

Online Safety Policy Statement

Implemented:	March 2020
Written By:	Caz Potten
Reviewed:	November 2021 (CP), November 2022 (HB), June 2023 (HC)
Next Review:	June 2024

The purpose of this policy statement

STAR Exeter works with international students to teach General English, IELTS, Communication skills and Foundation programmes.

The purpose of this policy statement is to:

- ensure the safety and wellbeing of young people is paramount when adults, young people are using the internet, social media or mobile devices
- provide staff and volunteers with the overarching principles that guide our approach to online safety
- ensure that, as an organisation, we operate in line with our values and within the law in terms of how we use online devices and online tutoring services.

The policy statement applies to all staff, volunteers and young people and anyone involved in STAR Exeter's activities.

Legal framework

This policy has been drawn up on the basis of legislation, policy and guidance that seeks to protect young people in England. Summaries of the key legislation and guidance are available on:

- online abuse learning.nspcc.org.uk/child-abuse-and-neglect/online-abuse
- bullying learning.nspcc.org.uk/child-abuse-and-neglect/bullying
- child protection learning.nspcc.org.uk/child-protection-system

We believe that:

- young people should never experience abuse of any kind
- young people should be able to use the internet for education and personal development, but safeguards need to be in place to ensure they are kept safe at all times.

We recognise that:

- the online world provides everyone with many opportunities; however it can also present risks and challenges
- we have a duty to ensure that all, young people and adults involved in our organisation are protected from potential harm online
- we have a responsibility to help keep young people and young people safe online, whether or not they are using STAR Exeter's network, devices, or online tutoring services
- all young people, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation, have the right to equal protection from all types of harm or abuse

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- working in partnership with young people, their parents, carers and other agencies is essential in promoting young people's welfare and in helping young people to be responsible in their approach to online safety.

We will seek to keep young people safe by:

- appointing an online safety coordinator - Harriet Clements - Academic Manager
- providing clear and specific directions to staff and volunteers on how to behave online through our behaviour code for adults
- supporting and encouraging the young people using our service to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- supporting and encouraging parents and carers to do what they can to keep their young people safe online
- developing an online safety agreement for use with young people and their parents/carers
- developing clear and robust procedures to enable us to respond appropriately to any incidents of inappropriate online behaviour, whether by an adult or a child/young person
- reviewing and updating the security of our information systems regularly
- ensuring that usernames, logins, email accounts and passwords are used effectively
- ensuring personal information about the adults and young people who are involved in our organisation is held securely and shared only as appropriate
- ensuring that images of young people, young people and families are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- providing supervision, support and training for staff and volunteers about online safety
- examining and risk assessing any social media platforms and new technologies before they are used within the organisation.

If online abuse occurs, we will respond to it by:

- having clear and robust safeguarding procedures in place for responding to abuse (including online abuse)
- providing support and training for all staff and volunteers on dealing with all forms of abuse, including bullying/cyberbullying, emotional abuse, sexting, sexual abuse and sexual exploitation
- making sure our response takes the needs of the person experiencing abuse, any bystanders and our organisation as a whole into account
- reviewing the plan developed to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long term.

Related policies and procedures

This policy statement should be read alongside our organisational policies and procedures, including:

- Child protection
- Procedures for responding to concerns about a child or young person's wellbeing
- Dealing with allegations of abuse made against a child or young person
- Managing allegations against staff and volunteers
- Code of conduct for staff and volunteers
- Anti-bullying policy and procedures
- Photography and image sharing guidance

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[More information about what these policies and procedures should include is available from learning.nspcc.org.uk/safeguarding-child-protection]

Contact details

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NSPCC Helpline

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