsible use will be linked to the school's behaviour/disciplinary policy.

Possible statements:

- *Responsibility for handling incidents will be given to a member of the senior management team.*

- *Responsibility for handling incidents will lie with the Headteacher.*
- *If staff or pupils discover unsuitable sites, the URL (address) and content will be reported to the ICT Unit. The ICT Unit will immediately prevent access to any site considered unsuitable. Where appropriate investigation will be undertaken. Appropriate action will be taken – as defined within the Commitment by Flintshire County Council. As with drugs issues, there may be occasions when the police must be contacted. Where necessary, following discussion with the Headteacher, early contact will be made to establish the legal position and discuss strategies.*
- *Parents and pupils will need to work in partnership with staff to resolve any issue*
- *Sanctions available include interview by a senior member of staff and, if appropriate, informing parents or carers.*
- *Pupils and parents will be informed of the complaints procedure.*
- *Any complaint about staff misuse must be referred to the Headteacher.*

#### **15. Keeping staff, pupils and parents informed.**

- *A copy of the Electronic Communication Acceptable Use Policy will be available to all staff via the Staff Common Server.*
- *A copy of the Electronic Communication Acceptable Use Policy will be available for parents via the school Website.*
- *Responsible use of electronic communication, covering both school and home use, will be included in the induction programme for all pupils when they join the school.*

#### **Enlisting Parental Support.**

Internet use in pupils' homes is rapidly increasing, encouraged by offers of free software and access on magazine covers. Unless parents are aware of the dangers, pupils may have unrestricted access to the Internet. The school may be able to help parents plan appropriate, supervised use of the Internet at home.

- *A careful balance will be maintained between keeping parents informed and raising issues of concern.*

#### **16. How will remote access to school systems be used?**

Remote access from the ICT Unit to computers in school will allow problems and performance to be investigated without the need for a visit to school. Additionally, new and updated software can be downloaded directly and quickly to computers in school. File servers in school will be able to automatically log, with the ICT Unit, potential

faults before they occur. This will allow preventative action to be taken to ensure continuity of operation. The ability to give technical support in this way will result in provision of faster, more efficient, higher quality and best value services. The confidentiality of school data must clearly be retained and access should only be undertaken by approved staff following authorisation from the school. In using remote access the principle adopted should be that the action being taken is exactly the same as would be carried out if the support was given by visiting the school.

- *Remote access from the ICT Unit to school computers and managed network hubs will be given only to appropriate staff from the ICT Unit and Corporate IT.*
- *Remote access from outside of FlintNet to school servers and servers within FlintNet will only be available via the secure virtual private network connection managed jointly by Corporate IT and the ICT Unit.*
- *All remote access will be subject to the Flintshire Commitment Statement.*

**14/12/2008 14/12/08**

#### **17. Wider access within the community**

The Internet is available in many situations in the local community. In addition to the home, access may be available at the local library, youth club, adult education centre, village hall, supermarket or cyber café. Ideally, young people would encounter a consistent policy to Internet use wherever they are.

- *The school will be sensitive to Internet related issues experienced by pupils out of school, e.g. social networking sites, and offer appropriate advice.*

#### **Dyslexia Friendly Schools**

We recognise that some pupils, despite often having average or above average intellectual ability and good oral skills, have difficulty learning to read or to spell and write fluently. These pupils may be described as having specific learning difficulties or dyslexia. We recognise that these pupils have additional needs and that these needs have to be met to the best of our ability and resources; we recognise that these people have skills and talents which need to be nurtured and developed and that they have the same right of access to the curriculum and to all the activities of the school as all other pupils. Through all of our teaching and provision we intend to adhere to the Dyslexia Friendly Schools Policy.

**Policy Approved: February 2009**

**Policy Review: 2010/11**

**Signed Headteacher:-----**

**Signed Chair of Governors: -----**

