



I.2 Acceptable Use Policy for Staff – ICT at King's Bangkok

King's College International School Bangkok

Staff Acceptable Use Policy: ICT at King's Bangkok

Internet & Electronic Communication: Acceptable Use Policy for Staff

King's College International School Bangkok ("the school") has a responsibility to ensure that all school resources are utilised correctly and not misused or abused. This includes electronic services such as Email and Internet access.

This policy comprises three sections:

1. Internet use policy
2. Email policy
3. Communication between staff and students
4. Acceptance for Device Issue.

This policy should also be read in conjunction with the following policies:

- Staff code of conduct
- Guidance for Staff on taking photographs or video recordings of students
- Staff Communications Policy
- Data protection policy
- Information security policy

The school's approach follows the statutory guidance as outlined in Annex C of the DfE document *Keeping Children Safe in Education (Sept 2020)*. Government guidance [teaching online safety in school](#) outlines how schools can ensure pupils understand how to stay safe and behave online as part of their existing curriculum requirements. Staff must be alert to the use of social media for cyber bullying and on-line radicalisation, and need to be aware of the Prevent duty as part of their safeguarding responsibilities. More details can be found in the Anti-Bullying Policy and the Safeguarding Policy.

In this policy 'email' is taken to include all forms of electronic communication, including, for example, webmail, instant message and web forums. Use of the school's internet and email facilities, whether onsite, using wireless or via remote desktop acceptance will imply acceptance of the conditions of use laid down in this policy.

This policy applies to the use of desktop computers, laptops, MacBook, iPads or devices provided by the school and users accessing the school systems on their own devices and/or remotely.

1. Internet use policy

1.1 Purpose of Service and User Responsibilities: The Internet Service is provided primarily School business. It is acceptable for individuals to utilise this resource for personal use provided that usage is reasonable, sensible and managed by each employee responsibly, especially in respect of the time spent when accessing the Internet for personal business.

1.2 Monitoring: Staff using the internet at school on the school systems do not have a right to confidentiality or privacy. The School has a system for monitoring Internet searches and blocking websites and links which are inappropriate for students and staff to use while on school site. The system is managed by the IT department and monitored by the Headmaster and Vice Chair of Executive Committee.

The monitoring software tracks the use of the school's internet and the nominated members of the IT Department review network logs maintained in order to ensure compliance with school policies. This includes the remote scanning of computer monitors, the checking of files and emails and the analysis of internet sites visited. This software records details of every web site visited, along with the relevant user name and date/time details, and produces regular reports for monitoring purposes. Misuse or visits to sites which appear to be of an inappropriate nature will automatically be reported either to the Vice Chair of Executive Committee or the Headmaster. Depending on the nature of the site visited, the matter will be investigated and may result in no further action, an informal warning or where there has been previous warning(s) or a serious breach, disciplinary proceedings being brought against the member of staff. The member of staff will be informed in writing of the outcome of the investigation.

1.3 Private subscriptions or recreational use: Users may not make their own provision for accessing the Internet from school using resources other than those which have been provided through the school. Specifically, employees may not take out private subscriptions to internet service providers and/or online services and use them on school computer equipment unless this has been agreed in writing with the Director of ICT. Employees may not use the Internet for inappropriate recreational use, such as games or gambling.

1.4 Bringing the school into disrepute: Users may not use the Internet in such a manner which might be prejudicial to the interests of the school or which may bring it or associated parties, such as parents or students, into disrepute. An example of this might be subscribing to a web site that contains illicit or illegal material or by downloading and using a third party's copyrighted images unless explicitly permitted by the copyright owner.

1.5 Downloading software: The downloading of software is strictly forbidden, in accordance with School policy, in order to minimise virus risks and to help ensure the network does not contain unlicensed software. This includes the downloading of games and screen saver software. Where there is an educational need to make an exception to this policy please contact IT Support for guidance.

1.6 Unlawful use: An employee may not knowingly use the Internet for any activity which is unlawful under the laws of Thailand. Employees may not use the Internet to locate, download, access or otherwise investigate material of a nature which may cause offence to students or other employees on grounds of gender, race, religious belief, sexual orientation, disability or otherwise.

1.7 Shopping online: It is permissible to shop online on occasions where employees are working long hours. It should however be noted that you should avoid downloading the retailer's software. The School cannot be held responsible for the security of any financial transactions, although the system is no less secure than a home based PC. Shopping should be restricted to items which do not fall into the categories described in the 'prohibited activities' section, especially items that are "obscene, pornographic or of an intimate nature".

1.8 Security: It is essential that you do not divulge your user name or password to anyone else, as you alone are responsible for access and security of your Network Area. Computers should be "locked" when unattended. Should a personal device, which has been used to access school emails or data, be lost or stolen, the loss or theft must be reported to the Director of IT. Staff should ensure they are familiar with the **information security policy** which gives detailed guidance on password protection and security.

1.9 Prohibited Activities: Prohibited uses of the Internet at all times include, but are not limited to, viewing, storing, distributing or otherwise using the facilities for the following:

- Illegal activities (including any violation of copyright laws)
- Threatening, abusive, harassing or discriminatory behaviour
- Slanderous or defamatory purposes

- Obscene, suggestive or intimate messages or offensive graphical images or pornographic materials
- Activities that will incur a cost to the School without prior proper authorisation such as misuse of the School's Intellectual Property and Confidential Information
- Chain letters through Email
- Private, commercial activities for profit making purposes
- Malicious damage
- Inappropriate political, religious or recreational use

1.10 Safeguarding: Any employee inadvertently exposed to images depicting the abuse of children whilst using the school network must report the location of those images to the school via the Director of ICT, and **must not** make copies or disseminate such images. Any safeguarding issues arising out of the use of the school network by a member of staff will be dealt with under the **Safeguarding policy**.

1.11 Security and Access Considerations: The school has in place provision to protect itself and its computer systems, web sites, students and employees from external or internal security threats, real or potential.

Examples of security measures which may be deployed include but are not limited to the following examples: firewalls and proxy servers to block outgoing/incoming Internet traffic; anti-virus software; access control software (typically restricts access to specific web sites); measures to prevent the downloading of software; restriction of potentially harmful software scripting or elements.

The school currently subscribes to a filtered service from its internet provider. Whilst access to the internet is generally not further restricted by the school for staff who are provided with the internet, the school may block access to known sites which contain or are believed to contain illegal, pornographic or otherwise offensive material (for example sexually explicit; web-based chat; criminal skills & hacking; drugs, alcohol & tobacco; gambling & games; personals & dating; Usenet news; violence & weapons).

Users of the Internet should be aware that many web-sites record details (sometimes surreptitiously) of who visits them, and that access to the internet could leave a record of activity on the PC itself.

The school reserves the right to withdraw the Internet without notice in the event of a suspected security violation requiring immediate investigation or where it otherwise believes that the School Network and/or computer systems are at risk.

2. EMAIL POLICY & GUIDELINES

2.1 Introduction: The purpose of this policy is to ensure the proper use of the email system. Everyone who has access to email is responsible for adhering to this policy, that email is used responsibly, effectively and for approved purposes only.

This policy is intended to provide guidance to staff on communication by email particularly for internal correspondence. For example, excessive personal use of the school email system is not acceptable.

2.2 Status of email communication: Staff should always bear in mind when communicating by email that in law, an email is a document which may be disclosable in legal proceedings and in the event of a subject access request. All email messages sent or received within the school email network are the property of the school and users should not expect personal privacy when using the email system. The Director of IT is authorised to monitor email messages and network logs and to nominate members of the IT department to do the same so as to ensure compliance with school policies. Where necessary, an instruction to access staff's files would be given in writing by the Headmaster and would be discussed with, or notified in advance to, the staff involved. However, users should note that the school reserves the right to access all emails in emergencies and to suspend access to any account. All users agree to such monitoring and reviewing of emails.

2.3 Personal emails: Whilst users of the email system may send and receive personal messages internally and externally, this must not interfere with the user's work or the work of another user or be detrimental to the user's duties and responsibilities. Use of email for personal matters must not be excessive. The email system should not be used for private commercial activities or to disclose, distribute or otherwise disseminate confidential information belonging to the school or corporation.

2.4 Content: The content of all emails must not contain offence or harassment of a sexual, racial or religious nature, whether explicit or implicit, and must be written using only vocabulary acceptable for professional communication in the workplace. The School will filter email traffic for content which might be offensive to recipients from within or outside of the school. The School will not monitor emails for any other reason; the monitoring will simply reject any messages with offensive content which the software has been set to reject. The School will take action against Staff who send offensive emails.

2.5 Confidentiality: Confidentiality is not guaranteed. Any message sent or received may be accessed by colleagues other than the individual to whom it is sent, whether by accident (e.g. a computer left logged on) or design (e.g. an email may need to be opened to diagnose connectivity problems). Messages cannot therefore be regarded as private or confidential. Personal messages should be written remembering this possibility for third parties to review the content. In the case of external email, there is no inherent security at all and such messages can potentially be intercepted and read by third parties without our knowledge. Messages of particular confidentiality or sensitivity should be sent by an alternative medium and using the processes set out in the Information Security Policy.

2.6 File Attachments: To avoid the possibility of any inappropriate material being copied down onto the school network, and to reduce the risk of virus infections, file attachments to email messages, (whether they are images, text or spreadsheets), may only ever be downloaded if they come from trusted sources (that is, from a correspondent whom you know) and are not of an inappropriate nature. Under no circumstances may attached executable program files be opened. Instead, such messages should be forwarded to the IT Support Team for advice. Executable files include those which end in the following suffixes: .EXE, .COM, VBS .SCR, game.exe, and screen.scr.

2.7 Chain Letters/Jokes: Chain letters and jokes are not an appropriate use of school time and resources and may unwittingly cause offence. If received they should not be forwarded and should be deleted from the network.

2.8 Virus Hoaxes/Warnings: Messages from external parties, which warn of viruses, must not be

distributed or passed on. In practice most of these messages are simple hoaxes. However, in all cases they should be forwarded to IT Support for advice and then deleted from your Inbox.

2.9 Use of external email systems for school business: All email correspondence pertaining to school business must be sent using the school email network. It is not permitted to use private email systems and accounts (e.g. AOL, Hotmail, ISPs and others not cited) for school business. Staff who need to access the school network when off site should contact the IT helpdesk for advice on remote working.

2.10 Frequency of email checking: Communication by email is the norm and you are expected to check your email regularly during the day. **Teachers and Assistant Teachers must check their emails a minimum of twice each day, prior to the start of the school day and at least once during the school day.**

2.11 Guidelines for sending email:

Addressing email

a) Check Carefully: Careful proofreading of addressees before sending will avoid common addressing errors, e.g. the incorrect use of 'Reply All' vs. 'Reply' icons.

b) Principal Addressee: As well as entering the principal addressee into the address box on the email header, the message should have a text heading "Message to xxxx" or be headed, "Dear xxxx" to make it clear who the recipient is and who is expected to respond. CCs would then only be copied for information.

c) CC Lists: As anyone would consider carefully the appropriate addressee and copy list for a memo or letter, so the same care should be given to addressing an email. In particular multiple CCs of an Email should be avoided. Analyse carefully whether there is real and effective purpose to either copying the information or soliciting input from each and every person copied. *Do not* use CC lists for emails to groups of parents; such communications should be sent through the portal. **You must take special care to respect the privacy of recipients such as parents by not using lists of email addresses in the 'To' or 'CC' boxes.**

d) BCC lists: Whilst there are appropriate uses of BCC with emails sent to third parties, its use can be a very bad idea for internal messages when knowledge of the sharing of communications between colleagues is withheld from one or more parties, since emails can be forwarded and the secrecy subsequently unmasked. Issues of trust between colleagues can arise when messages assumed by some to be private are shared in this manner, and so blind copying between colleagues is generally to be avoided.

Mass emailing

Mass-mailed messages may only be sent for School purposes and may not be used to broadcast personal messages of any kind. Further, services/goods of third parties may not be advertised or recommended via email.

Sending Document/Spreadsheet Attachments

Email may be used to distribute memos or other document attachments. However, large file attachments, defined as greater than 10 MB, may not be distributed (in general most documents and

spreadsheets are well within this limit). IT Support can provide advice on the distribution of large files e.g. by using shared areas.

In addition, email storage is limited. Unnecessary emails should be regularly deleted. Where emails contain key information about pastoral matters with students, such information should be documented on Schoolbase and the respective emails kept.

3. GUIDANCE FOR STAFF USING COMMUNICATION ONLINE AND USING ONLINE LEARNING RESOURCES

- 3.1 Cyber-bullying:** Be alert to the way in which students can use these media to bully others, both in and out of school. If you suspect cyber-bullying or a case of cyber-bullying is reported to you, you must follow the procedures set out in the safeguarding policy. Establish clear guidelines with your students about what is and is not appropriate when it comes to their use of electronic media, both with you and with others, in accordance with school policies and procedures. Staff should make sure students understand the provisions in the **Acceptable Use Policy, Students – ICT at King’s**.
- 3.2 Online learning resources:** When using on-line resources and/or encouraging students to do so, assess the risks to students (e.g. is there access to chat rooms?) and take steps to minimise those risks including providing any necessary guidance to students about how to use those resources safely. If registering students on sites, research the data you are required to provide beforehand. If personal data is requested (whether of students or parents) you may need to ask the parents for consent to register the child.
- 3.3 Data protection:** Any communication that contains personal data will be governed by current data protection legislation. Make sure you are familiar with the data protection policy and the information security policy both of which contain detailed guidance on how to keep personal data secure. Photographs and video recordings are personal data. Staff should not take photographs or video recordings on their own devices and should ensure they follow the **guidance for staff on taking photographs or video recordings of students**.
- 3.4 Social media:** Take care when communicating via email or posting on social media in a personal capacity. Once email has been sent or a message posted, you have no control over who can view it and it may be shared with people other than the intended recipients and/or taken out of context. Be aware that your role as member of staff at a school comes with particular responsibilities. Ensure that you are familiar with the school’s **Staff Communications Policy**, which applies regardless of whether the media is accessed using the equipment belonging to the school or otherwise. You must adhere to the school’s strict approach to the use of social media by staff for both business and personal purposes, whether during normal working hours or otherwise.
- 3.5 Communicating with students:** The GTC Code of Conduct for the teaching profession states that registered teachers must *establish and maintain appropriate professional boundaries in their relationships with children and young people*. The school interprets this boundary to mean no contact with students on social networking sites (except for clear educational purposes e.g. Seesaw) and minimal contact by email (except as described under 3.6 below) and telephone. Do not disclose or use personal email addresses and mobile phone numbers with students. Similarly, avoid interactions with students on social networking sites, and reject online ‘friend requests’ from them. Restrict communication with students by email or mobile phone to school business.

3.6 Remote learning: In the event of staff being required to use the school's remote learning facility, for instance, in the case of school site closure, staff must ensure that they adhere to the same professional conduct as they would in a physical classroom and as described in 3.5 above. It is accepted that when education is being delivered remotely, one of the primary methods of interaction with students will be via email and/or the school's remote learning facility. By necessity this will increase the email traffic and online communication between students and staff. An increase in communicating remotely in this way under these circumstances this will not be a breach of this policy. Staff interacting with students by video and audio conferencing must also adhere to the provisions set out in 3.7 below.

3.7 Video/audio conferencing with students

It is the case that engaging in a video call from staff home to student home naturally feels more intrusive and personal than a conversation taking place in school, and the safeguarding risks associated with such contact need to be carefully considered. However, some direct contact with students is vital in order to ensure their wellbeing and safety, and to monitor their academic progress. In many cases it will be most appropriate for this to be in group conversations, but it will also be necessary for staff to have 1-1 contact with students in some circumstances. The guidance below, the staff code of conduct, the principles in the safeguarding policy and points in the acceptable use policy must all be borne in mind to ensure that such contact is undertaken in a way that safeguarding risks are minimised.

Staff communicating with students online must ensure that they are adhering to the same professional standards as are required of them in a physical classroom and those standards set out in paragraph 17 of the Staff code of conduct. The following key points should also be observed:

- All video / audio conversations must be booked in advance with the student via the calendar on Teams. 1-1 video calls must also always include the HoH/HoD/HoY as an 'optional' attendee (of if the HoD is making the call, another member of to dept). This enables the supervising member of staff to access the 1-1 lesson if required and provides an additional level of security for staff and students.
- Staff must only communicate with students on the school remote learning forums accessed via their school account. This includes communications via email and designated software.
- Staff are not permitted to use their own personal online accounts for these purposes.
- Staff communicating with students via school online forums must ensure that they adhere to the same professional standards as are required of them in a physical classroom.
- When staff are delivering video or audio-conferencing lessons, either by pre-recording lessons or live delivery, they must ensure that they are appropriately dressed for lesson delivery via video and in an appropriate forum for delivery of the lesson. For example, staff should not permit other members of their household to appear on the video or be in a place with considerable background noise.
- Staff should terminate a video call and contact the DSL without delay if inappropriate content is shared by a student via video or chat function, or if students are not in appropriate attire or in an appropriate location. Staff and students should report and record any situations which may give rise to concern to the DSL.
- Parents will be encouraged to have oversight of student timetables so that they are aware of when 1-1 video sessions, 1-1 audio sessions and other group video sessions (for example tutor group sessions) and lessons are taking place.
- **1-1 video calls** to a student may be held for the following academic purposes:

- Learning enrichment sessions
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- For any other specific academic reason (only with prior consent of Headmaster who will keep a log of this)
- In exceptional pastoral circumstances where it is required to support the wellbeing of a student, but only with advance permission of deputy head (pastoral)
- Where I-I video calls are arranged via designated software, the relevant HoD must also always be added as an 'optional participant' enabling them to access the call. This provides an additional level of security for the staff member and student. HoDs should, from time to time 'drop in' to supervise video calls to add an additional level of protection for staff and students.
- In the junior school, parents will be notified directly in advance of a I-I video lesson. This will only be used for LE lessons unless agreed in advance with the appropriate Headmaster.
- There is no requirement to record I-I or group video calls
- **I-I Audio calls** to a student may be held for the following purposes:
 - I-I pastoral catch ups (including discussions of academic progress) where required. Parents should normally be aware of contact between school and student, in most cases in advance of contact (or aware that frequent contact is ongoing). A secure note should be made to record all remote I-I pastoral conversations with students, and an appropriate communication plan for pastoral cause for concerns should be recorded.
 - Most counselling sessions
 - Discussions regarding UCAS/US college applications
 - Report reading
 - Discussions regarding other specific school matters
 - Discussions with teachers to provide academic support or to discuss academic projects
- If urgent contact needs to be made, or technical difficulties prevent contact via designated software, staff members may telephone a student or tutee from a phone rather than through the software, but this should be booked into your and the student's calendar (senior school) or arranged in advance by communication with parents (junior school) so that a record is kept. You should withhold your number.
- There is no requirement to record I-I audio calls.
- **Group video calls** to students may be held for the following purposes:
 - Academic lessons (in line with remote learning guidance)
 - Tutor group meetings or junior school form meetings (as set out later in this document)
 - Meetings with groups of students; for example groups of prefects
 - It is good practice, from time to time, for other staff (for example a HoD or HoH/HoY) to join a colleague on a call to observe (as is common practice in real-world lessons). HoDs and HoH/HoY should agree with teachers and tutors opportunities where this is appropriate, and should be invited as attendees via the designated software, enabling them to access the lesson.
 - In the senior school, the Deputy Head will distribute a weekly spreadsheet where tutor group sessions with students should be recorded.

4. Acceptance for Device Issue

All Staff are issued with Devices including keyboard when appropriate, protective case and/or laptop bag. Staff are responsible for their Devices and are permitted to take them home.

Before being issued Devices, staff must:

- Make yourself familiar with this Acceptable Use Policy for Staff – ICT at King’s Bangkok;
- Understand the cost implications if the laptop is damaged through misuse;
- Sign to agree the Asset Acknowledgement Form and return the signed form to the HR manager

The Devices and other ICT facilities are provided primarily for School business. The School business, for Teaching Staff, include emails, planning lessons, using the Schoolbase, writing reports, posting on Seesaw, and other uses for teaching including connecting to the classroom Smart TVs. For Non-teaching Staff, the School business may include emails, using the school IMS and producing school documents. Staff may use the Devices and school’s ICT facilities for personal use if their contract does not prohibit this, but not for paid work from other organisations without the permission of the Headmaster.

The Devices must be treated with respect. However, if school equipment breaks while in use or is already broken when received, this must be reported to the ICT Director.

Staff must avoid breaching copyright by observing copyright and fair use laws. All software on the Devices must be licensed. It may be illegal to copy certain files or download certain software to use for teaching and/or school services use. Even though you are not using the School Network, you are strictly forbidden to download any software on the Devices unless there is an educational need to make an exception to this policy. Please contact IT Support for guidance. Staff should always find out the cost of the software license fee for the intended number of users, if planned to use in the School network, the length of license before contacting the IT Support. Any software bought for teaching purposes should be purchased through the normal procurement process of the School.

School Devices may have limited storage so large files such as videos, if approved to download, should be downloaded with discretion.

5. CONSEQUENCES OF BREACH OF THIS POLICY

Any breach of this policy or the associated may result in disciplinary action and / or summary dismissal in the most serious cases. A serious breach of policy which may be a criminal offence may be reported to external agencies such as the police, for investigation.

Disciplinary action may be taken regardless of whether the breach is committed during working hours, and regardless of whether the school’s ICT equipment and facilities were used for the purpose of committing the breach.

Any member of staff suspected of committing a breach of this policy is required to cooperate with an investigation by the school into the allegations. This may involve one being required to hand over relevant passwords and login details. Failure to comply with such a request may, in itself, result in disciplinary action being taken.

Staff may also be required immediately to remove online posts that are deemed by the school to constitute a breach of this policy. Failure to comply with any such request may in itself result in disciplinary action being taken.