

Guidance for Schools and EOTAS Centres

Online Teaching Methods, Contact with Children and Families and Multidisciplinary Working



Context

As the NI Executive has published its plan for recovery from Covid 19, there is recognition that our children will not return to school on a full time basis for some time. This guidance seeks to provide safeguarding and good practice information for school principals, governors and senior leadership teams on the use of online teaching methods, contact with children and families, and multidisciplinary working. There is an expectation that schools will continue to provide high quality education and learning and this can only be achieved via care for pupils, connection and communication with families, and collaboration with key stakeholders.

Use of Online Teaching Methods and Partial School Closures

The Covid 19 pandemic and partial closure of schools for a prolonged period of time means that staff will need to adjust their current practice to include teaching and interacting with young people online. One way this may be achieved by all schools within Northern Ireland is through the C2K network which provides a range of online learning tools. The C2k network is a secure and approved platform for online communication with children and young people and provides conferencing facilities through Collaborate Ultra and the Microsoft Teams portal. Information about these platforms has been forwarded to schools and is attached to this guidance - see Appendix 1. Further guidance on any of the platforms can be provided via the C2k Service Desk.



By using these online tools for learning, teachers are able to set up activities that fit in with the planned learning for their pupils. These tools are accessible on a wide range of devices ranging from smart phones, tablets, laptops and PCs. Schools can select the tools that are most appropriate for their pupils' context, including:

- Using Cloud tools to store, organise, complete, share and submit work
- Using discussions for pupil opinions and exploring ideas
- Using online functions such as commenting to leave feedback (peer evaluation)
- Collaborating on a shared document for example (presentations, research projects)
- Sharing work within a platform
- Video conferencing and 'Virtual Classrooms' (video conferencing with tools that mimic physical classroom practice - raising hands, polling etc)
- Sharing materials, e.g. work such as images or written activities to a wider audience
- Accessing content and fun activities - C2K Newsdesk

Schools will already have Acceptable Use Policies in place and any new arrangements should be in line with your school's policy. Every school will have different arrangements in place for this time; please identify what is appropriate for your own school and teaching context.

It may be useful for schools to consider the following steps when considering the use of online tools. Irrespective of which platform is used for communication with pupils/parents, the central focus is supporting pupils.

- Online teaching is an extension of the classroom and should be covered by the school Acceptable Use Policy. All principles outlined by the Acceptable Use Policy will apply to all online teaching activity.
- Staff should avoid the use of personal mobile phones. In the exceptional circumstances where staff need to contact a pupil by phone, this should be agreed by the principal or direct line manager.
- Staff should use only their school email accounts such as C2k and should avoid using personal accounts if contacting children or their parents.
- Staff should be aware that in the interaction with young people, all conventional professional teaching norms and standards will apply to online learning with children. Consider using camera-free conferencing, where the focus is on the content rather than the webcam images. Using the C2k platforms, teachers are able to maintain full control of the audio and video content and what is shared on the platform.
- Schools should consider carefully whether it is appropriate/necessary to use both the children's first name and surnames when posting photographs on social media platforms.
- Staff should avoid using social media to communicate with children.
- Should staff have any concerns about what they see or hear online, this should be brought to the attention of the Safeguarding Team for the centre or Designated Teacher in School, in line with the school's Child Protection and Safeguarding Policy.

Additional resources to support online safety

There is a Fronter Online Safety room that has access to a range of information and resources for schools and teachers that can support online safety within MySchool.

In addition to this, DE has provided schools with the Safer Schools App through Ineqe, providing access to resources and key information for professionals, parents, and children and young people.

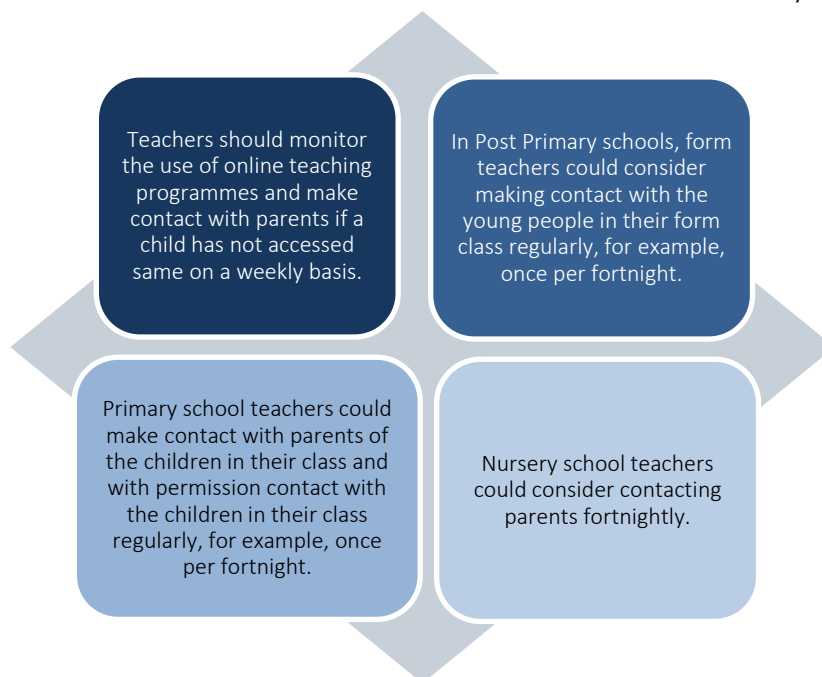


**SAFER
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Contact with Families

Some schools already have plans in place to allow for regular contact with children and young people, particularly those they have been supporting pastorally. This is hugely important. **Schools must ensure that there is a means for parents, children and young people to make contact with them. This information should be shared with parents and be available on the school website.** School email addresses and school answer machines or voicemails should be checked daily.



The purpose of this contact is to check in with parents, children and young people on the child or young person's emotional health and wellbeing, educational needs and to provide feedback on any work completed. As the Minister has announced, there will be a phased return to school. This makes individual contact from school worthwhile and could mitigate against any anxiety or worry about returning. This will also allow the child, young person and family to know that the school community cares about them individually. This activity is naturally aligned with your school's Pastoral Care policy and should reflect the importance of the wellbeing of the child as paramount within all learning contexts.

Multi-Agency Working

School and EA staff have already made contact with other agencies involved in children and young people's lives to share contact details and to allow other professionals to keep in touch. During partial closure, school and EA staff will continue to be involved in multi-disciplinary meetings including Child Protection Case Conferences, Looked After Children Reviews and Family Support Meetings. The views and assessment of those staff who know the children and young people are crucial in the decisions made at these forums.

Designated Safeguarding Staff should attend, if not physically, then virtually via teleconferencing or skype. If this is not possible a report should be sent to the conference and shared with parents prior to the meeting.

The EA Child Protection Support Service (CPSS) will continue to be available by telephone to give advice and guidance as needed in relation to any safeguarding concerns that arise during online interaction with children or young people.

CPSS Helpline

028 9598 5590

Other EA Support Services

Intercultural Education Service Help Desk

028 9448 2210

Children Looked After in Education Project

028 7051 1086

lookedafterchildren@eani.org.uk

C2k Service Desk

087 0601 1666

<https://www.eani.org.uk/vulnerable-children-and-young-people>

<https://www.youthonline.org.uk/>

<https://www.eani.org.uk/supporting-learning>

<https://www.eani.org.uk/educational-support-services>

<https://www.eani.org.uk/supporting-children-and-young-people>

<https://www.eani.org.uk/services/pupil-support-services>

<https://www.eani.org.uk/services/pupil-support-services/autism-advisory-intervention-service-aais>

APPENDIX 1

C2k Services - Extending Teaching and Learning beyond the school

During periods of adverse weather conditions or other exceptional circumstances such as where a school has to close or pupils/staff members are unable to attend school, with the aid of C2k services:

- learners can still learn and teachers can still teach
- principals can notify the public and those with parental responsibility of unexpected school closures via [SMS](#) (Information Sheet EN018) and the [BBC](#). (Information Sheet EN083)

Vital aspects of the work of your school can be maintained, developed and enriched by logging in to the MySchool portal via www.c2kschools.net and using the following C2k on-line Learning and Teaching Services:

MySchool:

- C2k Exchange (information portal for Staff only)
- C2k Newsdesk and Seomra Nuachta (daily news stories and curriculum linked activities plus much more)
- Fronter (Online learning environment where staff can create their own rooms and a range of 'Ready-to-Go' rooms are also available. See further information below.)
- Office 365 (opt-in service providing online collaboration space and productivity tools)
- G Suite (opt-in service providing online collaboration space and productivity tools)
- Email
- Equella (library of resources)
- C2k Media Library (online video resources)
- MyFiles (access to Documents and Shared Resources drives in school);
- Video Conferencing services: Collaborate Ultra
- Eclipse and Junior Librarian (links to curriculum related websites)
- Learning Exchange (service information and guidance for staff and students)

SIMS/FMS (Staff only) via <https://remote.c2kschools.net> from a C2k Laptop

For further details on SIMS view [EN088](#) and for FMS view [EN128](#)

Administration & Support Services

Below are some steps you should consider taking to ensure your school is maximising the benefit of the C2k Services on exceptional days where the school is closed or where pupils or staff are unable to attend.

It is advised that schools ensure that:

- staff are aware of the online learning opportunities from home provided by C2k as referenced above
- all staff and pupils know their C2k login details and how to access from outside school using the URL www.c2kschools.net.
- Staff are aware of the usernames/email addresses of relevant students
- Identity Manager can be used from home to unlock accounts, reset passwords etc. See EN026 for further details.
 - School should have a process in place for resetting passwords.
 - The C2k Manager can reset all passwords and teachers can reset pupils passwords.

To enable Identity Manager to function correctly from home:

- MySchool and Identity Manager must be opened using **Internet Explorer**.
- **c2kschools.net** must be added as a website within the Internet Explorer menu option | **Tools** | **Compatibility View Settings**, once Identity Manager is open.

- staff know how to set up on-line Fronter rooms, equipped with some relevant resources and tasks. Open-ended tasks, such as blogs and discussions, are simple to create and are excellent for differentiation-by-outcome results. Help guides are available in the Fronter Support and Ideas Room on every teacher's Fronter homepage. Some Ready- to-Go Course Rooms are available from this area or from the EQUELLA library
- where opted-in, staff are aware of Microsoft Teams, and Office 365 services. See this [Sway](#) for additional information.
- where opted-in, staff are aware of Google Classroom and G Suite Services. Please see the [C2k G Suite Support site](#) for additional information.
- Where appropriate, staff are aware of Collaborate Ultra, the videoconferencing/virtual classroom software. See [EN168](#) for further details.
- staff are aware of Eclipse/Junior Librarian where in use by the school and know how to upload or tag information
- *all staff and pupils are aware that they can download, free of charge, full copies of Microsoft Office for PC or Mac for use on up to 5 personal devices in 4 easy steps:*

1. Visit <http://portal.office.com>

2. Enter your C2k Username in the format auser123@c2ken.net
3. At the next box re-enter your C2k username and your password
4. Click Install Office to download the version of MS Office you require

- pupils are aware that Local libraries have free internet access for library members
- all parents and staff clearly understand the communication method(s) that will be used in the case of exceptional closures: Email, SMS ([EN018](#)), MySchool Noticeboard ([EN087](#)) and BBC ([EN083](#))

When the school is closed it will still be possible to call the C2k Service Desk on 0870 6011 666 or via the online Service Desk Manager accessed via MySchool (C2k Managers and nominated users only)

Extending Teaching and Learning

Username and Passwords

All users: Know your C2k username and password

Teachers: Know the usernames of your students if you need to contact them by email or add them to activities

Admin: Consider resetting all passwords in advance of a planned closure. This will ensure the password will remain valid for 120 days.

Note: If using Identity Manager from home:

- MySchool and Identity Manager must be opened using **Internet Explorer**.
- **c2kschools.net** must be added as a website within the Internet Explorer menu option **|Tools | Compatibility View Settings**, once Identity Manager is open.

Access

Most online services are accessed via MySchool (www.c2kschools.net).

Many services can also be accessed directly via their own URL. Others may be accessible via a mobile app. See Appendix A for details.

Remember, when accessing many services (eg Office 365 or G Suite) you must enter your username in the format **auser123@c2ken.net**.

Teachers: If you are using Microsoft Teams or Google Classroom, use the Teams Code or Class Code to enable students to join. If possible create the Team or Class in advance and share the code with the class. Alternatively, the code can be shared by email. Remember to cancel the code once all the required students have joined.

Teachers: If you are planning to take a C2k laptop home, please ensure that you have logged into the device in school and accessed the applications you are likely to require before doing so. This will ensure the best experience when out of school.

Email: All permitted users' email is accessible via the Office 365 icon in MySchool.

Where to find my school work

Access to work that was saved in your Documents folder in school is through the MyFiles app in MySchool. This also provides access to Shared Documents folder and, for teaching and non-teaching staff, to the Staff folder.

If your school has opted in to Office 365, file storage is also available via One Drive. Teachers may also make resources available via Class Notebook and Microsoft Teams.

If your school has opted in to G Suite, file storage is available via Google Drive. Teachers may also make resources available via Google Classroom and Team Drives.

[Feedback](#)

Appendix A – online C2k Services matrix

Service	What it does	Where to find it from outside school:	Information/ Support
 MyFiles	Provides access to your school Documents folder and Shared Documents folder. Teachers also have access to the Staff folder.	www.c2kschools.net > View All > Files and Apps or directly via https://myfiles.c2kschools.net/HTCOMNET/default.aspx?Mobile=standard	Information Sheet EN024
 Office 365  Outlook  Teams	Access to Office 365 tools and services for online collaboration and productivity including: • Outlook Email • Teams • One Drive • One Note • Word • Excel • Powerpoint • Sway	www.c2kschools.net or directly via https://office.com. Alternatively, sign into the mobile app with your C2k username (auser123@c2ken.net)	Information Sheet EN122
	Online learning environment	www.c2kschools.net	

Fronter			
 G Suite  Classroom	Access to G Suite tools and services for online collaboration and productivity including: • Classroom • Drive • Docs • Sheets • Slides	www.c2kschools.net then View All>G Suite for Education or directly via https://myaccount.google.com/ Alternatively, sign in to the mobile app with your C2k username (auser123@c2ken.net)	Information Sheet EN121
 Collaborate Ultra	Video-conferencing and Virtual Classroom application.	www.c2kschools.net then View All> Online Learning then navigate to second page	Information Sheet EN168
 C2k Media Library	'YouTube' style platform that provides secure access to media generated in school and by approved stakeholders.	www.c2kschools.net or directly via https://estream.c2kschools.net/Login.aspx	Information Sheet EN117
 C2k Exchange	Provides links to key documentation for staff on using C2k systems. • School Alerts	www.c2kschools.net or directly via https://www.c2kexchange.net	

	• Helpsheets • Guidance materials • School notice-board		
 Learning Exchange	MY-SCHOOL helpsheets and video nuggets.	www.c2kschools.net and click Help or View All>Online Learning	
 C2k Newsdesk	News stories and curriculum content with pupil contributions.	www.c2kschools.net	
 Seomra Nuachta	Irish medium news stories and curriculum content with pupil contributions.	www.c2kschools.net	
 Equella	Digital storage area for teaching and learning resources provided by C2k or schools.	www.c2kschools.net or directly via https://equella.c2kschools.net/lor/logon.do	

Appendix B - Relevant Information Sheets

Information Sheet	Description/Notes
EN017 – C2k Texting Preparation Guidelines	Getting set up to use C2k Texting
EN018 – C2k text Messaging – Create Message	How to send a text message
EN024 – Accessing and Using MySchool: outside school or on a guest device in school	Guidance on accessing and using MySchool
EN026 User Management & Provisioning	Identity Manager and Identity Tools Information
EN040 – C2k On-line Service Desk – Service Manager	Service Desk - How to use, key features and benefits of the portal.
EN082 – Downloading Microsoft Office for Students	Guidance to allow students to download MS Office onto own devices.
EN083 – Emergency School Closure Notifications	Guidance on how to create an “Emergency School Closure Notice” in MY-School
EN086 – Downloading Microsoft Office for Staff	Guidance to allow staff to download MS Office onto own devices.
EN087 – How to use MySchool Noticeboard and Alerts	How to use My-School Notice Board and Alerts
EN088 – Accessing SIMS from home on C2k laptop	Procedure for accessing SIMS from home or remotely on a C2k Laptop
EN090 – ICT Working @ Home Guidance	Guidance for staff to ensure their work outside the C2k network is protected from loss or unauthorized access and exploitation.
EN091 – Extending Teaching and Learning beyond the school	Guide to C2k services for teaching and learning outside of school.
EN096 – Installing SolidWorks 2018-2019 SDK	Guidance to download and install Solidworks Student Design Kit
EN117 – Using C2k Media Library	Guidance on uploading and using Video On Demand content
EN120 – SIMS Teacher App Overview	Guidance on using SIMS Teacher App.

EN121 – Getting Started with Google Apps for Education	Information on Google Apps and how to request them for your school
EN122 – Getting Started with Office 365	Information on Microsoft Office 365 and how to request them for your school
EN128 – Accessing FMS from home	Guidance on how to access FMS from home or remotely on a C2k Laptop.
EN136 – Self-Service Password Reset	Teachers, Non-Teachers, External Users, Student Teachers
EN161 – Setting up a C2k laptop for Pupil Home use	Guidance on how to allow named pupils to set up WiFi and internet access on C2k laptops outside school
EN168 – Getting Started with Collaborate Ultra	Guidance on how to access and use Collaborate Ultra for videoconferencing and as a virtual classroom.

Appendix C - Offline Applications

While many applications provided through the managed service require the device to be connected to the network, a number of applications will also run from outside school. They can be accessed via the local MyApps icon in the system tray in the bottom right of the screen of a C2k laptop. Please note, those applications marked with an asterisk (*) must first be downloaded in school.

These include:

2Simple 2Investigate	BlackCat Spider	Microsoft Access 2016.	Probability Constructor 3.01
2Simple Infant Video Toolkit*	Clicker 7	Microsoft Excel 2016.	Scratch V3
ActivInspire 2.7*	Communicate InPrint2	Microsoft Expression Design 4	Scribus 1.4.1*
Adobe Acrobat XI Pro	Crocodile Chemistry	Microsoft Expression Web	Sims Discover*
Adobe After Effects CC 2018*	Crocodile Physics	Microsoft OneNote 2016.	Sketchup Pro 2017*
Adobe Animate CC 2018*	Crocodile Technology	Microsoft Outlook 2016.	Skype for Business.
Adobe Audition CC 2018*	FacePaint 2	Microsoft Powerpoint 2016.	SMART Notebook 11*
Adobe Dreamweaver 2018*	GameMaker-W10	Microsoft Publisher 2016.	Spider In The Kitchen 2
Adobe InCopy CC 2018	GIMP 2.8.2*	Microsoft Word 2016.	Switch It Weather 1.4
Adobe Muse CC 2018*	Let's Stop Bullying	MS Paint	Textease Movies CT
Adobe Prelude CC 2018*	Life and Living Processes 1.9	Photo Story 3	Textease Studio CT
Adobe Premiere Pro 2018*	Living ABC	Photoscore Lite	VLC Media Player
Audacity	Materials 1.9	Physical Processes 1.9	Windows Live MovieMaker
Blackcat Designer	Mediator 9	Plazma 1.0	Windows Media Player