

## **Royal Conservatoire of Scotland Online safeguarding policy statement – Pre-HE and Summer Schools**

Please click [here](#) for the BSL version of this policy and accompanying transcript.

The Royal Conservatoire of Scotland's online safeguarding policy statement reflects the organisation's work and safeguarding needs of children, young people and adults at risk. This policy aligns with our other key Child Protection, Safeguarding and organisational policies, procedures and standards and should be read alongside the Royal Conservatoire of Scotland's Child Protection Policy and Procedures.

As Scotland's national Conservatoire the Royal Conservatoire of Scotland's reach extends beyond its HE provision delivering activities to children, young people and adults at risk through its Pre-HE programmes.

These include:

- Early Years Drama and Music classes
- Junior Conservatoire of Dance, Drama, Production, Film/Pre-Junior Conservatoire of Dance
- Junior Conservatoire of Music/Pre-Junior Conservatoire of Music
- Short Courses
- Transitions/Widening Access to the Creative Industries/Fair Access
- Music Centres/Satellite Centres
- Summer schools activity

### **The purpose of this policy statement is to:**

- ensure the safety and wellbeing of children, young people and adults at risk is paramount when 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, young people, adults at risk and anyone involved in Royal Conservatoire of Scotland's activities.

### **Legal framework**

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect children, young people and adults at risk in Scotland. Summaries of the key legislation and guidance are available on:

- online abuse <https://learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse>
- bullying <https://learning.nspcc.org.uk/child-abuse-and-neglect/bullying>
- child protection <https://learning.nspcc.org.uk/child-protection-system>

We believe that:

- children, young people and adults at risk should never experience abuse of any kind
- children, young people and adults at risk 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 multiple learning opportunities; however it can also present risks and challenges
- we have a duty to ensure that all children, young people and adults at risk involved in our organisation are protected from potential harm online
- we have a responsibility to help keep children, young people and adults at risk safe online, whether or not they are using Royal Conservatoire of Scotland's network and devices
- all children, young people and adults at risk, 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
- working in partnership with children, young people, adults at risk, their care-givers 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.

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

- appointing an online safety coordinator (Matthew Chinn, Associate Head of Junior Conservatoire (Music), m.chinn@rcs.ac.uk, 0141 270 8386)
- providing clear and specific directions as to how staff should behave online through our online safe guarding policy (RCS Pre-HE staff) and Behaviour Code
- supporting and encouraging the children, young people adults at risk using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- developing an online safeguarding policy (students/parents/carers)
- supporting and encouraging care-givers to do what they can to keep their children, young people and adults at risk safe online
- 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, young person or adult at risk
- 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, young people and adults at risk who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images and film recordings of children, young people, adults at risk and care-givers are used only after their 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/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- ensuring that our response takes into account the needs of the person experiencing abuse, any bystanders and our organisation
- regularly reviewing the processes for addressing online abuse and ensuring that long term issues are resolved

We are committed to reviewing our policy and good practice annually. This policy was approved by the Conservatoire Senior Management Team on 15.5.20

Signed: .....

Jackie Russell, Director of Human Resources RCS Senior lead for Child Protection and safeguarding

More helpful information about safeguarding and child protection can also be found on the NSPCC website <https://learning.nspcc.org.uk/safeguarding-child-protection/>

## Online safeguarding policy

### What is safeguarding?

Safeguarding is the action that is taken to promote the welfare of children, young people and adults at risk to protect them from harm. Safeguarding is everybody's responsibility.

### Safeguarding means:

- protecting children, young people and adults at risk from abuse and maltreatment
- preventing harm to the health or development to children, young people and adults at risk
- ensuring children, young people and adults at risk grow up with the provision of safe and effective care
- taking action to enable all children, young people and adults at risk to have the best outcomes.

Safeguarding applies to all of Royal Conservatoire of Scotland's Pre-HE delivery, including:

- Early Years Drama and Music classes
- Junior Conservatoire of Dance, Drama, Production, Film/Pre-Junior Conservatoire of Dance
- Junior Conservatoire of Music / Pre-Junior Conservatoire of Music
- Short Courses
- Transitions/WACI/Fair Access
- Music Centres/Satellite Centres
- Summer schools activity

Child protection is part of the safeguarding process. It focuses on protecting individual children identified as suffering or likely to suffer significant harm. This includes child protection procedures which detail how to respond to concerns about a child.

RCS staff should ensure that safeguarding carries the same importance during online lessons as it does in face to face lessons and that all aspects of RCS Child Protection and safe guarding policies apply within these lessons.

In all our work, the welfare of the child, young person, adult at risk is paramount. Every child, young person, adult at risk, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, has the right to equal protection from all types of harm or abuse. This means that in relation to safeguarding surrounding lessons, tutorials, workshops, feedback sessions etc. whether delivered face to face or online.

### RCS staff should:

- a) Take all suspicions and/or allegations of abuse or risk to children seriously, respond swiftly and appropriately using the Child Protection procedures as set out here in the RCS Child Protection Policy
- b) Support the timely sharing of information, with relevant authorities, when there are concerns about a child's welfare
- c) Allow access for your Pre-HE Manager (e.g. Head of Junior Conservatoire (Music)/Pre-HE Programmes Manager etc.) to join online sessions if they wish to do so

## **Remote Learning**

With the Royal Conservatoire of Scotland moving much of its delivery online, Microsoft Teams and Zoom will be utilised to deliver remote lessons and webinars in order to provide continuity of learning and teaching.

MS Teams is the RCS's platform of choice for collaborative learning and working online in a secure and safe way. All students will receive an email from the appropriate RCS department administration team inviting them to join the class team. When the student/ parent/ carer has agreed on the email address to be used they will be manually added to the team to access their online learning.

The RCS has an institutional license for Zoom and teaching staff are issued with an account to use which has pre-set security in place as default. Codes and passwords for Zoom 'meetings' will be posted on the relevant Teams group pages. New passwords must be created for individual classes and a 'waiting room' facility must be used by tutors to admit students to sessions. Students should display their name when joining the teams meeting.

Students/parents/carers will need an internet enabled device with a camera/webcam and a microphone in order to participate in the lesson. Students/parents/carers should be aware that by joining an MS Team community, their email address will be visible to other Teams participants. We would expect all Teams participants to respect the privacy of other Team members and not to use Team member's data for any purposes whatsoever.

Those staff members and students who require access to Microsoft Teams/Zoom to carry out delivery online will receive separate instruction on how to set up sessions and safely contact parents/carers/students to organise in line with GDPR legislation.

## **Data Protection and recording**

As a result of the RCS campuses and associated community lets' temporary closure due to Coronavirus (From March 2020), and with the RCS moving its Pre-HE activity online, we want to reassure all users that your privacy and the protection of your data still remains paramount. With additional digital functionality brought to our fingertips through the Microsoft Teams and Zoom platforms, it is important that staff and students are clear as to the institutions position on recording. If you would not normally record 'live' 1 to 1 or group lessons, classes, meetings or calls then there should be no reason to record via Microsoft Teams or Zoom. As soon as the Conservatoire makes a recording of a meeting or call then it must have a lawful basis for doing this and ensure appropriate retention in line with data protection legislation.

As part of the teaching process, there may be an exception where it is beneficial to record an online 1:1 or group session(s) with students, or for students to submit pre-recorded materials for the purposes of knowledge exchange, learning, teaching, reflection, performance and personal study. 'Live' recordings are to be made for knowledge exchange, learning and teaching or performance purposes only and will only be shared with the individual student(s) and the tutor(s) leading the session. Should a staff member wish to record a 'live' session then this should be discussed and agreed with their line manager in advance of any recording taking place. There is one exception:

webinars for knowledge exchange and marketing purposes. Zoom webinars are often recorded and disseminated on the RCS YouTube and RCS Fair Access Vimeo channel. Participants will only be visible in these recordings if they have signed prior consent.

'Live' recordings which are made for performance purposes may be posted on the RCS youtube channel or the RCS Fair Access Vimeo channel/portals, which can be viewed by student's family/friends. Students are not permitted to download and share recorded performance material by message/email or on social media channels.

If a recording is going to be made of a 'live' session, students should be informed at the start of the session, and they do have the right to object. Individuals are free to exercise this right – so anyone over 12 can object. For anyone under 12, their parent/carer has the right to object on behalf of the child. If an objection is noted, the session will not be recorded. If a recording is made and shared with the student(s), the student(s) must only use that recording for personal study purposes and must not share or distribute it any further.

The RCS will retain a copy of the recording and store it securely for a period of up to 1year (kept only as long as necessary), thereafter the recording will be securely deleted. You can find further information about the RCS Privacy Notice at <https://www.rcs.ac.uk/policy/privacy/>

Recordings of work undertaken during online courses may be used for promotional and marketing purposes (with the permission of the students). Please see the RCS [Privacy Notice](#) for further information about how this material will be used and managed.

## **Online safeguarding policy (Pre-HE staff)**

Teaching 'LIVE' 1:1 online (Students under 18 years and adults at risk)

### **Behaviour Code for RCS Pre-HE Staff**

RCS staff should ensure that safeguarding carries the same importance during online lessons as face to face lessons and that all aspects of RCS Child Protection and safe guarding policies apply within these lessons. Before and during lessons:

1. RCS staff and students must only engage in 'live' 1:1 and group online teaching via Microsoft Teams/Zoom using their RCS email address or Zoom licensed account. It is not permissible to use other live platforms.

NB. It is noted that the Junior Conservatoire (DDPF) is using Slack as an established platform for students to upload their files of work to and be able to access content provided by lecturers. This is permissible within the guidelines.

2. In line with GDPR legislation, RCS teaching staff will make contact with the relevant student/parents/carer prior to lessons being delivered. RCS staff will only undertake communications using their RCS work email addresses: e.g. a.teacher@rcs.ac.uk to the 'principal email address' which has been previously agreed with the student/parent/carer at the beginning of session. All communication should be made to this email address only, with links sent for the approved platforms to download and view resources.

3. Under no circumstances should teacher's or pupil's personal contact details be shared. The use of social media or any way of communicating other than the above-mentioned method through unofficial channels is strictly prohibited. Private chat or sharing of images between students and teachers are unacceptable.

4. All parties will be made aware that the delivery time will be used exclusively for the purpose of delivering RCS lessons, tutorials or one to one feedback/coaching sessions. RCS staff members will not engage in online discussions on personal matters and maintain professional boundaries at all times.

5. RCS staff should protect themselves from accidental inappropriate contact with students by restricting their online profile so that it does not automatically accept contact requests and is not accessible to all students. Staff must use the online profile/platform recommended by the RCS solely for RCS teaching/lessons, and not for any other social interactions. Staff must keep their professional profile separate from any personal profiles. They must not share any personal information about themselves e.g. personal telephone number, email accounts, Facebook and other social media links.

6. RCS staff members should present themselves professionally at all times, emphasising to students/care-givers that the video conference platform is to be used for lessons/classes only and not for other less formal contact, e.g. sharing photos or general messaging.

7. Students and Teachers are required to be dressed appropriately for online remote learning. Attire which would ordinarily be worn when attending the RCS for lessons is essential; clothing, worn by a student or a teacher, which does not meet this expectation is not acceptable and lessons should be stopped immediately and reported to the relevant RCS Manager, who in turn will notify a RCS Senior Designated Child Protection Contact, if necessary.

8. A suitable teaching/learning environment – both staff and students must be physically located in safe working spaces, appropriate for online lessons and should limit any distracting activity in their room where possible.

9. RCS staff should be in a suitable room where others within their household cannot see the student(s) on screen or listen in to the lesson taking place. If this is not possible, then headphones must be worn, and screens angled away towards a wall and away from any other people. Microsoft Teams and Zoom offer participants the option to blur their background during calls and advise staff and students/care-givers to enable this feature as good practice.

10. Staff should always ensure that they test their set-up before 'going live': are the camera and microphone working properly? Is the camera in the correct position for optimum teaching? Is it possible to blur your background to limit distraction? Double check your surroundings, do you have photos of family in the background you would prefer were not shared with others in your call?

11. If staff would not normally record lessons or classes then there should be no reason to record one via Microsoft Teams or Zoom. As soon as the Conservatoire makes a recording of a lesson, class or meeting then it must have a lawful basis for doing this and ensure appropriate retention in line with data protection legislation. Should a staff member wish to record a 'live' session then this should be discussed and agreed with their line manager in advance of any recording taking place.

12. For students aged 12 and under who attend our Short Courses, Summer Schools, Early Years or Pre-Junior Conservatoire activity their parent/carer should be the 'principal email address' contact and support with the set-up of online lessons before and during delivery taking place. The parent/carer should confirm that they are present and are happy for the lesson to proceed. Once the lesson is set-up and running, the parent should remain close by and on hand to be called back to speak to the teacher if required. It is the responsibility of the parent/carer to ensure this is in place. If RCS staff members have any concerns regarding this then they should immediately contact the relevant RCS Manager.

13. At the end of the lesson/class the RCS staff member will make the student aware that the lesson is coming to a close. For students age 12 and under who attend our Short Courses, Summer Schools, Early Years or Pre-Junior Conservatoire activity, the RCS staff member should 'sign off' with the parent/carer and will close the session.

14. RCS staff members must report any concerns to the relevant RCS Manager. If the matter is in relation to a suspected Child Protection issue, the staff member should report online safety incidents in the same way as any safeguarding incident and report in accordance with RCS Child Protection and safeguarding procedures.

Teaching 'LIVE' in groups online

#### **Guidance for RCS Pre-HE Staff:**

When teaching in groups online (1 staff member to 2 or more students), staff and pupils should continue to adhere to the measures stipulated in the 1:1 'live' online safeguarding policies. When scheduling 'live' group classes it is worth noting that the default Microsoft Teams and Institutional Zoom account security settings are already enabled and are deemed sufficient, so there should be no further measures required (e.g. changing participant settings) ahead of "live" group teaching taking place.

For further advice on keeping students safe while using Teams and ZOOM please contact Steven Dunn or Julie Halstead, RCS Learning Technologists, for support.

To make changes to any security settings on either platform you must contact Head of IT, Fraser Ross.

## **Health, Safety and Wellbeing – Teaching online**

RCS provides a safe working environment in all its buildings which has been risk assessed, monitored and maintained to a high standard. We are unable to do this for teaching taking place in homes and you may not have the 'perfect' environment but we do want everyone to teach, and be taught, in a safe environment.

Staff have had Health and Safety training so can adopt the same principles they are taught at home and should confirm that students have enough space for the activity they are doing. Students have not had training so we encourage you to ensure the area you are working in is safe and clear of obstructions. The following will help students, and staff, work safely at home.

- Keep any electrical cables tidy to avoid trip hazards
- If standing and moving make sure you have clear floor space for the activity you are doing



- Take breaks from screens - at least 5-10 minutes every hour but ideally 5 minutes every 25 minutes
- Keep hydrated by drinking water regularly
- Working online may be more tiring or stressful for some people so have rest breaks and move regularly
- Ensure the lighting in the room you are using is suitable for the activity
- If possible use a space that has a window that opens for ventilation
- Try to keep the temperature at a comfortable level for you but if you feel tired or too hot take a break
- If sitting at a computer for several hours try to ensure a good workstation setup – advice can be obtained from [healthandsafetydepartment@rcs.ac.uk](mailto:healthandsafetydepartment@rcs.ac.uk)

## **Online safeguarding policy (Students, parents/carers)**

Teaching 'LIVE' 1:1 online

### **Teaching online – Guidance for students, parents/carers**

1. Students and parents/carers are assured that safeguarding carries the same importance during online lessons as it does in face to face lessons and that all aspects of RCS Child Protection and safe guarding policies apply within these lessons.
2. RCS staff and students must only engage in 'live' 1:1 and group online teaching via Microsoft Teams using their RCS email address or Zoom using a licensed account. It is not permissible to use other live platforms.
3. All participants will have their personal emails entered manually (once students have confirmed permission for this via a contact form). NB. It is noted that the Junior Conservatoire (DDPF) is using Slack as an established platform for students to upload their files of work to and be able to access content provided by lecturers. This is permissible within the guidelines. See page 4 for Dance.
4. In line with GDPR legislation, RCS teaching staff will make contact with the relevant student/parents/carer prior to lessons being delivered. RCS staff will only undertake communications using their RCS work email addresses: e.g. [a.teacher@rcs.ac.uk](mailto:a.teacher@rcs.ac.uk) to the 'principal email address' which has been previously agreed with the student/parent/carer at the beginning of session. All communication should be made to this email address only, with links sent to the student/parents/carer for the approved platforms to download and view resources.
5. For students age 12 or under who attend our Short Courses, Summer Schools, Early Years or Pre-Junior/ Junior Conservatoire activity their parent/carer should be the 'principal email address' contact and support with the set-up of online lessons before and during delivery taking place. The parent/carer should confirm that they are present and are happy for the lesson to proceed. Once the lesson is set-up and running, the parent should remain close by and on hand to be called back to speak to the teacher if required. It is the responsibility of the parent/carer to ensure this is in place.

6. Students and RCS staff are required to be dressed appropriately for online remote learning. Attire which would ordinarily be worn when attending the RCS for lessons is essential; clothing, worn by a student or a teacher, which does not meet this expectation is not acceptable and lessons should be stopped immediately and should be reported to the relevant RCS Programme Manager.
7. A suitable teaching/learning environment – both students and staff must be physically located in safe working spaces which are appropriate for online lessons. Distracting background activity in the same room should be limited where possible and staff, students, parents / carers should ensure that nothing personal or inappropriate can be seen or heard in the background. Microsoft Teams and Zoom offer participants the option to blur their background during calls and advise staff and students/care-givers to enable this feature as good practice. This facility should not be used when participating in a dance lesson.
8. At the beginning of the first lesson, the RCS staff member will emphasise to student and parent/carer that the online platform is to be used for lessons only and not for other contact, e.g. sharing photos or general messaging.
9. At the end of lesson/class the RCS staff member will make the student aware that the lesson is coming to a close. For students age 12 or under who attend our Short Courses, Summer Schools, Early Years or Pre-Junior/ Junior Conservatoire activity, the RCS staff member should ‘sign off’ with the parent/carer and will close the session.
10. Parents must report any issues as soon as possible for the attention of the relevant RCS Programme Manager:

Early Years: [earlyyears@rcs.ac.uk](mailto:earlyyears@rcs.ac.uk) 0141 270 8271

Juniors DDPF: [juniorsddpf@rcs.ac.uk](mailto:juniorsddpf@rcs.ac.uk) 0141 270 8382

Pre-HE Dance Activity: [Juniorsdance@rcs.ac.uk](mailto:Juniorsdance@rcs.ac.uk)

Juniors Music: [juniorsmusic@rcs.ac.uk](mailto:juniorsmusic@rcs.ac.uk) 0141 270 8271

Music Centres: [musiccentres@rcs.ac.uk](mailto:musiccentres@rcs.ac.uk) 0141 270 8316

Short Courses: [shortcourses@rcs.ac.uk](mailto:shortcourses@rcs.ac.uk) 0141 270 8213

Transitions: [transitions@rcs.ac.uk](mailto:transitions@rcs.ac.uk) 0141 270 8303

WACI: [WACI@rcs.ac.uk](mailto:WACI@rcs.ac.uk) 0141 270 8319

## **Document Control Information overview**

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Approval Confirmed (signature): J Russell

### Document Revision History

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15.5.20 J Russell CSMT Addition of summer schools activity to list on pages 1 and 3 Additional paragraph on page 4 to cover the delivery of specific summer schools activity-practical sessions. Additional paragraph on page 7 : Summer school participants will have their personal emails entered and be invited manually (once students have confirmed permission for this this via a contact form).

16.7.20 Reflection of Zoom agreement in policy

02.2.21 BSL video link added.