Community Services: Education

Argyll House
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To: Heads of all Educational Establishments

Dear Colleague

Using the Internet and Glow in Argyll and Bute educational establishments

Argyll and Bute Council's Education Service provides school based access to the Internet, within a context which is educational. This access enables pupils to access and explore a wealth of online information as well as exchanging messages with other users across the world.

Head teachers should advise parents and students that the Internet can contain material that is illegal, insulting, inaccurate or potentially offensive. Accordingly, Argyll and Bute Council has established safeguards to avoid access to such materials. These are:

- controlled Internet filtering;

- monitoring and review of user access;

- proactive education in Internet safety.

However, no system is infallible and pupils must always carry out online activities in a responsible manner.

The attached guidelines set out detailed information on supporting these safeguards.

Secondary Head Teachers must have the agreement of pupils that they will adhere to a set of guidelines for Internet use (see section 1). This agreement is confirmed by a responsible use agreement, which pupils and parents/carers are asked to sign as evidence of acceptance of the conditions that apply. This is covered within the consent handbook issued by each school.

Where breaches of this agreement are discovered, a pupil's Internet access privileges can be withdrawn (see appendix 2).

Reinstatement will be dependent on receipt of a parent/carer assurance form, completed and signed (see appendix 3) to reaffirm the parent's/carer's support of the school policy of encouraging responsible use of Internet facilities.

Primary Head Teachers must have the agreement of parents/carers that their children will be allowed to access the Internet under the same controlled environment. In primary schools and learning centres, class email accounts are provided and supervised by the class teacher. Primary schools and learning centres may request individual pupil email accounts to be created as part of a specific project but must adhere to the same guidelines specified in section 1.

Normally access to network services will take place with the prior knowledge of a member of staff.

Any further advice should be sought in the first instance from the Lead Officer for Digital Learning.

Yours sincerely

Executive Director of Customer Services
June 2018

Section 1 Guidelines for Internet and Glow use in educational establishments

The following guidance offered to schools is based on the expectation that the pupil and parent/carer have completed the responsible use agreement.

This education management circular must be read in conjunction with the following advice.

(a) Advice and information for staff, pupils and parents about staying safe online - produced by Education Scotland - https://education.gov.scot/parentzone/my-child/Internet%20safety

(b) "National Action Plan on Internet Safety for Children and Young People" for staff https://www.gov.scot/Publications/2017/04/1061

(c) Glow Community rules for all users of Glow - https://glowconnect.org.uk/security-and-privacy/glow-community-rules/

Each establishment must appoint an appropriate member of staff to oversee use of the Internet. This person will be responsible for the security in relation to passwords and network access and will be the initial point of contact for all related issues.

Every pupil must have the consent of his or her parents/carers in the form of a signed agreement before he or she will be permitted to use Education's Internet and email facility and Glow. An initial parental/carer agreement only will be sought on children entering primary school. This agreement will stand through the initial years of primary school while pupils' access to the Internet is under a class 'user name'. Where an individual email account and user name is required in primary school, a full permission/agreement form must be signed by the parent/carer prior to the request for an individual email account being made. On entering secondary school a pupil will require a new, individual 'user name'. A parent/pupil agreement must be signed before this new 'user name' is issued which is within the consent handbook issued to pupils in S1.

1.1 Security

(a) Connection should only be made through the authorised Internet service provider provided by the Council.

(b) User access is granted only for specific educational purposes and courses.

(c) All passwords must be kept private and secure.

(d) Before issuing usernames and related passwords, the school must ensure that users understand the importance of, and how to maintain username and password security.

(e) Users should not save passwords automatically for access to Internet-based sites.

(f) Usernames and passwords for centrally held administrative accounts should never be issued to pupils.

(g) No attempt should be made to bypass security and gain access to another user's account.

(h) Any person who discovers or is suspicious that attempts have been made to make unacceptable use of the Internet should report the matter immediately to the appropriate member of staff within the establishment. The user in question should have their account suspended without delay, the report sheet completed (see appendix 2). An explanation of the terms 'unacceptable use' is included in the accompanying acceptable use policy documentation.

(i) Only approved and mediated chat facilities such as those within Glow or Skype for Business should be used within the school environment. Schools are responsible for moderation of content and behaviour associated with their users in Glow.

(j) Pupil access to education service resources will normally take place with the prior knowledge of a member of staff.

(k) Users should be made aware that inappropriate e-mail sent by them is recorded and may be traced back to them. This is defined in accordance with the individual's rights as defined under the Human Rights Act, Regulatory and Investigatory Powers Act and the Data Protection Act. Further information is included in the accompanying acceptable use policy documentation.

(l) Users should be aware that every site they attempt to visit is recorded and may be traced back to them.

(m) In the event of pupil misuse, access will only be allowed again after the user and parent have signed the appropriate reinstatement agreement (see appendix 3).

1.2   Copyright

(a) Refer to the Council's policy contained within education management circular 1.05.

(b) Classroom use of materials saved or downloaded from the Internet must not infringe copyright agreements. Acknowledgement of the ownership of any source of material downloaded or saved from the Internet must be made. Editing or altering materials downloaded or saved from the Internet must not infringe copyright agreements. Materials uploaded from schools to their websites or Glow should contain a notice of copyright and of source. For more information go to the http://www.copyrightandschools.org.

1.3   School website content

Refer to education management circular 1.19.

1.4   Information to be provided in school handbooks

If your school includes a section on using the Internet and Glow for educational purposes within its school handbook, see page 6 for an example. The following

information on *Using the Internet* and *Personal safety* must be displayed in each classroom or area in which access to the Internet is available.

Using the Internet and Glow

When accessing the Internet and Glow all pupils must abide by the following.

All users should:
- access Internet pages which are directly related to the current task as identified by the member of staff in charge;
- save/download information related directly to the current task as identified by the member of staff in charge;
- report instances of misuse to the member of staff in charge;
- 'logout' at the end of each Internet or Glow session;
- abide by Glow Community rules;
- treat all equipment and other users with respect.

All users should not:
- tell anyone their school/Glow login ID or password;
- use portable storage devices brought from outwith the school;
- send illegal or defamatory material; further information is included in the accompanying acceptable use policy documentation;
- receive illegal material or material which is offensive or defamatory without informing the member of staff in charge;
- read e-mails intended for others;
- create rude or abusive e-mails about other people.

Personal safety
- Never tell anyone you meet on the Internet your home address or your telephone number.
- Never tell anyone you meet on the Internet your school's name or phone number, unless your teacher specifically gives you permission.
- Never send anyone your picture, credit card or bank details.
- Never give your password to anyone - even a best friend.
- Never arrange by email to meet anyone in person.
- Never respond to nasty, suggestive or rude e-mails.
- Tell the member of staff in charge immediately if you see bad language or distasteful pictures while you are online.

- Always be yourself and do not pretend to be anyone or anything you are not.

- Always remember if someone makes you an offer that seems too good to be true, it probably is.

- Always delete attachments from strangers without opening them; they may contain viruses that can damage your machine or the network.

- Never open an email if you are suspicious of its source.

- Never share your school or Glow password with anyone.

For insertion in the school handbook The Internet and Glow in Argyll and Bute schools

All schools in Argyll and Bute offer pupils controlled access to the Internet and Glow, Scotland's education intranet: https://glow.rmunify.com/.

The Internet is now considered an essential part of a teacher's set of resources and is used for a variety of teaching and learning activities that contribute to our pupils' learning experience. In addition, access to the national intranet Glow offers a range of online facilities which support effective communication, opportunities to collaborate and learn with others, irrespective of location.

Educational benefits of the Internet and Glow

The combination of the Internet and Glow's facilities contribute in a number of ways to Curriculum for Excellence. These are:

- enhanced subject learning across a wide range of curriculum areas as well as opportunities for independent study and participation in interdisciplinary studies;

- improved collaboration, motivation and attitudes to learning;

- development of independent learning and research skills;

- improved vocational training;

- development of digital literacy, ie the capacity to use electronic networks to access resources, create resources and communicate with others;

- social development.

Parental permission

Parental permission is required before primary and secondary pupils are provided with access to the Internet and Glow.

Parent and pupil agreement

Parental permission is required before primary and secondary pupils are provided with access to the Internet and Glow.

Section 2

Dear Parent

Internet and Glow access for pupils - secondary school

As part of the school's information and communications technology (ICT) programme, the school offers pupils access to the Internet and Glow: https://glow.rmunify.com/.

Before the school allows pupils to use the Internet and Glow, it requires parental permission. Both pupil and parent must sign and return the enclosed form as evidence of your approval and their acceptance of the rules on this matter.

Various educational projects have proven the benefits of Internet and Glow access which will enable pupils to explore thousands of libraries, databases and bulletin boards. Your son or daughter will also be able to exchange messages with other learners and teachers throughout the world. Although Internet and Glow use is controlled in school, parents should be aware that some pupils may try to find ways to access material that is inappropriate or potentially offensive to some people. Argyll and Bute Council has established safeguards to avoid access to such materials. These are:

- controlled Internet filtering;
- monitoring and review of user access – including email communications;
- proactive education in Internet safety.

However no security system is infallible and pupils must always carry out online activities in a responsible manner.

We believe that the benefits to your child from access to the Internet and Glow, in the form of information resources and opportunities for collaboration, far outweigh any potential disadvantages.

There is, however, a degree of responsibility that must be placed on the user, and to that end a responsible use agreement for Community Services: Education has been produced.

I enclose a copy of this document and, if you agree that your son/daughter can have an email account and access to the Internet and Glow, please sign the enclosed form and return by <date>.

Yours sincerely

Dear Parent

Internet and Glow access for pupils - primary school

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I enclose a copy of this document and if you agree that your son/daughter can have access to the Internet and Glow, please sign the enclosed form and return by <date>.

Yours sincerely

Using the Internet and Glow in Argyll and Bute educational establishments Responsible use agreement Purpose of a responsible use agreement

A responsible use agreement and Glow community rules provides the education service and its registered Internet and Glow users with a set of agreed boundaries which both parties will agree to work within. The agreement guarantees that all users are aware of the security procedures that are in place for their own protection and their own responsibilities when accessing the Internet and Glow. The responsible use agreement applies to all pupils and a similar policy for Council staff applies to all school staff.

The terms and conditions of a responsible use agreement are as follows.

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- 'logout' at the end of each Internet or Glow session;

- treat all equipment and other users with respect.

Users should not:

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- use portable storage devices brought from outwith the school;

- send illegal or defamatory material; further information is included in the accompanying acceptable use policy documentation;

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- Never tell anyone you meet on the Internet your school's name or phone number, unless your teacher specifically gives you permission.

- Never send anyone your picture, credit card or bank details.

- Never give your password to anyone - even a best friend.

- Never arrange by email to meet anyone you don't know in person.

- Never respond to nasty, suggestive or rude e-mails.

- Always tell the member of staff in charge if you see bad language or distasteful pictures while you are online.

- Always be yourself and do not pretend to be anyone or anything you are not.

- Always remember if someone makes you an offer that seems too good to be true, it probably is.

- Always delete attachments from strangers without opening them; they may contain viruses that can damage your machine.

- Never open an email if you are suspicious of its source.

Please note

Privacy of electronic email cannot be guaranteed. Those who administer the system have access to all email messages and have the right under legislation to investigate any user activities where suspicious use of the system is identified.

All communications and information accessible via the network should be assumed to be private property of those who created it and therefore protected by copyright legislation.

Security on any computer system is a high priority. If a user identifies a security problem on the network they must notify the school network manager immediately. They should not demonstrate the problem to other users. Any user identified as a security risk may be denied access to the network.

If content is found within Glow which could be deemed inappropriate this must be reported by clicking The Glow Report "A Concern function". Staff will take an active role in moderating and reporting inappropriate content or behaviour.

Argyll and Bute Education makes no warranties of any kind, whether expressed or implied, for the service it is providing and specifically denies any responsibility for the accuracy or quality of information obtained through its network services.

The signatures on the attached reply slip will be required as an indication that you have read the terms and conditions carefully and understand their significance and accept them.

Appendix 2 Internet/Glow misuse

This form should be completed by the member of staff in charge on discovering or having suspicions about misuse of the Internet or Glow. The completed form should be sent to Head Teacher or nominated member of staff.

Date of incident			
Name of member of staff in charge			
Name of user involved in incident		Class	

Brief description of alleged misuse

Action taken by member of staff in charge

Action taken by Head Teacher of nominated member of staff

Proposal reinstatement date

_____

Signature of Head Teacher or nominated member of
staff

Date _____

_____

Appendix 3 Argyll and Bute Council : Community Services : Education

Internet or Glow misuse

I understand why _____ has had their Internet and/or Glow privileges withdrawn. I give my assurance that, if Internet access is reinstated, I shall support the school in its policy of requiring responsible use of Internet facilities. I understand also that _____ is being given another chance to comply with this policy and that any further breaches regarding misuse of the Internet and/or Glow may lead to a further withdrawal of the privilege and/or possible additional sanctions.

Specific conditions (*as defined by the Head Teacher*)
Proposed reinstatement date

Signature of parent/carer _____

Signature of
pupil _____

Address _____

_____

_____

Signature of Head
Teacher/representative _____

Date _____

Name of child _____

Date of birth _____