



Trinityuk

e-Safety Policy Manual *V2.20.12*

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This manual is intended to be applied to both live and on-line activities/classes. O.L.C. stands for On-Line Courses and all safety and quality procedures/regulations are listed on pages 4; 6; 9; and from page 10 to page 14. Trinity UK encourages all Staff and Students (including their parents/guardians/group leaders) to carefully read this manual in its entirety, to also understand and apply all safety and quality measures to both our live and on-line activities. Should any of our Staff or Students (including their parents/guardians/group leaders) require additional help, information or guidance to understand this manual or any of its sections, please write us an email using our info@trinityuk.co.uk address.

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Definitions

- **Safeguarding** is defined as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes Keeping Children Safe in Education (KCSIE), 2016).
- **Child Protection** refers to the situation where a child is suffering significant harm, or is likely to do so, and action is required to protect that child.
- **'Children'** includes everyone under the age of 18
- **DSL:** Designated Safeguarding Lead
- **DSO:** Designated Safeguarding Officer

Guiding principles

- e-safety is not an IT issue: it is a safeguarding issue;
- Though safeguarding protocols and procedures protecting children and vulnerable adults are more stringent than in the past, new risks and challenges are ever present;
- Trinity UK needs to balance its responsibilities in respect of safeguarding with the need to allow students (especially children) freedom to discover and develop and the ability to learn about risks independently.

Relevant Legislation

- Children Act 1989 and 2004;
- Counter Terrorism and Security Act 2015;
- The Prevent Duty Guidance 2015;
- Working Together to Safeguard Children (2015), which sets out the multiagency working arrangements to safeguard and promote the welfare of children and young people and protect them from harm; in addition it sets out the statutory roles and responsibilities of schools;
- Keeping Children Safe in Education (2016) is statutory guidance issued by the Department for Education which all schools and colleges must have regard to when carrying out their duties to safeguard and promote the welfare of children;
- Data Protection Act 1998.

Scope of the Policy

- This policy applies to all Trinity UK staff, community members, visitors, students, partners, volunteers including seasonal employees.
- This policy applies to all Trinity UK course both On-Line (O.L.C) and all those live activities/courses taking place in our Summer Schools.
- e-safety belongs to a wider safeguarding agenda that Trinity UK keeps implementing every year;
- This policy contributes to the safeguarding of all under 18 students that will attend any of our programmes (on site and on-line);
- This policy aims to reduce potential risks concerned with e-safety;
- This policy establishes a safe, resilient and robust safeguarding ethos in the schools and in on-line classes, built on mutual respect and shared values.

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Main areas of risk (also applied to our On-Line Courses)

Trinity UK identifies the below main areas of risk:

- Exposure to inappropriate content, including online pornography, ignoring age ratings in games and film/video material leading to exposure to violence/sexual content/ strong and/or racist language, substance abuse.
- Inappropriate on-line contact with adults / strangers
- Websites promoting for example substance abuse/anorexia/self-harm/suicide
- Hate websites
- Grooming
- Radicalisation
- Cyber-bullying in all forms
- Identity theft (including 'fraud' (hacking Facebook profiles)) and sharing passwords
- Privacy issues, including disclosure of personal information
- Digital footprint and online reputation
- Health and welfare (amount of time spent online - Internet or gaming)
- Sexting (sending and receiving of personally intimate images) also referred to as SGII (self-generated indecent images)
- Copyright infringement (little care or consideration for intellectual property and ownership – such as music and film)
- Content validation: checking authenticity and accuracy of online content

Trinity UK actively oversees the above-mentioned areas of risks with continuous inspections during activities, classes, on-line courses and making sure that all media-contents and didactic materials are approved by the responsible D.o.S (Director of Study) before they can be used for our classes both on-line and in our Summer Schools.

Policy Statements

Trinity UK staff will take all reasonable precautions to ensure e-safety. However, owing to the international scale and linked nature of Internet content, the availability of mobile technologies and speed of change, it is not possible to guarantee that unsuitable material will never appear on a Trinity UK computer or mobile device. Trinity TS UK cannot accept liability for material accessed, or any consequences of Internet access.

Trinity UK Approach

All policies which address issues of power and potential harm, for example anti-bullying, equal opportunities, handling, positive behaviour, will be linked to ensure a whole school approach.

The e-safety policy cannot be separated from the general ethos of the school, which should ensure that students are treated with respect and dignity, taught to treat each other with respect, feel safe, have a voice, and are listened to.

Staff members working with children are advised to maintain an attitude of 'it could happen here' where e-safety is concerned. When concerned about the welfare of a child, staff members should always act in the best interests of the child.

Preventing inappropriate content

All PCs on Trinity UK premises and the student Wi-Fi network in centres will be protected by secure firewalls that maintain a barred site list and, as far as possible, prevent anyone accessing inappropriate content online.

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Data Protection

Personal data will only be recorded, processed, transferred and made available according to the Data Protection Act 1998 which states that personal data must be:

- Fairly and lawfully processed
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Kept no longer than is necessary
- Processed in accordance with the data subject's rights
- Secure
- Only transferred to others with adequate protection.

When personal data is stored on any portable computer system, memory stick or any other removable media:

1. The data will be encrypted, and password protected.
2. The device will be password protected.
3. The device will offer approved virus and malware checking software.
4. The data will be securely deleted from the device, in line with Trinity UK policy once it has been transferred or its use is complete.

Social Media - Protecting Professional Identity

TRINITY UK has a duty of care to provide a safe learning environment for students and staff. TRINITY UK could be held responsible, indirectly for acts of their employees in the course of their employment. Staff members who harass, cyberbully, discriminate on the grounds of sex, race or disability or who defame a third party may render TRINITY UK liable to the injured party.

Reasonable steps to prevent predictable harm must therefore be in place.

TRINITY UK provides the following measures to ensure reasonable steps are in place to minimise risk of harm to students, staff and TRINITY UK, through limiting access to personal information:

1. 4.1 Staff handbook will include acceptable use.
2. 4.2 Training to include; social media risks.
3. 4.3 Clear reporting guidance will be issued to staff, including responsibilities, procedures and sanctions.
4. 4.4 TRINITY UK's use of social media for professional purposes will be checked to ensure compliance with the Social Media, Data Protection, Communications, Digital Image and Video Policies and legislation.

5. Student Support

TRINITY UK will:

- 5.1 TRINITY UK will establish and maintain an ethos where students feel secure and are encouraged to talk, and are listened to.
- 5.2 Centres will ensure students know that there are people in the school whom they can approach if they are worried or in difficulty

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5.3 Offer advice on e-safety as well as advice about what to do if in the event of receiving unwanted contact online or via text, during weekly meetings with students under 18.

5.4 Opportunities will be provided for students to develop skills, concepts, attitudes and knowledge that promote their e-safety.

5.5 TRINITY UK has a Code of Conduct for students, that will include advice on e-safety.

6. Prevent

TRINITY UK understands its responsibilities under the Counter Terrorism & Securities Act 2015 to prevent people of all ages being radicalised or drawn into terrorism. TRINITY UK recognises that e-safety is paramount in this area and seeks to meet its obligations in the ways shown below:

6.1 TRINITY UK will nominate a person who will liaise with the Centre Directors and other staff about issues to do with protecting students and staff from radicalisation.

6.2 Responsibility for ensuring the PREVENT policy is carried out lies with the Centre Director and/or Prevent Lead Contact, whose duties are to ensure that the centre and its staff respond to preventing radicalisation on a day-to-day basis, ensure that all rules contained in this manual are respected.

6.3 TRINITY UK will nominate a DSO (Designated Safeguarding Officer) and a DSL (Designated Safeguarding Leader) to make sure that all safety rules are carefully applied and followed in all our On-Line Courses. The DSO and DSL will also make sure that entire section regarding On-Line Course (O.L.C.) of this manual is read, understood and accepted by both staff and students (and their parents/guardians).

7. Responding to incidents of misuse

7.1 Staff and pupils are to be given information about infringements in use and possible sanctions, including:

- Interview/counselling by DOS / Centre Director
- Informing parents or guardians in the case of under 18s
- Removal of Internet or computer access for a period
- Referral to Police / relevant authorities

7.2 If there is any suspicion that web site(s) concerned may contain child abuse images, or if there is any other suspected illegal activity, staff are to refer to our Managing Director for responding to online safety incidents – including all incidents that might happen with our On-Line Courses – and report immediately to the police.

8. Training

- All staff members will receive appropriate e-safety training, which is regularly updated. In addition, all staff should receive e-safety updates (for example, via email, e-bulletins and staff meetings), as required, but at least annually, to provide them with relevant skills and knowledge on e-safety.
- Whistle blowing procedures will be covered in whole school training so that staff know what to do if they have concerns relating to e-safety practice within the school.
- All training will be effective and comply with the law at all times.
- The e-safety Coordinator, DSL, and any deputy DSOs will undergo training to provide them with the knowledge and skills required to carry out their e-safety roles. The training will be updated every two years.
- Online safety training for staff will be integrated, aligned and considered as part of the overarching safeguarding approach.

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9. Confidentiality and information sharing

9.1 To ensure confidentiality, Information will only be shared appropriately.

9.2 Information about a student will be disclosed to members of staff on a need to know basis only.

10. Communication with parents

10.1 Wherever possible undertake appropriate discussion with parents unless the circumstances preclude this action.

11. Record Keeping

TRINITY UK will:

1. Keep clear detailed written records of concerns about e-safety (noting the date, event and action taken), even where there is no need to refer the matter to local authorities immediately.
2. Ensure all records are kept securely.

Roles and Responsibilities

The following section outlines the roles and responsibilities of all TRINITY UK staff together with role specific responsibilities in relation to this policy.

All staff

All staff should be made aware of their responsibility to maintain confidentiality and aware of their duties to report and record any e-safety concerns they may have in accordance with Trinity UK's e-safety, safeguarding and child protection procedures, that are also applied to On-Line Courses (O.L.C).

All staff need to be aware of the systems within TRINITY UK which support e-safety, safeguarding and child protection – this forms part of the induction process but also on-going training which is regularly updated.

All staff will:

- Read, understand and help promote TRINITY UK's e-safety policies and guidance. Understand and adhere to TRINITY UK's Acceptable Use Policy.
- Be aware of e-safety issues related to the use of mobile phones, cameras and hand-held devices and monitor their use and implement current TRINITY UK policies with regard to these devices.
- Report any suspected misuse or problem to the e-safety coordinator/DSL.
- Maintain an awareness of current e-safety issues and guidance e.g. through CPD.
- Model safe, responsible and professional behaviours in their own use of technology.
- Ensure that any digital communications with pupils should be on a professional level and only through school-based systems, never through personal mechanisms, e.g. email, text, mobile phones etc.
- At all times take care to ensure the safe keeping of student/staff personal data, minimizing the risk of its loss or misuse.
- Use student/staff personal data only on secure password protected computers and other devices, ensuring that they are properly "logged-off" at the end of any session in which they are using student/staff personal data.
- Transfer student/staff personal data using encryption and secure password protected devices only.
- Adhere to standards listed above when staff/student personal data is stored on any portable computer system.
- Not to engage in online discussion on personal matters relating to members of the TRINITY UK community
- Not to attribute any personal opinions posted online to TRINITY UK

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- Ensure security settings on personal social media profiles are regularly checked to minimise risk of loss of personal information.
- Ensure that all safety and quality procedures for On-Line Course (O.L.C.) reported in this manual will carefully be followed and applied.

Operational Leadership

The Operational leadership is responsible for the approval of and reviewing the effectiveness of this policy. This will be carried out through the receiving of regular information regarding e-safety incidents and monitoring reports.

The Operational leadership will ensure that:

- TRINITY UK has an e-safety policy in accordance with relevant legislation and this is reviewed annually.
- TRINITY UK operates, “safer recruitment” procedures and ensures that appropriate checks are carried out on all new staff and relevant volunteers.
- A member of each centre’s senior leadership team is appointed as the e-safety Coordinator.
- e-safety Coordinators attend appropriate refresher training every two years.
- Centres remedy any deficiencies or weaknesses brought to their attention without delay.
- Centres have procedures for dealing with allegations/issues of e-safety or misuse.
- A member of the Operational Leadership is appointed with a specific brief for safeguarding and child protection and e-safety and will liaise with the Centre Directors and DSLs. The role is strategic rather than operational – they will not be involved in concerns about individual pupils/students.
- The member of the Operational Leadership nominated to be responsible for safeguarding will be responsible for liaising with the local authority and other partner agencies in the event of allegations of abuse being made against the Centre Director.

Centre Director

Each TRINITY UK Centre Director has a duty of care to ensure the safety (including e-safety) of members of the school community, though the day-to-day responsibility for e-safety may be delegated to the e-safety Co-ordinator / DSL.

The Centre Director will:

- Take overall responsibility for e-safety provision in the centre
- Take overall responsibility for data and data security in the centre
- Ensure the centre uses an approved, filtered Internet Service, which complies with current statutory requirements e.g. KCSIE
- Be responsible for ensuring that staff receive suitable training to carry out their e-safety roles and to train other colleagues, as relevant
- There is a system in place to allow for monitoring and support of those in school who carry out the internal e-safety monitoring role. This is to provide a safety net and also support those staff members who take on important monitoring roles
- Hold regular reviews with the e-safety Co-ordinator / DSL including:
 - e-safety incident logs
 - filtering / change control logs
 - The Centre Director and (at least) another member of staff are aware of the procedures to be followed in the event of a serious e-safety allegation being made against a member of staff. (see flow chart on dealing with e-safety incidents – included in a later section – “Responding to incidents of misuse” and relevant Local Authority HR / other relevant body disciplinary procedures)

DSO and DSL for On-Line Courses → please refer to the appropriate paragraph below in the O.L.C. section. (page 14)

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e-safety Coordinator

Each TRINITY UK centre will have a named member of staff with day to day responsibility for e-safety. Centres may choose to combine this with the Designated Safeguarding Officer (DSO) / Designated Safeguarding Lead (DSL) role. Where possible, centres will appoint a staff member with a child welfare background, preferably with good knowledge and understanding of new technologies.

Each e-safety Coordinator / DSL will:

- Take day to day responsibility for e-safety issues and have a leading role in establishing and reviewing the school e-safety procedures
- Ensure that all centre staff are aware of the procedures that need to be followed in the event of an e- safety incident taking place
- Provide training and advice for staff
- Liaise with the Local Authority / relevant body
- Liaise with TRINITY UK technical staff
- Receive reports of e-safety incidents and create a log of incidents to inform future e-safety developments
- Attend relevant meetings
- Report regularly to the Centre Director on e-safety issues

Network Manager / IT staff

The Network Manager / IT Staff will ensure:

- That TRINITY UK's technical infrastructure is secure with 3 layers of anti-virus: on desktops, on perimeter connections and on email.
- That all data held on pupils on the school office machines have appropriate access controls in place with structured permission on the company SharePoint and restricted shared folders at local level.
- That provision exists for intrusion detection and malicious attack detection (e.g. keeping virus protection up to date)
- That access controls / encryption exists to protect personal and sensitive information held on school- owned devices
- That the use of the network / internet / Virtual Learning Environment / remote access / email is logged in order that any misuse / attempted misuse can be recorded.
- That appropriate backup procedures exist so that critical information and systems can be recovered in the event of a disaster
- Relevant IT staff keep up to date with the school's e-safety policy and technical information.

Homestay hosts

Homestay hosts will:

- Know the names of the DSL and DSO at their centre and how to contact them.
- Support TRINITY UK in promoting good practice and endorse the e-safety Policy – UK.
- Liaise with the centre DSL/DSO on e-safety issues and the welfare of the students residing with them.
- Report any e-safety concerns to the centre immediately.

On-Line Courses (O.L.C.)

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This policy also applies to all TRINITY UK on-line courses that have to respect the below requirements and rules:

- All teachers involved with under 18 students must submit a criminal record certification (or the equivalent certification according to the country where they are based at the moment of stipulation of cooperation agreement) each year. Shall their criminal situation change in the meantime, teachers are obliged to report it to Trinity UK within 24 hours from the happening.
- All teachers involved with under 18 students receive a copy of this policy that must be read, understood and agreed to before starting any cooperation.
- All on-line material used for teaching purposes is checked before sending it to the students, and teacher/DOS must make sure at their best possibilities, that there is no chance for the student(s) to access to any dangerous contents.
- Notwithstanding the above-mentioned point TRINITY UK cannot be held responsible if students – by any chance – find a way to access to dangerous contents before, during and after any on-line class with our teachers.
- All teachers must agree to make sure their personal CVs can be sent to parents of enrolled students shall they request so.
- In no case TRINITY UK can be held responsible for any possible access to forbidden material/contents that may come from the use of the official on-line platforms used for their on-line courses.
- During the first lesson we ask our teachers to spend some extra 15 minutes to make sure to go through our Netiquette manual with the students and be sure that this is accepted and understood by all participants.
- Students (if part of a group) can join half-way through a course until a max of 15 minutes after the beginning of each class, otherwise they miss the whole lesson. Teachers have to make sure that both the Group Leader of that specific group and DSL/DSO are aware of all late comers by sending an email to DSL/DSO and Group Leader.
- All rules to solve issues in case of delays or absences are listed in the section “O.L.C. Attendance, Delays, Cancellations and Absences” that can be found on page 14 of this manual.
- The presence of an adult person responsible for the minor(s) is requested during on-line classes. This person is identified in an Adult Group Leader (in case of group-classes), a Parent/Guardian or Adult Sibling (in case of 1:1 classes). Trinity UK is in no way responsible for any issues that could arise from the absence of the above-mentioned adult person.

O.L.C. – Allowed on-line platforms for virtual classrooms and their use

Trinity UK allows the use of only two online platforms for the creation of virtual classrooms intended to host students and teachers during the time necessary for the completion of each cycle of lessons. Those two platforms are identified in Zoom and Google Meetings.

Zoom can be downloaded at the following link → <https://zoom.us/download> and requires the creation of a free personal account.

Google Meetings can be instead used directly via browser at the following link → <https://meet.google.com/> an requires the creation of a free google account.

Both platforms are user-friendly and intuitive, students and staff can ask our DSL/DSO for training on how to use them in case of need.

Trinity UK does not accept/allow the use of Skype, FaceTime, WhatsApp Video Calls, or any other means of video-communications that cannot guarantee to students (and their parents/guardians), teachers and Trinity UK that all safety and surveillance rules listed in this manual can be respected.

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O.L.C. – Responding to Incidents of Misuse

- Staff and Students involved in on-line classes are made aware that Trinity UK supervisors can access their virtual classrooms at any time to check that all safety rules are being properly followed; that all ongoing chats/discussion are relevant to subject which is being taught in that class; that no scurrilous language is being used and that Trinity UK's Netiquette (readable below) is being respected.
- Staff and Students (and their parents/guardians) are made aware that all didactic material is checked to make sure that a) it is suitable to be used with under-18 students; b) it does not lead to any inappropriate contents; c) it is suitable for the specific topic that is being treated during that class.
- Staff and Students (and their parents/guardians) are made aware that only the specific students registered for that on-line class are to be allowed in the virtual classroom, any non-registered person that is not one of Trinity UK personnel, will be recorded and reported to Trinity UK's DSL/DSO and they will decide if the intruder(s) will have to be reported to the police.
- If there is any suspicion that the material used for the on-line course may lead to any non-authorized/unwanted/dangerous website containing images, texts or video that could hurt the sensibility of our students and their parents or that contain material prohibited to underage students, Trinity UK's personnel will report them and their owner(s) to the DSL/DSO who will – in accordance with the gravity of the facts – decide if to report them to the police.

O.L.C. – Trinity UK Netiquette

1. Use proper language

Typos, spelling errors, and mixed-up sentences reflect on you; correct spelling and grammatical construction are a must, so keep in mind to read through your posts before you submit them. Moreover, try to avoid slang words as much as possible, as this is also an online education environment and slang is considered neither academic, nor professional. Finally, never type in all caps; writing in all capital letters is regarded as shouting, and this, apart from being annoying, it could be considered rude.

2. Be precise

Being misunderstood is quite common in online interactions; escape the miscommunication trap by double checking that what appears perfectly clear to you is not confusing your readers. The best way to test your messages for clarity is to read them aloud before you send them; this way, you will be able to see if they make sense.

3. Avoid emoticons and “texting” writing

Using emoticons and writing in “texting” language, that is by using abbreviations, might be considered too casual or even childish; refrain from them as much as possible. Online discussions require professional writing; smiley faces or linguistic shortcuts are more appropriate for chatting with your friends or instant messaging.

4. Be explanatory. Justify your opinion

Points can be easily missed if hidden in a flood of text; when making a thorough comment, be as brief as possible. If you have several points you want to develop, prefer to post them individually in more than one focused message, rather than in a long, overly wordy paragraph. However, avoid posting messages that contain only a few words and generic statements, such

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as “I agree with you”. Keep in mind that you need to contribute to the online discussion, so remember to always justify your points of view.

5. Read all comments before hitting “submit”

What you need to remember when participating in an online discussion is that once you send your comment, there is no way to take it back. This is why you should always think about the content of your message before contributing it. Before replying to a question, read carefully all comments that your peers have already posted, no matter how many they are. If you don't, it is very likely that you will end up repeating things others have already said, and this, apart from contributing nothing new to the online discussion, will seem like you ignore your virtual classmates. Once you have ensured that your comment will indeed add a new element to the online discussion, try to explain yourself as clearly as you can. If your post is still misconstrued, correct the misunderstanding right away.

6. Tone down your language

Because written language lacks the support of facial or voice communication clues, it can be easily misinterpreted. A great way to deal with this is to tone down your language; avoid the use of strong words and, again, read aloud everything you want to post before you send it. Moreover, try to avoid humor and sarcasm completely, as they can both easily create misunderstandings and tension.

7. Recognize and respect diversity

One of the great beauties of eLearning courses is that you can meet people from all parts of the world, as internet is a global medium. This means that while participating in an online discussion you and your virtual classmates may use the same language to communicate with each other, but the truth is that cultural backgrounds, linguistic terminology, and abilities to express oneself in written language may vary significantly in an online learning environment. If your virtual classroom is a typical one, it will be ethnically rich and multicultural. This is why it is important to respect diversity and opinions different from yours, no matter where they come from. It is ok to disagree with a point of view, but it is definitely inappropriate to disrespect and be offensive towards others. Being open to different points of view is a sign of intelligence; furthermore, paying attention to alternative viewpoints is one of the greatest ways to learn. Needless to say, profanity, and racist, sexist, ageist, and religious comments are unacceptable, no matter how innocent or “funny” may sound to you. On the other hand, if you are the victim of an insulting remark, try to maintain your calm and resist returning the offense. Rather, report the issue directly to your eLearning course instructor.

8. Control your temper

In addition to the previous tip, you may be respectful, but others may be not. When being personally attacked on the web, it is easy to get angry. But you won't win any argument if you lose your temper; tantrums lead nowhere. Instead, take a deep breath and count to ten; if needed, get away from your computer and go for a walk around the block before you reply. This way you will ensure that, while being calmer, you can argue the point instead of attacking the person who made it. More often than not, a bit of thinking and a bit of time result in more rational and coherent responses.

9. Take your posts seriously

Participating is the number one rule for online discussions, but posting for the sake of posting wastes other people's time. Always remember to add something new to the conversation and not repeat something that someone else has already said. Most importantly, stay on topic. Irrelevant tangents confuse your peers and make you seem that you don't know what you are talking about; make sure that every comment you post stays within the scope of the online

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course material. If you are looking for simple social interaction with your virtual classmates, check if there is an off-topic discussion area in the online forum.

10. Be credible

Be careful not to mislead people when replying to a question. If you are not a 100% sure of your answer, say so. And if you are using the intellectual property of others, e.g. websites, books, blogs, journal articles etc, to support your argument, always cite your sources. Assigning proper credits when referencing other sources is a sign of being a respectful, responsible, and trustworthy online discussion participant.

11. Racism and Cyber-Bullying

Be careful when using any words, verbal offence or names that you might find “funny” that are based on religion, ethnic background, colour of the skin, sexual orientation, gender identity, appearance or social background. We also invite you to refrain from name calling, shaming someone else and sharing inappropriate images/contents during your on-line classes. Trinity UK will not tolerate any form of racism and/or cyber-bullying in and outside of our on-line environment. Failure in respecting this point will result in expulsion from all our Trinity UK’s activities (both on-line and live) and into an official report to the police.

All in all, never say online what you wouldn’t say in real life and to another person’s face. Keep these netiquette tips for online discussions in mind, and you will be able to expand your knowledge base and share insights and perspectives with your virtual classmates, enhancing your eLearning experience.

O.L.C. Attendance, Delays, Absences and Cancellations.

Attendance

Students and teachers will agree on a schedule/calendar of lessons prior the commencement of courses; these are intended to be divided on a given number of hours according to the type of package purchased. The schedule/calendar will be sent to the student as soon as an agreement will have been done and/or at least 48 hours prior commencement of each new round of lessons.

Delays & Absences

Each delay – whenever possible – shall be communicated to our official email address info@trinityuk.co.uk – and we will do whatever possible to make sure both parties are informed.

If teachers are late a communication to our email address has to be sent as soon as possible and students will get the chance to make up for the missed part of their lesson.

If students are late a communication to our email address has to be sent as soon as possible. Trinity UK and their teachers cannot allow any recovery of any missed part of the lesson.

If a student is late to their lesson, teachers will wait for a maximum of 15 minutes before leaving the virtual class and checking the lesson as “Student did not attend the lesson. Delays not communicated.” No recoveries of missed classes for delays will be offered.

If a teacher is late to their lesson for 15 minutes and over, and no communication has been sent to Trinity UK on due time, Trinity UK will make sure that student(s) can recover their missed lesson or the part of the missed lesson by the end of the scheduled cycle of lessons.

Students are considered to be absent if a) students do not show up for their on-line class; b) students have a delay that gets over the allowed above-mentioned time; c) students experiences unexpected issues that do not allow them to attend the on-line class(es).

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In case of unexpected issues, students will be asked to report and prove the issue experienced. Trinity UK together with their teacher will analyse every single case and decide if a) students can be allowed to recover the missed on-line class with no extra cost; b) students can recover the missed on-line class by paying a supplement (that shall be communicated in written form to the student and their parents/guardians); c) consider that on-line class as “non-attended/non-reimbursable”.

Cancellations

Both teachers and students will have to adhere to a strict Cancellation Policy for on-line classes.

STUDENTS → Cancellations must be communicated to Trinity UK via email → info@trinityuk.co.uk 24 working hours prior the scheduled beginning of each class otherwise that class will be completely lost, and no reimbursement or recoveries will be offered. (Saturdays, Sundays and National Bank Holidays are NON-working days.)

TEACHERS → Cancellations must be communicated to Trinity UK via email → info@trinityuk.co.uk 24 working hours prior the scheduled beginning of each class otherwise students will be entitled to a full recovery of the missed class(es). (Saturdays, Sundays and National Bank Holidays are NON-working days.)

Communications

Trinity UK appreciates and acknowledges the possibility that teachers and students might communicate privately regarding everything related to their online classes. Trinity UK, in every case, must be kept updated on each and every single communication happening between students and teachers that relates to their online classes. In no case Trinity UK can be held responsible for any contents or misbehaviours shared/happened in private communications between their teachers and students/parents. Trinity UK underlines the importance of using info@trinityuk.co.uk as the official channel for communications.

O.L.C. - DSL/DSO

TRINITY UK recognises that technology provides additional means for child protection issues to develop. The DSLs/DSO will:

- Be trained in e-safety issues and be aware of the potential for serious child protection / safeguarding issues to arise from the risk areas listed above.
- Liaise with the Centre Director and e-safety Coordinator over e-safety matters in the school

ROLE	NAME OF RESPONSIBLE PERSON	CONTACT TELEPHONE NUMBER	EMAIL
DSL (Designated Safeguarding Lead)	Mrs. Claudia Randazzo (CEO)	+44 29 2032 9132	info@trinityuk.co.uk
DSO (Designated Safeguarding Officer)	Mr. Raffaele d'Apice (Managing Director)	+447309892592	raffaeledapice@trinityuk.co.uk

References

NSPCC e-safety portal → <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety/>
 Professionals Online Safety Helpline → <http://www.saferinternet.org.uk/about/helpline>