# Adult Learning Operating Procedure

# E-Safety and Acceptable Use Procedure

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Adult Learning promotes digital inclusion and helps the people of Norfolk who are digitally excluded to acquire and use every day digital skills.

We provide internet access to learners and staff on our own premises at Wensum Lodge in Norwich and we use laptops and tablets in outreach locations where internet access is available, to develop digital skills. Notwithstanding the challenges of providing internet access in a very rural county, the global nature of the internet and different technologies available mean that we are also aware of potential risks and challenges associated with such use.

Our approach is to implement appropriate safeguards while supporting staff and learners to identify and manage risks independently and with confidence. We believe this can be achieved through a combination of security measures, training, guidance and implementation of our policies. In furtherance of our duty to safeguard learners and the Every Child Matters agenda, we will do all that we can to make our learners and staff stay E-safe and to satisfy our wider duty of care which includes keeping learners safe from the dangers of radicalisation and extremism. This E-safety Operating Procedure should be read alongside our Safeguarding and Prevent Operating Procedure.

E-safety is managed and monitored by our Safeguarding Team, which is made up of the Head of Service (Safeguarding Lead), the Learner Support Manager (Deputy Safeguarding Lead – Children and Young People), the Curriculum Manager (Deputy Safeguarding Lead – Adults at Risk) for Independent Living Skills, the Head of Customer Service Operations and the Support Coordinator. The impact of the operating procedure and any issues of misuse will be monitored by the Safeguarding steering group at each quarterly meeting. The operating procedure will also be reconsidered where particular concerns are raised or where an e-safety incident has been recorded. The Safeguarding Steering group reports to the Adult Learning Steering group.

The operating procedure applies to all learners and staff who have access to Adult Learning systems and hardware, both on the premises and remotely. The e-Safety Operating Procedure applies to all use of the Internet and forms of electronic communication such as email, mobile phones and social media sites.

There are clear lines of responsibility for e-safety within Adult Learning. The first point of contact should be a Deputy Safeguarding Lead. All staff are responsible for ensuring the safety of learners and should report any concerns using the Safeguarding referral process which includes reporting any concerns that someone is vulnerable to radicalisation or violent extremism. All teaching staff are required to provide an e-safety briefing as part of the learner's induction and to ensure any e-safety incidents are reported to a Deputy Safeguarding Lead. When informed about an e-safety incident, staff members must take particular care not to guarantee any measure of confidentiality towards either the individual reporting it, or to those involved.

All learners must know what to do if they have e-safety concerns and who to talk to. The Keeping Safe Online section in our Learner Handbook provides e-safety tips and a number of suggested websites for learners to visit. In most cases, e-safety concerns will be raised with tutors in the first instance as with Safeguarding or Prevent concerns. Where any report of an e-safety incident is made, all parties should know what procedure is triggered and how this will be followed up. Where management considers it appropriate, the Designated Safeguarding Lead may be asked to intervene with appropriate additional support from external agencies.

# Learner Services Manager (e-Safety lead)

The Learner Services Manager is responsible for keeping up to date with new technologies and their use, as well as attending relevant training. They will be expected to lead on e-Safety within the Safeguarding Steering group, complete, review and update the e-Safety Operating Procedure, ensure staff development and training is delivered, record incidents, report any developments and incidents to the Safeguarding Steering Group and the Adult Learning Steering Group and liaise with the local authority and external agencies to promote e-safety within Adult Learning

# Learners

Learners are responsible for using the Adult Learning IT equipment and systems and, whilst in class their personal mobile devices in accordance with the Acceptable Use Operating Procedure and e-Safety Rules which will be included in the Learner Handbook. Learners must act safely and responsibly at all times when using the internet and/or mobile technologies and may not access inappropriate material while attending Adult Learning courses, including pornography and websites expressing extremist views. They are responsible for taking part in e-Safety induction as part of the curriculum and for informing their tutor where they are worried or concerned, or where they believe an e-safety incident has taken place involving them or another learner.

# Staff

All staff are responsible for using Adult Learning IT systems and mobile devices in accordance with the NCC Acceptable Use of ICT Facilities Procedure. Staff whose role means they have been provided with corporate ICT kit and NCC email are required to complete NCC ICT induction on commencing their employment. Teaching staff are responsible for providing an example to learners at all times through embedded good practice in terms of e-Safety.

All digital communications with learners and staff must be professional. Tutors who contact learners online may only do so through either their Adult Learning.ac.uk or norfolk.gov.uk email address.

Adult Learning social media pages are managed and monitored by the Adult Learning Communications and Information Officer adhering to NCC Communications policy.

All staff should adhere to NCC policies and understand the incident reporting procedures. Any incident that is reported to or discovered by a staff member must be reported to the Designated Safeguarding Lead and/or line manager without delay.

At Wensum Lodge, non-encrypted web traffic on our teaching ICT kit (even from personal devices connected to the Wi-Fi) is intercepted, logged and subject to a blocked list maintained by the ICT Technician. Any inappropriate use is escalated to the Designated Safeguarding Lead.

All Adult Learning teaching ICT kit has Sophos antivirus installed with unsuitable web blocking enabled (this is a Sophos maintained list). So even if an Adult Learning teaching laptop is taken home, the blocking still works. Reports are produced when the device returns to site and any inappropriate use is escalated to the Designated Safeguarding Lead.

Adult Learning will do all that it can to make sure that all of its equipment used on any site and the Wensum Lodge network are safe and secure. Every effort will be made to keep security software up to date.

The service understands that there are technical limitations regarding e-safety regarding the use of personal equipment in non-Adult Learning maintained venues and areas, for example the use of personal mobile phones or encrypted websites such as Facebook and Twitter etc.. In cases such as this there is the expectation that any concerns will be raised with the Deputy Safeguarding Lead(s) in the same way as using an Adult Learning maintained piece of equipment or network.

Adult Learning will ensure that all users of technologies adhere to the standard of behaviour as set out in the Acceptable Use Operating Procedure or Staff/ Learners Code of Conduct.

Adult Learning will not tolerate any abuse of IT systems. Whether offline or online, communications by staff and learners should be courteous and respectful at all times. Any reported incident of bullying or harassment or other unacceptable conduct will be treated seriously and in line with the learner code of conduct and NCC staff disciplinary policy. Where conduct is found to be unacceptable, Adult Learning will deal with the matter internally. Where conduct is considered illegal, Adult Learning will report the matter to the police.

## Acceptable use of images

The use of images, or photographs, is popular in teaching and learning and should be encouraged where there is no breach of copyright or other rights of another person (e.g. images rights or rights associated with personal data). This will include images downloaded from the internet and those belonging to staff or learners.

All learners and staff should receive training on the risks when taking, downloading and posting images online and making them available to others. There are particular risks where personal images of themselves or others are posted onto social networking sites, for example.

No image/photograph of an individual, Adult Learning staff, Adult Learning property or premises can be copied, downloaded, shared or distributed online without permission from the Head of Service. Photographs of activities on the service premises should be considered carefully and have the consent of the Head of Service before being published. Approved photographs should not include names of individuals without consent.

# Acceptable use of ICT - learners Learners and staff are expected to:

- Behave in a safe and responsible manner
- Treat equipment with respect
- Check first with their tutor before using USB/flash memory key(s) on Adult Learning ICT equipment.
- Be polite and not use e-mail, social media or blogs etc. to make negative comments, bully or insult others
- Use the resources only for educational purposes

# Learners and staff are asked not to:

- Eat or drink in the ICT suites
- Use someone else's login details or share your own
- Have any inappropriate files (e.g. copyrighted or indecent material)
- Attempt to circumvent or "hack" any systems
- Use inappropriate or unacceptable language
- Reveal their personal details or passwords
- Visit websites that are pornographic, discriminatory or which promote extremist views or are offensive in any way
- Download anything inappropriate or install any programs

# Breaching these rules may lead to:

- Temporary or permanent prevention of access to Adult Learning ICT facilities and equipment
- Temporary or permanent prevention of access to the Adult Learning Moodle VLE
- Users should note that breaches of the provisions set out in these rules may lead to criminal or civil prosecution.

# Acceptable use of ICT – staff

Adult Learning staff must adhere to the NCC Acceptable use of ICT policy which is available on myNet.