



## RAFFLES WORLD ACADEMY Online Safety Policy and Procedures

### **Our Guiding Statements**

#### **Our Vision:**

Providing world-class education

#### **Our Mission:**

To empower students with a holistic, rigorous and international education for success in an ever-changing world

#### **Our Philosophy:**

- To be recognized by the success of our students in achieving their personal goals
- To make student development the centre of all school decisions
- To aspire to the highest internationally recognized performance standards
- To build and celebrate a culture based on internationalism
- To enable the staff to become life-long learners through the development of their professional practice

#### **Core Values:**

Achievement | Collaboration | Integrity | Innovation | Respect | Responsibility |

#### **Our Motto:**

Towards Excellence

#### **RWA Acronym**

Rise Wonder Achieve

### **Online Policy Purpose:**

The purpose of this policy statement is to:

- Ensure the safety and wellbeing of the students is paramount when they are using the internet, social media or electronic devices.
- Provide staff 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, children and anyone involved in Raffles World Academy activities.

### **We believe that:**

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



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**We recognise that:**

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

**We will seek to keep students safe by:**

- Appointing an online safety coordinator, Tim Roberts (school principal).
- Providing clear and specific directions to staff and volunteers on how to behave online through our RWA behaviour codes of conduct.
- Supporting and encouraging children to use the internet, social media and online platforms in a way that keeps them safe and shows respect for others.
- Supporting and encouraging parents to do what they can to keep their children 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.
- Reviewing and updating the security of our information systems regularly.
- Ensuring that usernames, logins, email accounts and passwords are used effectively.
- Ensuring personal information about the adults and children who are involved in our organisation is held securely and shared only as appropriate.
- Ensuring that images of children, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given.
- Providing supervision and support for staff about online safety so they are all fully aware of the correct policies, procedures and expectations.
- 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.
- Making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account.
- Reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

**Safeguarding during online distance learning**

At Raffles World Academy we are fully committed to promoting children's rights, notably their right to be protected from harm, abuse and exploitation and to be involved in any decisions that directly affect them. Raffles World Academy is also committed to developing the children's understanding of their rights and responsibilities as global citizens.



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The way Raffles World Academy is currently operating in response to coronavirus (COVID-19) is fundamentally different to business as usual, however, a number of important safeguarding principles remain the same:

- The best interests of children must always continue to come first
- If anyone has a safeguarding concern about any child they should continue to act and act immediately, in line with the schools' current child protection and safeguarding directives, which all staff members are familiar with
- PLT or SLT should be available to address any concerns or questions
- Children should continue to be protected when they are online

**Platforms used for distance learning:**

- Microsoft TEAMS
- Edmodo
- Seesaw
- Email
- ISams school portal

All teachers school accounts are used- no personal emails or accounts used for these platforms.

**Child Protection**

RWA are fully aware that during this period of remote learning, that child protection concerns may occur. During the distance learning, all staff need to adhere to the RWA Child Protection Policy and ensure to email Tim Roberts the CPO, with any concerns or cases during this period. Staff may need to contact the CPO if:

- A staff member sees or hears something worrying/concerning during an online lesson
- A child discloses indications of abuse during a session or via the online platforms

The CPO will have access to contact numbers of all the parents in case communication is required whilst the school campus is closed.

If a child discloses a concern, all staff should follow the CP protocol by:

- Acting immediately when any cases or concerns are reported
- Reassuring the child and thank them for trusting the member of staff with the disclosure of information
- Reassuring the student that the concern will be handled with care and this includes letting someone else know
- Not making any promises to the child
- Writing down the disclosure in detail and sending it to the CPO via email (Tim Roberts)
- Be assured all concerns are assessed and actioned. Disclosures are always followed through
- Staff should not discuss their concerns with the parents or any other member of staff

**The revised child protection policy reflects:**

- Peer on peer abuse online- given the very different circumstances we are operating; all staff need to manage and report any such abuse and support victims in line with RWA policies
- Staff should contact PLT or SLT immediately if they have concerns about a staff member who may pose a safeguarding risk to children online (perhaps due to their own mental health)



- Staff should report to PLT or SLT if they see or hear any potential abuse in live sessions

### **E- Safety**

Our emphasis on the importance of E-Safety recognises that children, as individuals, have the right to be treated with dignity and respect, free from emotional or physical danger, abuse and neglect. Safeguarding children is fundamental to the general well-being; social, emotional, physical and mental development of each child. Consequently, it is essential to have clear guidelines and procedures in place when dealing with matters involving child protection. We are committed to anti-discriminatory practice and recognise children's diverse circumstances. We ensure that all children have the same protection, regardless of any barriers they may face. Raffles World Academy will not tolerate abuse or inappropriate use of technology, from any member of the community, including administrators, teachers, office staff, support staff, students or parents. Communications by all parties should be courteous and respectful at all times online and reflect the highest professional standards. Any reported incident of bullying or harassment, or other unacceptable conduct and will result in the application of formal interventions.

Raffles World Academy acknowledges that children are likely to spend more time online due to the current social distancing measures that are in place. Teachers must spend time talking to them about the benefits and risks of the online world and give them space to ask any questions.

In order to ensure e-safety for all students, Raffles World Academy will:

- Educate children about dangers on the web
- Implement pragmatic, regular teacher training on e-safety
- Ensure sites and programmes used are safe and appropriate Teachers must educate children about cyberbullying and the effects it may have. Students should know who to contact if they feel they are being bullied or witness cyberbullying taking place. Children should still feel confident to share their concerns or worries as they would at school. Following correct procedures and protocol.

Children will be taught:

- What cyberbullying is
- How it affects the people involved
- Why people cyberbully others
- What bystanders should do when they witness bullying
- The importance of children telling someone if they or someone else is being bullied- who they can tell in school (how during the online learning)

Please refer to the online safety policies and procedures document for further details.

### **TEAM video sessions**

- All sessions should be recorded
- Teachers must not hold TEAMS sessions with individual students. Teachers therefore must always ensure that another adult is always present
- Scheduled times are set for TEAM sessions and shared with both parents and students
- Teachers will record the attendance of students daily
- Teachers will notify PLT regarding students who are not attending



- PLT will contact via telephone the parents of students not attending meetings nor submitting any work

**Academic staff must:**

- Use appropriate language with children and challenge any inappropriate language used by a student or adult and report any concerns to the Deputy Head, Pastoral.
- Use neutral language at all times, in order to prevent any misunderstanding of intent, or possible accusations of misconduct
- Respect a student's right to privacy and not force any students to have their video on
- Be dressed appropriately at all times when visible online, following the RWA Employee Handbook on Dress Code for appropriate attire
- Ensure their background is appropriate for students to view
- Ensure they only use official platforms safeguarded by the school (listed above)
- Record all lessons and only store these on the schools one drive
- Notify students and parents that all videos will be recorded
- Only contact students within school hours

**Academic staff must not:**

- Hand out personal contact numbers
- Arrange sessions with students to offer extra support without first discussing with a member of PLT
- Conduct video calls in inappropriate places such as bedrooms or restrooms

**Counsellors must:**

- Conduct face to face conversations with students with another counsellor or staff member in the meeting
- Only use the official RWA online platforms
- Ensure consent is requested by parents via email before conducting sessions
- Only contact students within school hours
- Report to the CPO and school leaders immediately if they have any child protection concerns

**Students must:**

- Follow the RWA behaviour code of conduct
- Use appropriate language at all times
- Respect other student's online rights- do not turn other mics off/ log people out of meetings
- Be dressed appropriately at all times when visible online
- Locations of sessions should be in a communal area, no bathrooms or bedrooms

**Parents Must:**

- ALL Parents must give the school consent for their child to join live TEAM video lessons if consent is not given then PLT must be informed and recordings must be accessible for those students. Submissions must be monitored by teachers for these students.



- Primary parents must ensure an adult is with their child during live TEAM lessons

### **Policies and Procedures for Online Counseling**

This document is an addition to the already existing Counseling Department Policies and Procedures. This is to provide guidelines for safeguarding students during virtual, remote, online counseling. This is to be implemented during the present Covid19 isolation period and for future reference in similar situations.

#### **Objectives**

- To make distance learning a positive experience for every student.
- To facilitate communication among teachers, parents, administrators, and students to adapt the online school environment in the best interests of each individual student.
- To help individual students make the most of their online school experiences and prepare them for the future.
- To provide online therapeutic services for students with special needs and concerns.

#### **Roles of the School Counselor**

- I. Counseling Students identified with Academic, Social, Behavioral and Emotional Difficulties.
  - To identify students having behavioral, emotional or any other learning difficulties that affects the performance of the student in the online school environment.
  - To consult with teachers, parents, and referral agencies supporting the student.
  - To focus on school wide prevention plans. This is implemented by conducting workshops and training programs focusing on protecting oneself from abuse, bullying, and hence, empowering children.
  - To work individually as well as in group on therapeutic, and preventive areas by holding sessions on effective study skills and study habits, increasing self-confidence, improving communication skills, establishing friendship etc.
- II. **Parent**
  - Communicating with parents through weekly emails.
  - Microsoft Teams meeting for individual counseling sessions.
- III. **Teaching Staff**
  - Conducting online staff-wellbeing survey.
  - Personal counseling for staff members to deal with stress and improve efficiency and performance.

#### **Responsibilities of the School Counselor**



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- Meet with classroom teacher online to discuss difficulty of student(s).
- Provide teacher with a problem checklist to be completed.
- Review strategies and interventions in the online classroom.
- Set up online meeting with parents.
- Actively involve parents or legal guardian in the development and implementation of further interventions.
- Determine the success of the strategies and intervention.
- File all necessary paperwork on students.
- Schedule and facilitate online meetings with teachers and parents to set up, review and evaluate intervention plans for students.
- To disseminate information to the teachers making them aware of students' needs. Check the progress and monitor all students.
- To develop evaluation forms and diagnostic checklists for identifying academic related problems and to monitor progress of the student.
- To effectively deal with concerns related to child protection such as bullying, abuse, student discord, teacher –student disharmony.
- To conduct After School Activities online for students and staff.

### **Procedure for Counseling**

**Referral:** The child may be referred by teaching staff, learning support teachers, parents, students and self.

**Mode of referral:** Online form, Student online survey form, email.

**Initial contact with the student:** Responding to email, audio call on Microsoft Teams.

**Identification & Diagnoses of Problem:** Based on teacher/parent/ self-referral. Diagnostic checklist can be administered if required. The student's online class work and engagement may be assessed as well.

**Individual counseling:** Individual counseling sessions are conducted after informing the parents and getting the online Counselling Consent Form signed. The online session is conducted on Microsoft Teams. The sessions are audio sessions. Use of video and recording by either party is not permitted. The proceedings of the sessions are confidential to respect the trust of the students. The notes of the sessions are maintained and shared with the school authorities if required.

**Parent Meeting:** Parents are contacted by email, or Microsoft Teams for gaining background information and to discuss the counselor's feedback and interventions. Parent is counseled to help the student in improving school performance.

**Involvement of referral agencies:** Child is referred to for purpose of diagnoses and in-depth therapy or remediation if need be.