

IJ Tours Ltd t/a “International House Manchester or IH Manchester”

Online Safety Policy

Policy statement

International House Manchester welcomes students from all around the world, both for face to face and online classes. As a provider of online education, we have a duty to ensure that our students and staff are protected from potential harm online. We recognise that:

- the online world provides many opportunities but can also present risks and challenges
- we have a responsibility to help keep children and young people safe online, whether or not they are using International House Manchester’s network and devices
- all students, regardless of age, disability, gender, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse

Policy aims

The purpose of this policy is to ensure that:

- the safety and wellbeing of our students and staff is paramount when using the internet, social media or mobile devices in the context of their course
- provide staff with the main principles that guide the school’s approach to online safety
- as an organisation, we operate in line with our values and within the law in terms of how we use online devices.

This policy applies to:

- Students – i.e., anyone on a course with International House Manchester, whether they are in school or online, enrolled or trial, fee-paying or not.
- Staff – i.e., anyone working with or on behalf of International House Manchester. This includes directors, paid staff, volunteers, homestay hosts, contractors, and agents.

Reviewed September 2023– Next review September 2024 or in the event of staffing, policy, or legislative changes

Key contacts

Name	Title	Role related to relevant issues	Contact
Jordan Clark	Accommodation and Welfare Manager	Managing the prevention of bullying and harassment in school Dealing with bullying and harassment issues and Child Protection concerns	Phone number: +44 (0)7455 563 392 E-mail address: Jordan.clark@ihmanchester.com
John O’Leary	Principal	Supervising Accommodation and Welfare Officer Overseeing pastoral care Deputising for the Accommodation and Welfare Manager in their absence	Phone number: +44 (0)7455 563 392 E-mail address: john@ihmanchester.com

What are the risks associated with online tuition?

Technology can be a powerful, positive tool, in all areas of life, including education and learning and enables people to do many things that would not otherwise be possible.

[Keeping Children Safe In Education](#) lists four areas of risks that all staff should be aware of:

- **content:** being exposed to illegal, inappropriate or harmful content, for example: pornography, fake news, racism, misogyny, self-harm, suicide, anti-Semitism, radicalisation and extremism.
- **contact:** being subjected to harmful online interaction with other users; for example: peer to peer pressure, commercial advertising and adults posing as children or young adults with the intention to groom or exploit them for sexual, criminal, financial or other purposes’.
- **conduct:** personal online behaviour that increases the likelihood of, or causes, harm; for example, making, sending and receiving explicit images (e.g consensual and non-consensual sharing of nudes and semi-nudes and/or pornography, sharing other explicit images and online bullying; and
- **commerce:** risks such as online gambling, inappropriate advertising, phishing and or financial scams. If you feel your pupils, students or staff are at risk, please report it to the Anti-Phishing Working Group (<https://apwg.org/>).

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Technology does not cause people to behave badly – however, some people use technology to cause harm for example:

- bullying/cyberbullying
- emotional abuse
- sharing of inappropriate images
- sexual abuse e.g., children and young people can also be groomed online: criminals may use online platforms to build a trusting relationship with the victim to abuse them.

It can happen anywhere online that allows digital communication, such as:

- social networking sites and platforms
- email, text messages and messaging apps
- comments on blogs, videos, online chats
- gaming platforms

Preventative measures

As a school providing online tuition, International House Manchester has a responsibility to effectively prevent and address harmful behaviour, and promote positive and constructive uses of technology.

Ensuring safe communications online

Classes, social activities, and meetings

Classes, social activities, and meetings take place via the school's Zoom and Microsoft Teams accounts and at the times scheduled by the school only. Students, staff, and teachers must not schedule classes, meetings, or other activities outside those timetabled by the school.

School e-mail accounts

When enrolling, students are given an official school e-mail address and temporary password. This is included in their welcome letter. This email can be used to access class materials on Microsoft Teams and communicate with their teachers on Teams or via e-mail.

New staff are also given an official school e-mail address and temporary password. This email can be used to share class materials on Microsoft Teams, communicate with students and staff by e-mail and communicate with other members of staff on Microsoft Teams. When logging into Microsoft Teams for the first time, students and staff will be asked to change their temporary password into their own personal password.

Microsoft Office 365 apps (including Teams) can only be accessed using an IH Manchester e-mail. IH Manchester reserves the right to access students and staff's school email accounts at any point, without notice or consent

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Communications by phone

Phone communications between students and staff can only be done via school-owned devices and numbers. This includes text messages, calls and WhatsApp. Communications with students take place via phone, WhatsApp on school phones only and via Microsoft Teams, using school accounts only.

WhatsApp is only used for communications with students aged 16 and over. For students under the age of 16, communications will take place via e-mail, phone or via the parents or agent on WhatsApp.

Use of personal devices

Staff are permitted to access the school's platforms via their own personal laptops, tablets and computers. For more information, please refer to the Using Your Own Device Policy.

Promoting and maintaining positive behaviour online

The school has a solid set of rules and guidelines to promote and maintain a positive environment online. For more details, please see the Code of Conduct and Exclusion Policy.

In school measures

All computer equipment and internet access within the school is subject to internet safety rules. A web content filter is in place to prevent students from accessing unsavoury content.

The school has completed and regularly updates its Online Safeguarding Risk Assessment.

Welfare and safeguarding concerns

Welfare meetings are available for all students and parents with the Welfare Manager or the Principal in their absence. Contact details are available in the Key Personnel section above. The Welfare Manager also contacts Under 18 students directly on Teams on their first day. They send out an induction message including important information in order to ensure their safety and wellbeing throughout their course.

Content monitoring and class observations

All class content is overseen and managed by the academic management team and carefully checked for appropriacy in terms of students' age and background. Teacher development sessions are offered to all teachers once a fortnight and regularly focus on delivering online lessons. Finally, IH Manchester operates an open-door policy in terms of class observations. It means that academic managers regularly join classes to carry out formal observations as well as informal checks.

Safer Recruitment

We follow the same recruitment procedures for our online courses as for our regular courses. IH Manchester takes all reasonable measures to ensure unsuitable people are prevented from working with our children. Every member of staff (academic or non-academic) involved in online tuition of under 18s has been thoroughly vetted through the

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Disclosure and Barring Service (DBS) and references. All staff is also appropriately trained in safeguarding. For more information, please refer to our Child Protection Policy which is available on our website.

Responding with issues and allegations of child abuse online

The school will follow the procedures described in the Code of Conduct and Exclusion Policy if a student is in breach of the code of conduct online.

It will follow the procedures described in the Child Protection Policy if child abuse is suspected or witnessed online.

Supplementary Documents

This policy is supported by others such as:

- Child Protection Policy
- Anti-Bullying and Harassment Policy
- Attendance Policy
- Equality policy
- Code of Conduct and Exclusion Policy
- Using Your Own Device Policy

These are referenced when appropriate and can be viewed online [here](#).

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