Digital Delivery of Unloc Services
Safeguarding and Data Protection Statement

Unloc.online and other forms of digital delivery (such as Google Classroom and Google Meet) are designed to provide a safe online learning environment in line with Unloc's *Safeguarding and Child Protection Policy and Procedures* and Unloc's *Data Protection Policy and Procedures* which encompass all relevant UK and EU legislation and guidance.

Frequently Asked Questions

Q: Who can see what students are doing/typing? (Unloc.online & Google Classroom)

A: This information is only viewable by Unloc staff, all of whom are appropriately trained and undergo Enhanced DBS Checks, and school/college staff as agreed by the main Point of Contact.

Q: Are students being moderated or monitored at all times? (Unloc.online)

All 'open' written answers are monitored by Unloc staff and individual students may receive brief feedback. Students are not specifically tracked unless directly requested by school/college staff.

Q: What happens if a student types something that is a safeguarding concern? (Unloc.online)

A: Actions are taken in line with usual procedures including informing the school/college. All interactions with students are recorded and can be provided to a school/college if necessary.

Q: What about open access courses? (Unloc.online)

A: Courses which are completely open access do not allow students to give open answers.

Q: Where is students' information kept? (Unloc.online)

A: All information is kept on a secure cloud server based in the EU.

Q: When will user data be deleted? (Unloc.online)

A: All user accounts and their data are deleted at the end of the academic year unless otherwise agreed with the school/college.

Q: What controls are in place to keep students safe? (Google Meet, Microsoft Teams, Zoom)

A: Only people with a specific link can join the calls. The Unloc staff member has the ability to remove or mute participants at any time. Students are reminded of good online etiquette at the start of every call including how to raise an issue directly with the Unloc staff member, how to control the sharing of their image/video, and how to avoid sharing personal information. Staff are never allowed to be in a digital room alone with a student.