

Information Note for Parents/Guardians and Adult Students regarding the use of Video/Phone Calls and Video/Audio Recordings in Online Teaching and Learning and Learner Contact



January 2021

In light of the continuing Covid-19 restrictions and subsequent school closure, Coachford College is continuing to provide teaching and learning using virtual/remote platforms for its students. As part of this process, Coachford College has deemed it necessary for its teachers and Special Needs Assistants to use video calling/meetings, and/or to use video or audio recordings as part of the teaching and learning process and/or learner contact process. This will continue to be so until the school re-opens.

Video Calls/Meetings

Video calls/meetings may be scheduled for the following purposes:

- Lesson delivery (to class groups, small groups or individually);
- Learner contact (for learning support, check-ins and/or student support).

Video/Audio Recordings

Video or audio recordings may be posted for the following purposes:

- Lesson delivery (to class groups, small groups or individually);
- Video or audio recordings may be requested for submission from students for the following purposes:
 - As part of ongoing assignments/homework for assessment, feedback, commentary or advice e.g. music performance, oral communication;
 - As part of the formal assessment process e.g. assessment of presentations which constitute a requirement of the specification/curriculum but would normally be delivered in a classroom setting. These recordings may form an essential part of the assessment process.

Phone Calls

Phone calls may be made to parent/guardians or adult students for the following purposes:

- School management and administration;
- Parental and learner contact (for learning support, check-ins and/or student support).

Parents/guardians and adult students should note carefully the following information in relation to the above:

- Video calling and/or recordings form part of the school's teaching and learning process and therefore classroom rules still apply. Coachford College's Appropriate Behaviour Policy, Acceptable Use of Technology Policy, school rules and all other relevant school policy and protocol remains in place.

- The school's Child Protection Policy/Safeguarding Statement remains in place during this period, and where a child protection concern may arise as part of an online class or contact, staff members will follow the normal practice in dealing with such concerns.
- It is expected that students engaging in video calls/recordings observe acceptable standards of behaviour and etiquette, as they would in a classroom setting, along with appropriate dress code during video calls.
- It is **strictly prohibited for any student, parent/guardian or staff member to record and/or share in any manner a live video call**, either through recording which may be available on Google Workspace, or using any other device e.g. mobile phone, without the express written consent of all parties to the call being obtained in advance and the advance approval of the Principal. All parties should note that to record a call without consent is a serious issue which may be subject to disciplinary action under the relevant policy.
- Video/phone calls shall be facilitated via invitations from staff member's Coachford College email address to the student's school email address or parent/guardian's phone number as appropriate using Google Meet or telephone.
- Coachford College will share students' personal data with its teachers and SNAs for the purposes of facilitating online and remote learning including video calling. This will generally be the student's name and school email address as assigned to the student on Google Workspace.
- As students access these services through their own devices, it is the responsibility of parents/guardians or adult students to review the data and privacy settings for their child's/their own use of this platform on the relevant devices.
- One-to-one video calls/contact may take place with the student for class delivery or student contact, e.g. for learning support, in order for Coachford College to continue to provide continuity of teaching and learning and student support. If you have any concerns in respect of same, please do not hesitate to contact Ms. Áine-Máire Ní Fhaoláin, Principal.
- Where phone calls are required, Coachford College may share your personal data (name, phone number) with designated staff members for this purpose. This information will be shared for this specific purpose and will be deleted either following the call, or, if a regular schedule of calls is planned, at the end of the period of restrictions.
- As a matter of good practice, video calls which are conducted on a one-to-one basis with a student should only take place during normal school hours, and, where possible and appropriate for students under the age of 18, it is recommended that a parent/guardian be present during such calls. It will not be possible however for the school to enforce this and takes no responsibility for doing so. In Guidance situations, this arrangement may not be appropriate. It is recommended that a quiet place be provided for the call so it can proceed without undue interruption, but one which is in an area of the home that is open and accessible to a parent/guardian.
- Where a staff member provides a video or audio recording of themselves within the platforms listed above or by link to a recording hosted on another platform, parent/guardians and adult students should be mindful that any such recording contains the personal data of the staff member. It is therefore prohibited for such recordings to be altered, downloaded to personal devices or shared with any other parties without the prior express written permission of the staff member.
- Where a learner is requested to submit a video or audio recording for assessment, feedback etc., the staff member will specify how this is to be submitted using Google Suite for Education. Any such recordings will be saved and stored on Google Workspace and not on the staff member's personal devices.

- Recordings submitted as part of ongoing assignments/homework in the course of normal teaching and learning practice will be stored until the assignment has been graded and will then be permanently deleted. Such recordings may be shared with teachers and the school leadership team for teaching and learning purposes, but will not be shared with any other parties. Students should retain a copy of recordings submitted on their own devices in case of any query arising subsequent to the deletion of the recording, in the same way as written work is retained by the student once it is graded and returned.

Advice for Parents/Guardians and Adult Students:

- Ensure that the device you or your child uses for video calling has the necessary updates, such as operating system updates and software/antivirus updates.
- Ensure your security software and settings are up to date
- Use only the approved platform, Google Suite for Education. If, for technical or other reasons you cannot access or use the approved platform, please contact the relevant staff member to explore an alternative. However please note that it may not be possible to use alternatives suggested by parents/guardians/adult students if they do not meet data privacy and security requirements of Cork Education and Training Board.
- Please ensure you read the school's Data Protection Policy, to be sure you are satisfied with how the platform manages your data, and to review the permissions you are granting.
- Ensure your device is being used in a safe and appropriate location and be sure to log out, mute and turn off video as appropriate.
- You are advised to blur backgrounds or utilise other similar functionality within platforms while on video calls to protect your or your child's privacy.

Cork Education and Training Board is the Data Controller for Coachford College. Queries in relation to data protection issues can be addressed to the Data Protection Officer at dataprotection@corketb.ie

Disclaimer

Cork ETB urges parents/guardians and adult students to review the privacy statements and terms and conditions for remote learning applications, as it does not accept any responsibility for how these applications process your data, location, privacy settings, cookies, etc. Parents/guardians and adult students should implement their preference for privacy settings as appropriate.