Livability Millie College Online safety policy and guidance

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1. Introduction and Scope

While new technologies are enhancing communication and creativity some are also challenging the definitions and boundaries of the education environment. As active participants in a digital world, our broad curriculum and our students' personal goals requires regular use of a variety of IT systems and communication tools. Our aim is to provide students and staff with the knowledge, skills and confidence to become safe and responsible users of technology.

This policy relates the Millie College learning community who have access to and are users of IT systems and resources, and applies to all electronic devices and services provided, including the use of computers, mobile phones and related equipment, regardless of ownership, where they are used on premises for which Millie College has responsibility or use an internet or other network connection for which Millie College has responsibility.

For security reasons, use of the internet and e-mail services provided by Millie College may be recorded by Millie College. This may include details of sites visited and addresses of emails sent. However, Millie College will **not** monitor details entered into secure web pages, or the content of e-mails where provided by another Internet Service Provider.

Privacy and confidentiality: Because equipment may be used by several different people, Millie College cannot guarantee the privacy of personal data, including e-mails. It is the responsibility of users to ensure they correctly log out of any websites, e-mail packages or other programmes before leaving the computer/device.

Millie College students and staff may use Millie College equipment for legitimate activities related to a learning programme run by or for Millie College. These activities must be within the law and must not be prohibited elsewhere in this policy.

2. Aims

Millie College will:

- Have robust processes in place to ensure the online safety of students, staff, volunteers and Board Members
- Deliver an effective approach to online safety, which empowers us to protect and educate the Millie College community in its use of technology
- Establish clear mechanisms to identify, intervene and escalate an incident, where appropriate
- Ensure students, staff, volunteers and Board Members are responsible users and stay safe while using the internet and other communications technologies for educational, personal and recreational use

3. Legislation and guidance

This policy is based on the Department for Education's (DfE) statutory safeguarding guidance, Keeping Children Safe in Education, and its advice for schools, colleges and training providers.

It reflects existing legislation, including but not limited to the Education Act 1996 (as amended), the Education and Inspections Act 2006 and the Equality Act 2010. In addition, it reflects the Education Act 2011, which has given teachers stronger powers to tackle cyber-bullying by, if necessary, searching for and deleting inappropriate images or files on students' electronic devices where they believe there is a 'good reason' to do so.

Prevent Duty - There is a duty on authorities under the *Counter Terrorism and Security Act 2015* to have due regard to the need to prevent people from being drawn into terrorism. As with other online harms, every tutor needs to be aware of the risks posed by the online activity of extremist and terrorist groups.

Millie College has a vital role to play in protecting its students from the risks of extremism and radicalisation. Keeping students safe from risks posed by terrorist exploitation of social media will be approached in the same way as safeguarding students from any other abuse.

If you have a concern for the safety of a student at risk of radicalisation, you should follow the Millie College safeguarding and prevent procedures, including discussing your concerns with Millie College's designated safeguarding lead (DSL).

4. Roles and responsibilities

4.1 Governance

The Board of Trustees, delegated to the Executive Leadership Group, Livability, administered the Local Advisory group has responsibility for monitoring this policy and holding the Principal (or delegated Senior Leader) to account for its implementation. The Local Advisory Board (LAB) will co-ordinate regular meetings with appropriate staff to discuss online safety and monitor online safety logs as provided by the designated safeguarding lead (DSL).

All LAB Members will:

- Ensure that they have read and understand this policy
- Agree and adhere to the terms on acceptable use of the Millie College's IT systems and the internet (appendix 2)

4.2 The Principal (or delegated Senior Leader)

The Service Manager Adult and Community Learning is responsible for ensuring that staff understand this policy, and that it is being implemented consistently throughout the organisation.

4.3 The Designated Safeguarding Lead

Details of the Millie College's DSL and deputy are set out in our safeguarding and prevent policy. The DSL takes lead responsibility for online safety in at Millie College, in particular:

- Supporting the Principal in ensuring that staff understand this policy and that it is being implemented consistently throughout the organisation
- Working with the SLT, IT team and other staff, as necessary, to address any online safety issues or incidents
- Ensuring that any online safety incidents are logged (appendix 4) and dealt with appropriately in line with this policy
- Ensuring that any incidents of cyber-bullying are logged and dealt with appropriately in line with the Millie College behaviour policy
- Updating and delivering staff training on online safety (appendix 3 contains a self-audit for staff on online safety training needs)
- Liaising with other agencies and/or external services if necessary
- Providing regular reports on online safety at Millie College to the Principal

This list is not intended to be exhaustive.

4.4 IT Systems Management (Livability)

IT Systems Management works with the Principal and are responsible for:

- Putting in place appropriate filtering and monitoring systems, which are updated on a regular basis and keep students safe from potentially harmful and inappropriate content and contact online while at Millie College, including terrorist and extremist material
- Ensuring that Millie College's IT systems are secure and protected against viruses and malware, and that such safety mechanisms are updated regularly
- Conducting a full security check and monitoring Millie College's IT systems on an agreed basis
- Blocking access to potentially dangerous sites and, where possible, preventing the downloading of potentially dangerous files
- Ensuring any online safety incidents are logged (see appendix 4) and dealt with appropriately in line with this policy
- Ensuring that any incidents of cyber-bullying are dealt with appropriately in line with Millie College's behaviour policy

This list is not intended to be exhaustive.

4.5 All staff and volunteers

All staff, including contractors and agency staff, and volunteers are responsible for:

- Maintaining an understanding of this policy
- Implementing this policy consistently

- Agreeing and adhering to the terms on acceptable use of the Millie College's IT systems and the internet (appendix 2), and ensuring that students follow the terms on acceptable use (appendix 1)
- Working with the DSL to ensure that any online safety incidents are logged (see appendix 4) and dealt with appropriately in line with this policy
- Ensuring that any incidents of cyber-bullying are dealt with appropriately in line with Millie College's behaviour policy

This list is not intended to be exhaustive.

4.6 Students

Students are expected to:

- Notify a member of staff or the Principal of any concerns or queries regarding this policy
- Ensure they have read, understood and agreed to the terms on acceptable use of the Millie College's IT systems and internet (appendix 1)

4.7 Visitors and members of the community

Visitors and members of the community who use Millie College's IT systems or internet will be made aware of this policy, when relevant, and expected to read and follow it. If appropriate, they will be expected to agree to the terms on acceptable use (appendix 2).

5. Educating students about online safety

Students will be taught about online safety as part of their course where IT is relevant.

Students will be taught to:

- Understand a range of ways to use technology safely, respectfully, responsibly and securely, including protecting their online identity and privacy
- Recognise inappropriate content, contact and conduct, and know how to report concerns

Students should know:

- Their rights, responsibilities and opportunities online, including that the same expectations of behaviour apply in all contexts, including online
- About online risks, including that any material someone provides to another has the potential to be shared online and the difficulty of removing potentially compromising material placed online
- Not to provide material to others that they would not want shared further and not to share personal material which is sent to them
- What to do and where to get support to report material or manage issues online
- The impact of viewing harmful content
- That specifically sexually explicit material (e.g. pornography) presents a distorted picture of sexual behaviours, can damage the way people see themselves in relation to others and negatively affect how they behave towards sexual partners
- That sharing and viewing indecent images of children (including those created by children) is a criminal offence which carries severe penalties including jail
- How information and data is generated, collected, shared and used online
- How to identify harmful behaviours online (including bullying, abuse or harassment) and how to report, or find support, if they have been affected by those behaviours
- It is not permitted to record or photograph staff or students without the tutor and the subject's express permission

The safe use of social media and the internet will be covered where relevant.
Millie College will use a range of platforms to raise students' awareness of the dangers that can be encountered online.

6. Educating parents about online safety in Family Learning and wider

Millie College will raise parents' awareness of internet safety in Family Learning classes and wider where relevant and advise parents who have any queries or concerns in relation to online safety for their children to raise this with an appropriate person in the first instance for example their child's headteacher and/or the DSL.

7. Cyber-bullying

7.1 Definition

Cyber-bullying takes place online, such as through social networking sites, messaging apps or gaming sites. Like other forms of bullying, it is the repetitive, intentional harming of one person or group by another person or group, where the relationship involves an imbalance of power. (See also Millie College's behaviour policy.)

7.2 Preventing and addressing cyber-bullying

To help prevent cyber-bullying, we will ensure that students understand what it is and what to do if they become aware of it happening to them or others. We will ensure that students know how they can report any incidents and are encouraged to do so, including where they are a witness rather than the victim.

Millie College will actively discuss cyber-bullying with students, explaining the reasons why it occurs, the forms it may take and what the consequences can be. Tutors are encouraged to find opportunities to use aspects of their course to cover cyber-bullying.

All staff, Local Advisory Board Members and volunteers (where appropriate) receive training on cyber-bullying, its impact and ways to support students, as part of safeguarding training (see section 11 for more detail).

In relation to a specific incident of cyber-bullying, Millie College will follow the processes set out in the Millie College behaviour policy.

Where illegal, inappropriate or harmful material has been spread among students, Millie College will use all reasonable endeavours to ensure the incident is contained. It is not permitted to record or photograph staff or students without the tutor and the parents (where necessary and appropriate) express permission.

The DSL will consider whether the incident should be reported to the police if it involves illegal material and will work with external services if it is deemed necessary to do so.

8. Acceptable use of the internet at Millie College

All students, staff, volunteers and Board Members are expected to sign an agreement regarding the acceptable use of the Millie College' IT systems and the internet (appendices 1 and 2). Visitors will be expected to read and agree to Millie College terms on acceptable use if relevant.

Use of the Millie College internet must be for educational purposes only, or for the purpose of fulfilling the duties of an individual's role.

Millie College will monitor the websites visited by students, staff, volunteers, Board Members and visitors (where relevant) to ensure they comply with the above.

More information is set out in the acceptable use agreements in appendices 1 and 2.

9. Students using mobile devices at MILLIE COLLEGE

Students may not bring mobile devices into Millie College. This will be reviewed in line with the policy review cycle.

Any use of Livability mobile devices at Millie College by students must be in line with the acceptable use agreement (see appendices 1 and 2). Any breach of the acceptable use agreement by a student may trigger action in line with the Millie College behaviour policy.

10. Staff using work devices outside MILLIE COLLEGE premises

Staff members using a work device outside Millie College premises must not install any unauthorised software on the device and must not use the device in any way which would violate the Millie College terms of acceptable use, set out in appendix 2.

Staff must ensure that their work device is secure and password-protected, and that they do not share their password with others. They must take all reasonable steps to ensure the security of their work device when using it outside Millie College premises. Any USB devices containing data relating to the Millie College must be encrypted.

If staff have any concerns over the security of their device, they must seek advice from the IT Systems management team, or the Principal.

Work devices must be used solely for work activities.

11. How Millie College will respond to issues of misuse

Where a student misuses the Millie College IT systems or internet, we will follow the procedures set out in our policies on behaviour and IT and internet acceptable use. The action taken will depend on the individual circumstances, nature and seriousness of the specific incident, and will be proportionate.

Where a staff member misuses the Millie College IT systems or the internet or misuses a personal device where the action constitutes misconduct, the matter will be dealt with in accordance with the staff disciplinary procedures. The action taken will depend on the individual circumstances, nature and seriousness of the specific incident.

Millie College will consider whether incidents which involve illegal activity or content, or otherwise serious incidents, should be reported to the police, in line with our safeguarding policy.

11.1 Reporting Incidents

Reporting accidental access to inappropriate material

If, whilst using Millie College equipment, staff or students accidentally come across material deemed inappropriate, offensive or may be illegal, they must:

- Close the webpage, e-mail, or other viewing software, so that the material is no longer visible. If the material includes sound, make sure this also stops.
- Report the incident to a member of Millie College staff/DSL as soon as possible.
- Make a brief written note of the incident including the web address, email details or other means by which you came across the material – do this only if you can do so without accessing the material again. Include the time, date, and identity of the computer/equipment you used.
- Give a copy of this information to the member of staff/DSL – this will help with any further investigation and also ensure you are not held responsible.
- Ask the member of staff to record the details and to then immediately pass them on to the relevant person as determined by the Millie College Safeguarding and Prevent Policy. Do NOT discuss this further with others unless part of an investigation.

- If you think the material may be illegal due to its content, do not look at it again, show it to anyone, print it, investigate it further, forward it or circulate it in any way. For illegal materials this would be a criminal offence.

Reporting abuse or misuse

If you think that you or someone else may be the subject of abuse, threats, intimidation or other inappropriate or illegal activity, you must report this to a member of Millie College staff as soon as possible. Ask the member of staff to record the details and to immediately pass them on to the relevant person as determined by the Millie College Safeguarding and Prevent policy.

If you think that someone else may be misusing the equipment, either knowingly or unknowingly, or may be contravening any of the points in this Policy document, you must report this to a member of Millie College staff as soon as possible.

Staff would report this using the usual safeguarding reporting system.

11.2 Millie College Learning Platforms Access Rights

Millie College provides students with learning platform accounts such as Microsoft Office 365, NOCN etc as appropriate to their learning experience. The account and its content remain the property of Millie College throughout the life of the programme of learning. Each student shall be provided with an individual account and unique sign-in. The student is responsible for ensuring that the security of the account is maintained through effective management of passwords.

Use of the account must comply with the principles referred to in this policy on acceptable use and misuse subject to the sanctions. Additionally, access to the account is subject to investigation as part of any Safeguarding or Prevent investigation and may be blocked as part of this investigation.

Each user's account shall be closed two years after the last date of learning has taken place. It is the responsibility of students to ensure that they transfer any materials they wish to retain to other media.

11.3 Sanctions

Any user found to be knowingly violating this policy will be subject to the investigation process with through behaviour policy or staff code of conduct. One sanction may include the temporary exclusion from access to Millie College websites, learning platforms, e-mail systems and other facilities. The normal Millie College appeals policy will apply. In addition, any use that is in contravention of the law will be reported to the appropriate authorities for further investigation. All incidents, or suspected incidents, involving young or adults at risk must be handled by Millie College Safeguarding and Prevent policy and procedures.

12. Training

All new staff members will receive training, as part of their induction, on safe internet use and online safeguarding issues including cyber-bullying and the risks of online radicalisation.

All staff members will receive refresher training at least once each academic year as part of annual induction safeguarding training, as well as relevant updates as required (for example through emails and staff meetings).

The DSL and deputy will undertake child protection and safeguarding training, which will include online safety, at least every 2 years. They will update their knowledge and skills on the subject of online safety at regular intervals, and at least annually.

Local Advisory Board Members will receive training on safe internet use and online safeguarding issues as part of their safeguarding training.

Volunteers will receive appropriate training and updates, if applicable. More information about safeguarding training is set out in our safeguarding and prevent policy.

13. Monitoring arrangements

The DSL logs behaviour and safeguarding issues related to online safety. An incident report log can be found in appendix 4.

This policy will be reviewed every year by the SLT.

14. Links with other policies

This online safety policy is linked to our:

- Safeguarding and Prevent policy
- Behaviour policy
- Staff disciplinary procedures
- Data protection policy and privacy notices
- Complaints procedure
- IT and internet acceptable use policy

Appendix 1: Acceptable use agreement for students

Millie College has Information Technology (IT) equipment available and Internet access for students and staff. Millie College expects its IT resources and virtual learning platforms to be used in a responsible way. You must follow the Online Safety Policy and read and sign the Acceptable Use of IT Systems and Internet Agreement and Student Induction Declaration.

ACCEPTABLE USE OF MILLIE COLLEGE'S IT SYSTEMS AND INTERNET: AGREEMENT FOR STUDENTS

Name of Student:

When I use the Millie College IT systems and access the internet at Millie College I will:

- Always use the Millie College IT systems and the internet responsibly and for educational purposes only
- Only use them when a tutor is present, or with a staff member's permission
- Keep my username and passwords safe and not share these with others
- Keep my private information safe at all times
- Tell a staff member immediately if I find any material which might upset, distress or harm me or others
- Always log off or shut down a computer when I'm finished working on it
- Make sure the learning environment is safe for and free of risk to yourself and others
- Make sure the learning environment is free of distractions

I will not:

- Access any inappropriate websites including social networking sites, chat rooms and gaming sites unless my tutor has expressly allowed this as part of a learning activity
- Open any attachments in emails, or follow any links in emails, without first checking with a tutor
- Use any inappropriate language when communicating online, including in emails
- Log in to the Millie College network using someone else's details
- View, download, store, print, create, access, or in any way circulate, items considered indecent, offensive, pornographic, defamatory, threatening, discriminatory or illegal
- Download or install software of any sort on Millie College computers or equipment without the prior agreement
- Download or circulate data including software, music and videos, in contravention of copyright and intellectual property laws
- Knowingly introduce or circulate a virus or other form of malware or attempt to access other computers or networks illegally or without permission
- Damage or attempt to damage any equipment or facilities
- Take, store or post anywhere, images or videos of individuals, without their prior consent
- Store or post anywhere, images or videos that include children or vulnerable individuals, where they can be identified by name, however indirectly that might be obtained
- Knowingly pose as someone else, including signing-in, or attempting to sign-in, to accounts held by anyone else
- Disclose to anyone else any password given to you by Millie College
- Waste staff effort or networked resources
- Corrupt or destroy other user's data, violate the privacy of others or disrupt the work of others
- Continue to use an item of software or hardware after a request has been made to cease
- Irrespective of the environment including when taking part in virtual learning refrain from smoking or drinking alcohol within the session

I agree that Millie College will monitor the websites I visit and that there will be consequences if I don't follow the rules.

Portable storage media and portable devices disclaimer: Due to the risks associated with portable storage media, the use of SUB, SD Cards and flash memory is not permitted, unless with express permission and oversight from the IT System Management team.

Signed: **Date:**

Appendix 2: Acceptable use agreement for staff, Local Advisory Board Members, volunteers and visitors

ACCEPTABLE USE OF MILLIE COLLEGE'S IT SYSTEMS AND INTERNET: AGREEMENT FOR STAFF, BOARD MEMBERS, VOLUNTEERS AND VISITORS

Name:

When using the Millie College IT systems and accessing the internet on Millie College premises, or outside Millie College on a work device, I will not:

- Access, or attempt to access inappropriate material, including but not limited to material of a violent, criminal or pornographic nature (or create, share, link to or send such material)
- Use them in any way which could harm Millie College's reputation
- Access social networking sites or chat rooms
- Use any improper language when communicating online, including in emails or other messaging services
- Install any unauthorised software, or connect unauthorised hardware or devices to Millie College's network
- Share my password with others or log in to Millie College network using someone else's details
- Take photographs of students without checking with the tutor/student first for written permission
- Share confidential information about Millie College, its students or staff, or other members of the community
- Access, modify or share data I'm not authorised to access, modify or share
- Promote private businesses, unless that business is directly related to Millie College
- Download or circulate data including software, music and videos, in contravention of copyright and intellectual property laws
- Knowingly introduce or circulate a virus or other form of malware or attempt to access other computers or networks illegally or without permission
- Damage or attempt to damage any equipment or facilities
- Take, store or post anywhere, images or videos of individuals, without their prior consent
- Store or post anywhere, images or videos that include children or vulnerable individuals, where they can be identified by name, however indirectly that might be obtained
- Knowingly pose as someone else, including signing-in or attempting to sign-in to accounts held by anyone else
- Disclose to anyone else any password given to you by Millie College
- Use e-mail, Internet postings, or any other means, to threaten, harass or incite illegal behaviour
- Make sure the learning environment is safe for and free of risk to yourself and others
- Make sure the learning environment is free of distractions
- Corrupt or destroy other user's data
- Violate the privacy of others
- Disrupt the work of others

I will only use Millie College IT systems and access the internet on Millie College premises, or outside Millie College on a work device or approved device, for educational purposes or for the purpose of fulfilling the duties of my role.

I agree that Millie College will monitor the websites I visit and my use of the Millie College IT facilities and systems.

I will take all reasonable steps to ensure work devices are secure and password-protected when using them outside Millie College, and keep all data securely stored in accordance with this policy and the Millie College data protection policy (GDPR).

I will let the designated safeguarding lead (DSL) and Principal know if a student informs me, they have found any material which might upset, distress or harm them or others, and will also do so if I encounter any such material.

I will always use the Millie College IT systems and internet responsibly and ensure that students in my care do so too.

Portable storage media and portable devices

Disclaimer: Due to the risks associated with portable storage media, the use of SUB, SD Cards and flash memory is not permitted, unless with express permission and oversight from the IT System Management team.

Signed: **Date:**

Appendix 3: Online safety training needs – self audit for staff

ONLINE SAFETY TRAINING NEEDS AUDIT	
Name of staff member/volunteer:	**Date**:
Question	**Yes/No (add comments if necessary)**
Do you know the name of the person who has lead responsibility for online safety at Millie College?	
Do you know what you must do if a student approaches you with a concern or issue?	
Are you familiar with Millie College's acceptable use agreement for staff, volunteers, Board Members and visitors?	
Are you familiar with the Millie College acceptable use agreement for students?	
Do you regularly change your password for accessing the Millie College IT systems?	
Are you familiar with Millie College's approach to tackling cyber-bullying?	
Are there any areas of online safety in which you would like training/further training?	

Appendix 4: Online safety incident report log

ONLINE SAFETY INCIDENT LOG				
Date	**Where the incident took place**	**Description of the incident**	**Action taken**	**Name and signature of staff member recording the incident**

Appendix 5: Introduction to the Online Classroom – Guidance for Staff

The term 'online learning' is used in this document to mean courses that are delivered online, in real-time, with tutors and students connected to each other by an online meeting platform, e.g. *Google Classroom*. This cold be resultant from lockdown, student absence or sickness preventing access to learning on site.

Learning in a digital environment enables all our students to access learning and valuable knowledge. That said, it can be a daunting experience for tutors and students who are unfamiliar with the use of this technology and who have concerns about their online privacy.

The purpose of this document is to identify good practice concerned with:

- preparation
- conduct
- Netiquette
- support
- concerns

Meeting platform

The meeting platform to be used when delivering online courses is *Google Classroom* a robust, global, industry-leading tool that's simple to use for tutors and students and which can be installed on all devices likely to be used by tutors and students – e.g. PCs, Macs, Android and Apple devices.

Preparation

Ensure that you have the following contact details for each student, with parents' permission and presence during the session:

- e-mail address
- telephone number

Pre-course Meeting

The purpose of the pre-course online meeting is to sort out any teething problems with meeting online, to reduce the likelihood that technology will get in the way of teaching and learning once your course starts.

In this meeting you must ensure that your students:

- know how to join online sessions
- familiarise themselves with the *Google Classroom* interface – i.e. how it looks and how to interact with it
- ensure that their audio and video works with the devices they intend to use
- use their devices in an area that is well lit
- use an appropriate screen name – one that is not offensive, and which distinguishes them from other students with the same name

Send a message from your Millie College e-mail address to each of your students to introduce yourself and explain the online nature of the course.

The message should contain the following information:

- a date and time for a pre-course online meeting – making this at the same time as the course itself means that the students are more likely to be available and that a more realistic indication will be gained of the quality of the Internet at the time or your course
- the link to *Google Classroom*
- a recommendation that they use a headset or earpiece that combines speakers and microphone, as the quality of what they hear and say will be better
- a recommendation that they use a webcam that's of a better quality to the one that's built-in to their laptop if they have one

- a recommendation that they choose a neutral background that doesn't display any personal items, such as family photographs
- what they'll need to do and what they can expect to happen when they join *Google Classroom* for the first time.

Recording online sessions

It is not permitted to record any digital interactions with students or staff. This function has been deactivated in Google Classroom. If there is a requirement to record a session with students please discuss the implications, protocols and permissions to be sought with a member of SLT and do not proceed unless express permission has been sought.

Clothing & background

Potential difficulties to consider

- 1:1 working is potentially hazardous and a high risk. Wherever possible, either parents/carers or another staff member will be present during a meeting. This could be in the background and not necessarily engaged in the meeting itself.
- Where you are communicating with a member of staff or student on a 1:1 basis please remember you are 'at work' and therefore will behave in the same way as you would if meeting in person.
- Be mindful of wearing appropriate clothing, as should anyone else who is likely to be within your camera's range.
- Consider the background that will be in view, are you comfortable with other people seeing it? You may want to consider not using your bedroom for example and possibly being against a neutral background.
- If you have any safeguarding concerns, please talk to your line manager or contact the safeguarding team.

Netiquette Guide for Online Courses

It is important to recognise that the online classroom is in fact a classroom, and certain behaviours are expected when you communicate with both your peers and your students. The guidelines for online behaviour and interaction are known as netiquette.

Security

Remember your password is the only thing protecting you from pranks or more serious harm.

- Don't share your password with anyone
- Change your password if you think someone else might know it
- Always log out when you are finished using the system

General Guidelines

When communicating online, you should always:

- Treat your peers and students with respect in email or any other communication.
- Use clear and concise language.
- Remember that all communication should have correct spelling and grammar (this includes discussion boards)
- Avoid slang terms such as "wassup?" and texting abbreviations such as "u" instead of "you."
- Use standard fonts such as Ariel, Calibri or Times New Roman and use a size 12 pt. font
- Avoid using the caps lock feature AS IT CAN BE INTERPRETED AS YELLING.
- Limit and possibly avoid the use of emoticons like
- Be cautious when using humour or sarcasm as tone is sometimes lost in an email or on an online discussion post and your message might be taken seriously or may sound offensive
- Be careful with personal information (both yours and other's)
- Do not send confidential information via e-mail

Email Netiquette

When you send an email to your student or peer you should:

- Use a descriptive subject line
- Be brief
- Avoid attachments unless you are sure your recipients can open them
- Avoid HTML in favour of plain text
- Sign your message with your name and return e-mail address as per Plymouth City Council's guidelines
- Think before you send the e-mail to more than one person. Does everyone really need to see your message?
- Be sure you want everyone to receive your response when you click, "reply all"
- Be sure that the message author intended for the information to be passed along before you click the "forward" button

Chat Netiquette and Guidelines

When posting on a Discussion Board / chat in your online class, you should:

- Make posts that are on topic and within the scope of the course material
- Take your posts seriously and review and edit your posts before sending
- Be as brief as possible while still making a thorough comment
- Always give proper credit when referencing or quoting another source
- Be sure to read all messages in a thread before replying
- Don't repeat someone else's post without adding something of your own to it
- Avoid short, generic replies such as, "I agree." You should include why you agree or add to the previous point
- Always be respectful of others' opinions even when they differ from your own
- When you disagree with someone, you should express your differing opinion in a respectful, non-critical way
- Do not make personal or insulting remarks
- Be open-minded

Tutor Support

Millie College staff are able to contact IT Management System Team to help with technological issues. All staff has access to free digital skills training to enhance personal skills, if required, to assist with embedding digital skills into your teaching, and to support online delivery..

Appendix 6: Introduction to the Online Classroom – Guidance for Students

Millie College is here to help students in adapting to online working to make it as easy as possible for you. Online learning works by giving you course material over the internet. During the online course, you might complete homework, watch videos or take quizzes. If you have ever used Google searches, you have already used the internet for learning!

Your tutor will give you the details you need to get started. They will also let you know what materials you need and how to find them. Most of our online courses will take place using Google Classrooms. It is easy to use and if you have any questions you can ask your tutor. There are several things you can do to make the most of your online learning experience.

Have a place to study
Where you study is important to your online learning so take time to prepare it. Make sure it is place is quiet, organised, distraction-free, and available for use when you need it. Consider turning your phone off and logging off all social networks when studying as they can be distracting.

Take part in online discussions
Online learning doesn't mean learning alone. Connecting with your classmates in an online classroom will help you to still feel part of a group. Please ensure that you are mindful of your online tone and be respectful if you disagree with other members of your online group. Don't be afraid to ask questions, your tutor is there to help and support your learning.

Ask for help when you need it
Please ask your tutor for help if you need it, we don't want you to fall behind. By asking for help you may also help your classmates as they may be having the same problems. Keep in mind that if you don't ask for help when you need it, your tutor may never know that something is wrong.

Preparing for your first online lesson
Your tutor will provide instructions on what to do. Here are a few things to remember:

- The first lesson is always a challenge until everyone is comfortable so please be patient
- With lots of people talking it can be hard to teach so please follow help provided by your tutor
- Have a pen and paper handy so you can note down any questions you may have
- Internet speed can vary in households so try turning other devices off if you are having problems
- Be aware what others may see when your video is on, such as pictures in the background, other family members, the clothes you are wearing

Staying keen to learn
To make sure that you stay keen in your online learning experience consider following these tips:

- Make a study routine at your own comfortable pace
- Never forget the reason why you took this course
- Accept that you will have good and not so good days
- Have healthy snacks nearby to boost your energy
- Reward yourself every time you complete a task
- Stay positive - we are here to help you
- Take regular eye breaks
- Look after your mental health
- Have fun! You know there will be others on your course, so you won't be alone

Staying safe online
We would like to remind you to be vigilant when using the internet. It gathers lots of information about you which you might not want to be public. Google Classroom is being run though Millie College and is a secure platform, but it's important now, as much as ever while learning online, to remember a few important basics to keep yourselves safe.

Don't share passwords
Even for your online learning and not even with your Tutor! Choose a password no-one will guess and don't reuse passwords.

Remember your Rights and Responsibilities
You are a student on our courses, which is the same online as it is in college, so please remember to follow the codes of conduct. We want all our students to feel safe, so please be respectful to each other and your tutor online.

Make sure your equipment is set up comfortably
Your back should be straight, and your eyes aligned with the top of your monitor.

Be careful with your emails
If you get unexpected messages telling you about that amazing £10,000 holiday you've won, it's probably too good to be true, so don't open it, delete it! Watch out for fraudulent emails or emails trying to trick you to give out personal information

Be mindful of things you have in the background
If you have your video camera on, other students and staff can see you. It's never a good idea to have personal photos and belongings on show. Please dress as you would if you were attending the college.

If you receive anything unusual, including any unsolicited messages whilst you are learning online with us, **do not open it -** discard it and inform your tutor immediately.

It is not permitted to record or photograph staff or students without the tutor and the subject's express permission.

Remember: Keep your personal information private, be mindful of what you share on social media, check your online account carefully, keep your virus software up to date and report any concerns immediately to your tutor.

We want you to enjoy your learning experience safely!

Appendix 7: Staying Safe On-line for Students

- **Keep your personal information private**
- **Think carefully about what you share in profiles on social media**
- **Who can see the photos or information you share?**
- **What can people see in the background when using your video camera?**
- **Keep your username and passwords safe and don't share these with others**
- **Choose a password no-one will guess and don't re-use passwords**
- **Think before opening email attachments – are they from a trusted source?**
- **Watch out for emails tricking you into giving personal information – think before responding, companies will not ask you for personal information.**
- **Watch out for fraud - are free offers, items or programmes genuine?**
- **Keep your accounts secure, check online accounts carefully and remember that companies know you are using the internet**
- **Report identity theft**
- **Keep your virus software up to date and watch out for software that could damage your computer**
- **Tell a staff member immediately if you find any material which might upset, distress or harm you or others**
- **Keep your experience enjoyable and safe - make sure the learning environment is safe for and free of risk to yourself and others and always use the Millie College IT systems and the internet responsibly**
- **Always log off or shut down a computer when you are finished working on it especially in public spaces**