

Hull and Humber Chamber of Commerce (HHCC) Online Safety Policy in Teaching and Learning

1. Purpose

To set out the HHCC's arrangements, advice and requirements for promoting the online safety of HHCC learners, staff, members and other stakeholders in teaching and learning. This policy seeks to explain HHCC's approach to online safety in teaching and learning and to highlight the likely practical steps implied. It does not provide detailed guidance on every eventuality in this complex and changing area. Rather practice should be based on these principles according to the specifics of each scenario that is faced.

2. Values

The HHCC believes that learners have an entitlement to use digital technology for learning, working and living. The HHCC will use online learning technologies wherever they enhance the learning experience for learners. The HHCC recognises the transformational benefits and opportunities which digital information technologies offer to all aspects of the HHCC's business and education organisation.

A wide range of digital technologies are now at the heart of educational practice supporting the acquisition of knowledge, skills, and understanding, enabling collaborative and peer-reviewed learning, promoting achievement and enabling lifelong learning. They are not merely useful tools; they are increasingly central to the education process itself.

The HHCC had a whole organisational, responsive, transformative and large scale shift to a digital learning offer in response to Covid. The shift to using online platforms including Zoom and Teams will have a lasting impact on integration of digital technology into teaching, learning and assessment.

Our expectations are that digital learning will build confidence, resilience, active engagement, participation and ownership of own learning.

HHCC is aware of the potential risks and challenges arising from the use of digital technologies and the global nature of the internet, and seeks to avoid or mitigate these wherever it is reasonably practicable to do so.

3. Scope

This policy applies to all staff, learners, members, volunteers, partners and other stakeholders of the HHCC engaged in teaching and learning activity. In all cases learners will be using their own devices to engage with HHCC provision and learner support.

Other related policies:

-HHCC ICT Policy applies to HHCC staff using HHCC equipment and information services, and sets HHCC's approach to managing the threats and risks to HHCC data assets by reducing them to an acceptable level

4. Approach

The HHCC is a membership organisation and also a provider of education to adults. Our teaching and learning takes place face to face via our virtual classroom using Zoom or Teams.

HHCC's approach to online safety involves a combination of training, guidance, security measures and implementation of our policies to:

- a) Provide information and advice to all HHCC stakeholders but particularly learners, tutors, and volunteers to gain and maintain an awareness of online safety challenges and risks and how to manage them
- b) Clarify roles and responsibilities, underpinned by training and support
- c) Identify online safeguarding behaviours or concerns and knowing how to report them

a) Identifying and managing risks

HHCC provides information and advice to all HHCC stakeholders on the safety challenges and risks posed by the use of online technologies. Within the context of teaching and learning, learners, tutors, and volunteers this includes:

- protecting devices and personal details
- keeping safe and secure while learning with the HHCC, including when learning with Zoom / Teams
- recognising online safeguarding risks and knowing how to report concerns

b) Roles and responsibilities

All online behaviour involving staff, learners, volunteers and other HHCC stakeholders must be professional, courteous and respectful at all times. There are clear lines of responsibility for online safety within the HHCC. All staff and volunteers must apply relevant HHCC policies and understand the incident reporting procedures (see below).

The HHCC Designated Safeguarding Lead is responsible for managing and reviewing any online safety incidents involving learners, and for investigating any incidents or concerns and liaising with the local authority and external agencies, as appropriate.

The IT Manager is responsible for data and computer use policies and the security of HHCC computing and electronic data systems.

The IT Manager is responsible for GDPR policies and procedures and guidance and training.

c) Training, support and information

Staff

All HHCC Skills Bootcamp staff receive mandatory training in Safeguarding and Prevent procedures which includes the risks and challenges involved in the safe use of online resources, training on GDPR and online safety in Zoom and Canvas training.

HHCC Skills Bootcamp Team is responsible for ensuring that learners receive information on online safety at the start of the course as part of learner induction, and throughout courses where digital resources are used to promote learning.

Learners

Where online safety may arise, learners will receive guidance on online precautions and safeguards as appropriate. This will be provided through:

- Learner induction which includes online safety - what to do and who to talk to if they have concerns about inappropriate content, communications or conduct as well as protecting their devices and personal data.

Volunteers

Volunteers need to be aware of and implement this policy when they are in contact with and/or working with learners.

5. Safeguarding and reporting incidents or concerns

Procedures are in place to manage the Safeguarding and Prevent Duty concerns in relation to online safety.

Example safeguarding concerns

- Online bullying via websites, social media, mobile phones or other technologies
- Online sexual harassment
- Online stalking
- Online grooming, exploitation and/or radicalisation
- Sexting; the sending of sexual texts, images or videos.
- Viewing of inappropriate material, including accessing extremist websites
- Exposure to inappropriate advertising, online gambling or financial scams.
- Inappropriate use of social media, for example involving abuse, threats or rudeness to staff members or other learners.

Please note: this is not an exhaustive list; there are many other reasons that concerns could be raised.

Reporting online safety concerns

All concerns should be appropriately considered and if necessary investigated. When informed about an online 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. The HHCC Safeguarding and Prevent policy must be followed.

Online safety incidents will be reported to the Regional Safeguarding Designate who in consultation with the HHCC Designated Safeguarding Lead will oversee the investigation, including reporting to and taking advice from appropriate external agencies where necessary.

Incidents involving learners

All staff are responsible for ensuring the safety of learners and should report any concerns immediately to the Designated Safeguarding Lead using the Safeguarding reporting procedures. All learners should be aware of how to report a concern and to whom, in line with the Safeguarding procedures. In most cases this will either be the HHCC Designated Safeguarding Lead or the Regional Safeguarding Designate. Learners are provided with this information in the Learner induction pack.

Incidents of inappropriate behaviour, bullying or harassment, grooming or other unacceptable conduct will be treated seriously and may result in disciplinary action or other appropriate sanctions. We will also report conduct to other organisations, if appropriate.

Incidents involving staff

The HHCC is committed to ensuring staff safety. We expect staff to maintain appropriate professional boundaries in all behaviour and communications. Safeguarding reporting procedures apply equally to staff, members and volunteers should they receive inappropriate communications or behaviour from learners or other stakeholders.

If a member of staff has a concern about the behaviour of another member of staff in relation to the HHCC IT Policy, this should be reported initially to the Designated Safeguarding Lead or the IT Manager and advice should be sought from the Regional Safeguarding Designates or National Safeguarding Managers.

6. Related Policies

This policy should be used in conjunction with other relevant policies. The following policies can be accessed from:

<https://www.hull-humber-chamber.co.uk>

Safeguarding and Prevent Policy (includes Safeguarding Online Policy)

[Data Protection \(Privacy\) Policy](#)

The following policies are on the HHCC Intranet or available on request:

HHCC Code of Conduct

Discipline Policy

Whistleblowing Policy

Health and Safety Policy

ICT Security Policy (includes acceptable use and HHCC equipment and information services)

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Policy reviewed and updated by: International Trade Manager

Policy approved by: Chief Executive