

INFORMATION FOR EDUCATORS (AND OTHER STAFF)

Supporting young people

Be sure to discuss the Glow Community Rules with young people and ensure they understand them, using terminology that best suits their age and abilities. The rules should be reflected in other guidance material, as appropriate. In addition, be sure to support learners in the safe and appropriate use of individual services within Glow, taking advantage of the range of materials included in the Help & Support area.

For further information about internet safety, visit:

<http://ceop.police.uk/safety-centre/>, CEOP's online safety centre
www.respectme.org.uk, Scotland's anti-bullying service.
www.getsafeonline.org A source of easy-to-understand information on online safety

Care when using Glow

As well as following the Glow Community Rules, educators and other staff should:

- Never let anyone else access Glow using your account.
- Never access the system with another user's details.
- Always be careful when accessing Glow in a public space.
- Never use Glow to make contact with learners unless it is part of your job.
- Never use Glow to promote commercial ventures.
- Always report any concerns you have about the inappropriate use of Glow in line with your local procedures.

Storing & sharing information on Glow

There is the opportunity to share and store a large volume of information on Glow services including One Drive, Sharepoint and via email. These services are designed for learning and teaching purposes and the type of information held on the system needs to be aligned with those needs. Other systems may be available for other purposes.

Before storing or sharing information on Glow, consideration should be given to the sensitivity of the information (in line with local information handling policies). This should take account of the damaging consequences to an individual, school or local authority if the information was lost, stolen or misused.

Glow is NOT designed or intended to support the storage of:

- **sensitive personal data** (as defined under the Data Protection Act 1998), or
- other information that could be considered sensitive,

This means that data relating to, for example, child protection concerns or information about an individual's physical or mental health, ethnic origin or cultural beliefs should not be stored on the system. Similarly, other sensitive information relating to, for example, criminal proceedings or matters of a commercially sensitive nature should not be stored on the system.

Taking the above into account, the following prompts may help to guide you when making judgements about whether Glow is a suitable place to store/share information:

Test to be applied	Suitability for Glow	Examples
I would be happy for this information to be openly shared in the classroom.	Yes	<ul style="list-style-type: none"> • Learning/teaching resources. • School websites. • Information relevant to the curriculum. • Lesson plans. • Blogs relating to class activities.
I would be happy for this information to be shared and overheard amongst my colleagues within the staff room.	Whilst Glow may potentially be used, careful consideration must be given to the information in question. Your decision may be influenced by a range of factors. (e.g. level of detail about needs, behaviour or personal/family circumstances of individuals).	<ul style="list-style-type: none"> • Glow email exchanges between teachers regarding additional support provision within the classroom. • Glow email exchanges between teachers regarding learning journeys of individual children. • Information relating to pupil and staff absence. • Information relating to individual children's preferences, likes and dislikes. • ePortfolios. • Personal Learning Plans.
I would only wish this information to be discussed in private. I would NOT be happy for this information to be seen or heard by others outside of my control.	Glow should not be used. Other systems with appropriate security controls should be used to share this information.	<ul style="list-style-type: none"> • Content of a Child's Plan (GIRFEC). • Staged Intervention reports. • Information relating to disciplinary procedures in respect of a member of staff. • Information regarding a pupil's attendance at a Children's Hearing. • Information regarding a criminal investigation. • Commercially sensitive information. • Information which has been identified as unsuitable for inclusion anywhere other than your organisation's own corporate systems (in line with your information security policy). • Information relating to health concerns. <p><i>Note this list is not exhaustive and other documents and data may fall into this a category</i></p>

Consideration should also be given to the device or network being used and the security protections in place.

Glow has been used in a number of different ways in the past. The above information should support you in deciding whether your current approach to using the system is still appropriate.

Managing information on Glow

You will wish to ask yourself the following questions in relation to all of the information you decide to include on Glow:

- Am I fully aware of the range of the information I have stored on Glow?
- Is it still appropriate and necessary for me to have this information stored on Glow?

- Do I need to include a handling note for this information? An example might be:

“This email should not be circulated beyond the named recipients. Store securely if printed and destroy any paper copies appropriately.”

These points should be considered in full recognition of your local authority’s processes and procedures for handling information (including public records). If further guidance on information handling matters is required, please consult your Glow key contact or local information security officer.