

The British International School Ajman is committed to Online Safety of all in our school community, in particular, our students. The school acknowledges that, from time to time, there may be incidents of unacceptable use of digital technologies. In line with the school's Acceptable Use policies, the strategies below are designed to provide guidance for situations that may arise.

These strategies address unacceptable use that may occur with students or staff. We also offer some guidance to parents in the situation that their child may be involved in an online safety incident.

The main areas of risk for our school community are as follows:

Content

- Exposure to inappropriate content (e.g. violence, language, sexualised content)
- Lifestyle websites promoting harmful behaviours (e.g. body shaming, intense dieting programmes)
- Hate content (e.g. bullying, racism, extremism, discrimination)

Contact

- Grooming (e.g. sexual exploitation, radicalisation etc.)
- Online bullying in all forms
- Social or commercial identity theft, including passwords

Conduct

- Privacy issues, including disclosure of personal information
- Digital footprint and online reputation
- Health and well-being (e.g. amount of time spent online)
- Sexting
- Copyright (e.g. little care or consideration for intellectual property and ownership)

Guidance: What do we do if...?

An inappropriate website is accessed unintentionally in school by a teacher or student

- Remain calm
- Report to the online safety leader/wellbeing in charge/Head of Sections and decide mutually decide whether to inform parents of any children who viewed the site.
- Inform the school technicians/IT Manager and ensure the site is blocked

An inappropriate website is accessed intentionally by a student

- Ensure all evidence is stored and logged
- Refer to the Acceptable Use Agreement that was signed by the student and apply agreed sanctions (MOE Behavioural policy, dealing with online safety incidents)
- Notify the parents of the student
- Inform the school technicians and ensure the site is blocked

An inappropriate website is accessed intentionally by a staff member

- Refer to Head of Section.
- Head of Section ensures that all evidence is stored and logged and report to Vice Principal/Principal
- Refer to the Acceptable Use Agreement that was signed by the staff member, and apply disciplinary procedures
- Inform the school technicians and ensure the site is blocked
- In an extreme case where the material is of an illegal nature, the School Principal or their nominee must contact the police and assist in their investigations

An adult uses School IT equipment inappropriately.

- Report the misuse immediately to the head of Section

Strategies for Managing Unacceptable Use

- Head of Section ensures that there is no further access to the device and to record all actions taken
- If the material is offensive but not illegal, the head of section should then:
 - Remove the device to a secure place
 - Instigate an audit of all ICT equipment by the school's ICT technical teams to ensure there is no risk of students accessing inappropriate materials in the school
 - Identify the precise details of the material
 - Inform Vice Principal/Principal and take appropriate disciplinary action

In an extreme case where the material is of an illegal nature:

- The School Principal or their nominee must contact the police and assist in their investigations
- If requested, remove the device to a secure place and document what actions have been taken

All of the above incidences must be reported (even after resolving) to the Online Safety Leader and the School Principal.

A bullying incident directed at a student occurs through email or mobile phone technology, either inside or outside of school time:

- Advise the student not to respond to the message
- Secure and preserve any evidence through screenshots and printouts
- Refer to relevant policies including online safety anti-bullying and apply appropriate sanctions
- Notify parents of all the children involved
- Consider delivering a parent workshop for the school community
- The School Principal or their nominee should contact the police and assist in their investigations where necessary
- The School Principal or their nominee should contact other agencies if necessary (Child protection, police liaison officer)

Malicious or threatening comments are posted on an Internet site (such as social media) about member of the school community (including students and staff).

- Secure and preserve any evidence through screenshots and printouts
- Inform and request the comments be removed if the site is administered externally
- Send all the evidence to a suitable senior staff member (Section Head, Online Safety Leader etc)
- The School Principal or their nominee should contact the police and assist in their investigations where necessary
- The School Principal or their nominee should contact other agencies if necessary (Child protection, police liaison officer)

Concern about a student's safety being at risk because of suspicion they are playing online games that are inappropriate or certificated beyond the age of the student

- Report to online safety leader/wellbeing in charges/head of sections
- Advise the student and their parents on appropriate games and content.
- If the game is played within school environment, ensure that the technical team block access to the game
- The School Principal or their nominee should contact the police and assist in their investigations where necessary
- The School Principal or their nominee should contact other agencies if necessary (Child protection, police liaison officer)
- Consider delivering a parent workshop for the school community, if required.

You are aware of social network posts and pages created by parents about the school. Whether information is accurate or inaccurate, the posts are inflammatory and disruptive to the school community:

- Report to online safety leader/wellbeing in charges/head of sections/vice Principal/Principal
- Contact the poster or page creator and discuss the issues in person

Strategies for Managing Unacceptable Use

- Ensure staff training outlining how to respond when finding such posts and appropriate responses
- Contact governing body and parent association, if needed
- Consider delivering a parent workshop for the school community, if required
- Consider any legal action after all other avenues to resolve the situation have been exhausted. The School Principal or their nominee should contact the police and assist in their investigations where necessary

ADVICE FOR PARENTS IF AN ONLINE SAFETY INCIDENT DOES OCCUR

When an online safety incident occurs, school staff will work through an incident response procedure, which is underpinned by school policies and guidelines from the Ministry of Education. Please contact the school for a copy of the policies and procedures if you do not have them and familiarise yourself with the response steps.

Focus on wellbeing

- Check in regularly with your child and the contact person at your school. Regardless of whether your child was the target, instigator or bystander in the incident, it is likely that they will require emotional support. If your child has used technology inappropriately, support them to take responsibility for their actions and give them ideas to resolve the issue.
- Seek professional help if your child is distressed or shows changes in behaviour or moods. Maintain contact with the school so you can work together to support your child.

Communicate with the school

- Make a list of questions that you want to discuss with the school and use this to guide conversation. Check if your child has questions as well, or if they have any ideas on how to resolve the issue or repair the harm.
- Throughout the process it is important that communications with the school are calm and positive, focusing on addressing the issues and supporting your child. You might like to ask the school to watch out for concerning behaviours, or discuss the strategies that will be implemented if the issue remains unresolved.
- Keep in regular contact with the school, making set times to meet with your child's teacher, school counsellor and, if needed, the principal or school wellbeing team. This may help support the wellbeing of your child particularly if you have concerns with the steps taken in managing the issue, or if your child starts to feel uncomfortable about attending school.

Access support

- The school can provide support. There are also a range of external agencies that may be of assistance. The school can provide some suggestions on organisations that can offer counselling and support services that can help anyone involved in an online safety incident.

Be Informed

- A number of websites offer a range of information for Parents including skills and advice to help you talk to your child about online safety issues including cyberbullying, inappropriate material and online gaming. Please ask the school for assistance if required.

Date of update of these Guidelines: **February 2022**

Date of next Review of these Guidelines: **February 2023**

Approved by the Management of British International School Ajman