Dumfries and Galloway
Education, Skills and Community Wellbeing Directorate

DUMFRIES AND GALLOWAY ONLINE LEARNING VIA DG SCHOOLS CONNECT POLICY

JUNE 2025

1. POLICY STATEMENT

This policy is a commitment by Dumfries and Galloway to provide equitable, high-quality online learning experience for all pupils, while supporting staff through clear guidelines and adherence to national working conditions. All staff who deliver online are expected to familiarise themselves with this document and integrate its provisions into their daily practice.

Where teachers are engaged in online learning, cognisance must be taken of each individual's School Working Time Agreement to ensure that the integrity of the 35-hour week terms and conditions are adhered to. Time for planning, preparation and correction, reporting and assessment must be factored into online delivery alongside the teacher's in-school commitments.

This document integrates key elements from the DG Schools Connect Teacher Information Pack and the previously LNCT-agreed Remote Learning – Live Streaming Guidance, ensuring that our approach to routine online learning is both pedagogically sound and aligned with current local and national standards for teacher workload.

2. POLICY PURPOSE AND SCOPE

The aim of this policy is to establish robust, routine procedures for online learning across Dumfries and Galloway. The policy has been designed to:

- **Enhance Access and Equity:** Ensure that learners in all schools across the authority can access a broad range of subjects and levels that may otherwise be limited by staffing or timetable constraints.

- **Maintain High-Quality Learning:** Deliver high-quality, engaging online learning experiences that develop both subject knowledge and digital competencies in preparation for further education or employment.

- **Support Professional Practice:** Provide clear guidance for teachers using online platforms, including live streaming, to ensure effective and safe teaching.

- **Safeguard Wellbeing:** Prioritise the health, safety, and digital welfare of both pupils and staff through robust safeguarding and data protection measures.

- **Respect Workload Agreements:** Adhere to national and local agreements about the teacher working week, ensuring that planning, delivery, and preparation time are managed within agreed limits.

This policy applies to all secondary schools and associated partners delivering online learning under the DG Schools Connect programme.

It covers:

- Planning and delivery of live online sessions

- Assessment and reporting processes

- Safeguarding, data protection, and health and safety in digital environments

- Key responsibilities of learners, schools' online teachers and partner providers

- Guidelines for live-streaming sessions and digital interaction protocols

3. RESPONSIBILITIES

DG Schools Connect team

- Support teaching staff - liaising with base schools.

- Link with external partner providers.

- Develop an induction programme and deliver training and support for learners, teachers and base schools.

- Create and maintain Class Teams.

- Track and monitor progress of learners including attendance, engagement and attainment, reporting to base schools where there is a cause for concern.

- Support teachers with advice/training if needed and facilitate sharing of effective approaches re digital delivery.

- Notify teachers where a learner has support needs, including Additional Assessment Arrangements at the start of the course.

- Ensure robust self-evaluation of the programme through full stakeholder engagement.

- Coordinate information to allow schools to make returns to SQA e.g., estimate grades.

- To support schools in their attempts to resolve any issues that arise in relation to the digital offer.

- Evaluate programme – develop plans for future.

- Engage in termly teacher meetings where possible

Base Schools

- **Learner Support:** Base schools promote online learning opportunities, support learners with appropriate ICT resources and learning spaces, and provide pastoral care. Where technical issues prevent the accessing/delivery of online learning arrangements will be made by the base school for alternative learning opportunities.

- **Assessment Logistics:** Schools ensure arrangements for invigilation, secure handling of assessment materials, and compliance with SQA requirements.

- **Data Management:** Schools collaborate with the DG Schools Connect team in sharing relevant learner data in accordance with data protection protocols.

- **ICT Provision:** This will be monitored on a case-by-case basis, to ensure accessible and adequate provision in line with the Schools Digital Strategy from 2026.

- **Young people up to the age of 16**: Schools ensure arrangements for young people up to the age of 16 to always be supervised by a GTCS registered teacher in the school when they are being taught remotely by a teacher in another establishment.

- **Online Teacher Meetings**: DG Schools Connect Teachers will be invited to attend termly online teacher meetings, to share updates, best practice and address any issues. Attendance of the meetings will be planned and agreed at the school base with a member of the school SLT. Time to allow teachers to participate should be factored in at the base school within the 22 ½ hour class contact time.

DG Schools Connect Teacher

- **Online Delivery:** Teachers plan and deliver courses via Microsoft Teams, ensuring lessons are live during designated school sessions.

- **Digital Pedagogy:** Teachers develop skills in digital pedagogy and utilise a range of interactive and engaging teaching methodologies.

- **Assessment and Monitoring:** Teachers are responsible for ongoing assessment, tracking learner progress, monitoring attendance, and reporting causes for concern as needed. Teachers should follow their own school's reporting and tracking agreements and formats. This will be completed in line with the teacher's base school working time agreement.

- **Online Teacher Meetings**: Teachers will be invited to attend termly online teacher meetings, to share updates, best practice and address any issues. Attendance of the meetings will be planned and agreed at the school base with a member of the school SLT. Time to allow teachers to participate should be factored in at the base school within the 22 ½ hour class contact time.

4. PROCEDURES AND GUIDELINES

Effective Use of Live-Streaming:
- Sessions must be scheduled during standard school hours.
- Learners must partake in online learning from a school/educational setting.

Technical and Security Considerations:
- Both teachers and learners should only use Glow accounts linked to Microsoft Teams
- Sessions should not be recorded, and technical settings must prevent anyone from capturing or recording content. Where a teacher chooses to record teaching parts of a lesson, support and guidance on how to do so safely are given. Pupils will not be recorded as part of the lesson.

Behaviour and Interaction:
- Online sessions should adhere to the same high standards of pupil conduct as in physical classrooms. Where a teacher has concerns about learners' conduct and/or engagement, a Cause for Concern form should be completed and returned to the DG Schools Connect Hub. Where a teacher chooses to record teaching parts of a lesson, support and guidance on how to do so safely are given. Pupils will not be recorded as part of the lesson.

Health, Safety, and Workload Considerations:
- All online classes will be lower than SNCT class size maxima, irrespective of whether attendance in-person or online.
- All online learning practices must comply with the employer's health and safety policies, including guidance on screen time, and disability access.
- Preparation of materials and lesson planning for live streaming should exist in schools' extant 35-hour agreements, as part of the agreed 7 ½ hours' time for planning and preparation and scheduled within contracted working hours.

Assessment, Tracking, and Reporting
- Teachers are responsible for designing and implementing ongoing assessments that provide robust evidence of learner progress.
- Formal assessments and prelims must be planned so that working grades are reliable and valid, with opportunities for feedback and learner conversations.

Academic Cause for Concern:

- A digital form will be utilised for reporting any concerns about learner progress or wellbeing.
- Reported concerns will be shared with DG Schools Connect and appropriate follow-up actions taken promptly by the base school.

Safeguarding, Data Protection, and Health & Safety

- Teachers must adhere to established safeguarding protocols, ensuring that online interactions do not compromise pupil welfare.
- Any digital content or interactions of concern must be reported at once.

Data Protection:

- All online learning activities must comply with data protection legislation.

Health and Safety:

- Guidance related to screen time and accessibility must be followed, as set out in 11.2 of **Display Screen Equipment, Appendix 1.**
- Teachers should monitor their own digital workload to avoid excessive screen time and related health issues.

Workload and Working Week Guidelines

This policy is to be implemented in full compliance with the national agreements on the teacher working week as detailed by SNCT. All teaching, planning, and marking tasks should be scheduled within the agreed working hours.

Workload Management:

- Teachers must have clear designated time for planning, professional development, and preparation.
- Professional support and training will be provided to ensure effective digital pedagogy.

Professional Development and Support

The DG Schools Connect team will provide regular training sessions on digital pedagogy, effective use of online platforms, and updates to safeguarding or assessment practices.

Opportunities for peer review and moderation will be available to support continuous improvement.

Technical and Pedagogical Support:

- An ICT Development Officer and designated Quality Improvement Officers will be available to support any technical or pedagogical challenges encountered during online teaching.

- Online Teacher Meetings: Teachers will be invited to attend termly online teacher meetings, to share updates, best practice and address any issues. Attendance of the meetings will be planned and agreed at the school base with a member of the school SLT. Time to allow teachers to participate should be factored in at the base school within the 22 ½ hour contact time.

Programme Evaluation:

- The online learning provision will be subject to robust evaluation through data analysis (attendance, attainment, engagement), stakeholder surveys, and focus groups.
- Feedback from learners, parents, teachers, and base school contacts will inform ongoing refinements of the programme.
- Any time required for evaluation will fall within working day.

For further information or clarification, please contact the DG Schools Connect team at DGSchoolsConnect@dumgal.gov.uk.

5. REVIEW SCHEDULE

This document will be reviewed yearly and updated to reflect changes in technology, educational best practices, and any amendments to national working time agreements.

All updates will be communicated promptly to all staff and stakeholders.

DOCUMENT HISTORY

Scheme Guidance

Version	Revision Date	Previous Revision Date	Summary of Changes
1.0		n/a	
	May 2026		

Committee Approval

Version	Committee	Committee Date
1.0	Full LNCT	24 June 2025

Distribution

The approved version of this document is distributed to:

Name	Version	Date
Glow		27 June 2025
LNCT Agreements		27 June 2025

APPENDICES

Appendix 1 - DISPLAY SCREEN EQUIPMENT

1.   Purpose

1.1   To ensure full compliance with legislative requirements involving Display Screen Equipment (DSE).

1.2   To ensure staff designated as **'users'** of DSE are not knowingly subjected to possible hazards by ensuring that suitable management arrangements are in place to reduce risk, so far as is reasonably practicable.

2.   Relevant Legislation/Council Policy

- [Health and Safety (Display Screen Equipment) Regulations 1992 (Amended in 2002)](#)

- [The Management of Health and Safety at Work Regulations 1999](#)

- [Health and Safety at Work etc Act 1974](#)

3.   Council Practice

3.1   Directors must ensure that adequate management arrangements are in place to effectively implement, manage and monitor council practice for Display Screen Equipment within their Directorate. These arrangements include:

- Education of workforce in good posture and workstation adjustment
- Ready sources of information for reference and review
- Evaluation of effectiveness of equipment configuration; ie seating, display, mouse, keyboard, workstation, lighting, etc
- Identification of wider issues within the environment such as work patterns.

3.2   This policy has been drawn up to provide information and guidance on the statutory requirements of the Health and Safety (Display Screen Equipment) Regulations 1992, hereinafter referred to as the 'Regulations'.

3.3   All workstations must comply with the minimum requirements contained within [Appendix 1](#) to the Regulations before being brought into use.

4.   Application

4.1   This policy and the Regulations cover workstations using conventional alphanumeric or graphic display screens. Nothing in this policy or Regulations shall apply to or in relation to:

- driver's cab or control cabs for vehicles or machinery
- display screen equipment on board a means of transport
- display screen equipment mainly intended for public operation
- portable systems not in prolonged use
- calculators, cash registers or any equipment having a small data or measurement display required for direct use of the equipment; or
- window typewriters.

4.2   The following definitions determine whether or not the Regulations apply in particular situations:

- "**Display screen equipment**" means any alphanumeric or graphic display screen, regardless of the display process involved.
- "**Operator**" means a self-employed person who habitually uses display screen equipment as a significant part of his normal work.
- "**Use**" means use for or in connection with work.
- "**User**" means an employee who habitually uses display screen equipment as a significant part of his normal work.

4.3   "*Workstation*" means an assembly comprising:

- display screen equipment (whether provided with software determining the interface between the equipment and its operator or **user**, keyboards or any other input device);
- any optional accessories to the display screen equipment;
- any disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface or other item peripheral to the display screen equipment;
- the immediate work environment around the display screen equipment.

4.4   The policy and Regulations are for the protection of people employees and self-employed who use display screen equipment as part of their work. This includes working at the employer's workstation, at a workstation at home or at another employer's workstation.

4.5   When working at another employer's workstation or when self employed persons or employees from another business work at a council workstation an assessment of responsibilities must be carried out to ensure that everyone concerned knows what they require to do within the scope of their health and safety responsibility. Appendix 2

4.6   At this stage it is important to decide who are going to be classified as "**users**" or "**operators**", those who "**may be users**" and those who are "**not users**". Where display

screen equipment is used more or less continuously on most working days it is clear that these individuals should be classified as "**users**" or "**operators**". Where use of display screen equipment is less continuous or frequent, other factors concerning the individual's work must be assessed.

4.7   Generally it would be appropriate to classify an individual as a "**user**" or "**operator**" if there is a positive response to most or all of the following criteria:

- the individuals **dependency** on the use of display screen equipment to do the job, as alternative means are not readily available for achieving the same results
- the individual has no **discretion** as to use or non-use of the display screen equipment
- the individual needs **significant training** and/or particular skills in the use of display screen equipment to do the job
- the individual normally uses display screen equipment for **prolonged spells** of an hour or more at a time
- the individual uses display screen equipment in this way more or less **daily**
- **fast transfer of information** between the **user** and screen is an important requirement of the job
- the performance requirements of the system demand high levels of attention and concentration by the **user**, for example, where the consequences of **error may be critical**

4.8   The above factors are included in Appendix 3 to assist managers in determining the '**user**' status of an employee.

4.9   On the identification of **users**, managers will request them to have an eye test (free to residents in Scotland). If following the eye test corrective lenses are required for DSE use only, the council will reimburse the staff member up to £55.00

5.   Workstation Assessment

5.1   Managers must ensure that a suitable and sufficient assessment is carried out by a competent person for every workstation (regardless of who has provided it) that is used for the purpose of their undertaking. As a result of the workstation assessment, any risks identified must be reduced to the lowest extent reasonably practicable.

5.2   Workstation assessments should be reviewed regularly and especially where there has been a significant change to the work arrangement/procedures and where there is reason to suspect that the original assessment is no longer valid. Managers are responsible for ensuring that any changes required as a result of a workstation review are carried out.

5.3 The use of Display Screen Equipment itself will not cause ill health, however musculoskeletal problems, visual fatigue and mental stress can occur where poor work organisation, work environment, workstation/job design or bad posture are present.

5.4 To assess the extent of the risk, the following two forms have been developed and must be used by Services when conducting DSE Assessments:

- Personal Assessment Checklist
- Workstation Assessment

5.5 The Personal Assessment Checklist should be completed by the '**user**' and thereafter returned completed to the designated person in their department. The DSE Workstation Assessment will be completed by the departmental DSE Assessor who will complete the form and take into account any points raised in the Personal Assessment Checklist. The completed assessment form will then be passed to the Head of Service who will ensure that all necessary actions (if any) are taken.

5.6 Where departments have multiple workstations, a Workstation Assessment Summary Form has been designed to assist the collation and prioritisation of remedial work requirements and improvements to workstations.

5.7 Records of assessments should be maintained in hard copy format and workstation assessments should be reviewed annually (as a minimum) unless information received indicates a workstation has been modified, the **user** is experiencing problems, the assessment is no longer valid or for any other health, safety or welfare reason. A record of reviews should be recorded in Section 10 of the DSE assessment together with details of any actions taken.

6. *Hot Desking*

6.1 For staff that 'hot desk' an assessment should be carried out for each **user** on one workstation (ie the workstation they normally use). The **user** can then make any necessary adjustments to any other workstation they may use. There is no need to assess every **user** on every hot desk workstation under these circumstances. Sufficient supply of workstation accessories should be made available.

6.2 *Hot Desking – Cleaning Arrangements*

Where hot-desking is in use, sanitising wipes should be made available and washroom hand cleaning facilities, including soap should be available. There is no standard as such covering cleaning of workstations, however, the following can be used.

Cleaning Requirement	Hot Desk	Static Desk
Desk Surface	Daily wipe with cloth and spray solution to clean and remove smears	Daily wipe with cloth and spray solution to clean and remove smears
Telephone handset	Daily sanitise	Weekly sanitise
Keyboard	Daily sanitise	Weekly sanitise
Floor space	Alternate daily vacuum	Alternative daily vacuum
Deep clean – desk and computer	Quarterly	Yearly

7. Workstation Layout

7.1   The following guidance is to assist with assessment of workstation layout:

7.1.1 *Display Screen Support -* The display screen shall be supported at a height such that information displayed on any part of it can be seen without undue raising or lowering of the eyes or head. Where displays are lower than the seated eye level but within 60° of the horizontal eye line they should be acceptable.

7.1.2 *Keyboard Support -* Where the height of the keyboard support or work surface is not adjustable, a fixed height of 720 mm should be used. In any case the keyboard support should not be less than 660 mm or more than 730 mm from the floor. Where the same surface supports the keyboard and display, it is more important to provide a comfortable keying position.

7.1.3 *Work Surface -* The area of work surfaces will be determined by the requirements of the whole task. As well as accommodating workstation equipment many surfaces have to be large enough to accommodate telephones, source documents, notepads etc. The surface available should permit working arrangements for all necessary equipment.

7.1.4 Work surfaces of length 1600 mm and width 800 mm are preferred wherever possible. The minimum length of 1200 mm and minimum width of 600 mm however is acceptable. Where the work surface is adjustable in height, the range shall be from 660 mm to 770 mm.

7.1.5 Work surface must be of such construction that there are no sharp corners and edges and have a matt finish to minimise reflections from overhead or task lighting. The space below work surfaces must be of sufficient size in width and depth to ensure unobstructed leg room and allow easy access for all designated **users** or operators. Minimum Dimensions:

- Leg room - depth 450 mm - width 580 mm (620 mm preferred).
- Foot room - depth 600 mm - floor clearance 150 mm.

8. **Chairs -** shall be five leg pedestal construction and fitted with castors. Seat and back height should be adjustable (relative to the ground) and the back should tilt. The primary requirement is that the work chair should allow the **user** to achieve a comfortable working position. Where necessary a footrest will be supplied to rectify posture problems following correct adjustment of seat and work surface.

9. **Mouse** - Most modern computers today run using a mouse controlled pointer. Laptop computers use touch pads, buttons and other devices to control the pointer. There are various types available depending on the use, including ergonomically friendly types for **users** who may be experiencing problems due to a medical condition. Further guidance can be obtained from the Corporate Health and Safety Section if required.

   Note: if the mouse becomes sluggish or uncomfortable to use, the matter should referred to the relevant manager who will arrange for it to be examined.

10. Working Environment

10.1 Workstations should be arranged so that each task can be carried out safely and comfortably. There should be sufficient clear and unobstructed space at each workstation to allow adequate freedom of movement. Keyboards and frequently used equipment should be within easy reach, without undue bending or stretching (Appendix 1, Fig 1).

10.2 Lighting should be appropriate for all tasks performed at a workstation to eliminate problems with reflection and glare. The general level of illumination should be between 300 lux and 500 lux, measured at work surface. All lighting should comply with the Chartered Institute of Building Services Engineers (CIBSE) lighting guide.

10.3 Background noise and equipment noise from printer and copier etc. should be kept to levels which do not impair concentration or make normal conversation difficult. If necessary equipment should be repositioned or sound-proofed to reduce nuisance noise to an acceptable level [55-60 dB(A)].

10.4 All cables, whether power cables or telephone cables must be securely positioned in such a way as not to constitute a hazard or be subjected to risk of damage.

10.5 The ambient room temperature should provide reasonable comfort without need for special clothing. The minimum acceptable workroom temperature is 16°C but 19°C to 23°C is a more realistic target for sedentary staff. To ensure reasonable comfort at these temperatures the humidity level should be between 40% and 60%.

11. Daily Work Routine

11.1 Work activities should be planned in such a way that the work on a display screen is periodically interrupted by breaks or changes of activity, thereby reducing the work on the screen. In most tasks breaks or pauses occur as a consequence of the inherent organisation of the work. Whenever possible, jobs should be designed to consist of a mix of screen based and non screen based activities to prevent fatigue and vary visual demands.

11.2 The employer's duty to plan work does not require precise and detailed work programmes to be compiled. The nature of the work and the complexity of the job will help to determine the work programme best suited to prevent fatigue. The following criteria should be considered when work programmes are planned:

- The timing of activity breaks are more important than duration. Short frequent breaks are more beneficial than prolonged breaks at infrequent intervals. Breaks should be away from the screen, if possible before the onset of fatigue which would reduce productivity. Informal breaks, that is time spent not viewing the screen, appear to be more effective in relieving visual fatigue than formal rest breaks.
- Activity breaks should be included in working time, therefore whenever practicable **users** should be allowed some discretion as to how they carry out tasks. By working together the best procedure should be developed to provide the optimum screen workload without incurring unnecessary fatigue.

12. Eyes and Eyesight Examination

12.1 Every designated '**user'** is entitled to "an appropriate eye and eyesight test" to be carried out by a competent person should they request one.

12.2 As from 1 April 2011 it will no longer be necessary to arrange for designated DSE Users to attend Occupational Health for an eyesight test. The DSE Regulations require the Council, as an employer, to provide employees with an eye and eyesight test free of charge if requested to do so by a designated DSE User. As eye and eyesight examinations are now free in Scotland it is no longer necessary for DSE Users to be subjected to regular eyesight testing by Occupational Health.

12.3 As part of the annual workstation assessment the appointed Service DSE Assessor(s) should remind employees that they have the right to have a free eyesight examination at an opticians of their choice. The employee should be reminded to ask the Optician to include middle distance vision examination as part of the eye test.

13. Corrective Appliances

13.1 On receipt of the optician's prescription, the employee should request the optician annotate the prescription with details that corrective appliances are required for middle distance

vision (DSE work only). Thereafter, the employee should provide a photocopy of the prescription and receipt for their corrective appliances to their line manager along with a completed claim form. The manager will thereafter arrange for reimbursement of reasonable costs (maximum £55) using ledger code…./10613.

13.2   No other cost will be covered for varifocal, bi-focal or tinted lenses in spectacles but employees may claim up to the maximum of £55 if they choose to have the prescription for glasses normally required for daily use altered to cover the middle vision range. No costs will be reimbursed for glasses supplied to employees when their normal prescription covers the middle distance vision range without the need to use display screen equipment.

14.   Training

14.1   Managers must ensure that all **users** are provided with adequate training in the use of workstations. **Users** must also be provided with adequate training before using a workstation, where it has been substantially modified and periodically receive refresher training thereafter. This training is in addition to any training given in order to do the work itself.

14.2   Training should enable **users** to identify potential hazards and associated risks and decide what action is required to eliminate or reduce these risks. Risk assessment forms have been compiled to carry out main workstation assessment, but **users** should be aware of:

- Poor posture problems (musculoskeletal pain, fatigue).
- Working in uncomfortable positions (work related limb disorders).
- Benefits of organised workstations (good ergonomic layout).
- Importance of proper work programming (activity breaks etc.).
- Display screen management (clean screen, adjust control/brightness, avoid glare/friction etc.).
- Departmental arrangements for conducting DSE assessments.
- Effectiveness of feedback to management and/or DSE assessors (report problems quickly)

14.3   A suitable number of DSE Assessors must be identified within each Service/Department (eg a ratio of 1:15). DSE Assessors must attend a half-day training session organised and delivered by Lifelong Learning before being designated as the competent person.

15.   Provision of Information

15.1   There is a general requirement under the Management of Health and Safety at Work Regulations 1999 for employers to provide information on risks to health and safety to all their own employees as well as to employees of other employers on site, to visiting

employees and to the self employed. Specific information should be provided as shown on the table in Appendix 2

15.2   Managers must ensure that all persons using computer workstations in their undertakings have adequate information about:

- The health and safety of their workstation.
- Health and safety measures taken to satisfy the Regulations

16.   Monitoring and Auditing

16.1   Notwithstanding the statutory requirements to review workstation assessment or modification of same, those people with designated responsibility in departments will monitor compliance with the Display Screen Equipment Regulations and the council policy.

16.2   More detailed information is available if required in the Display Screen Equipment Work, Guidance on Regulations Working with VDU's. Should further guidance be required please contact your Directorates Health and Safety Adviser or the Health and Safety Manager.

MANAGER'S RESPONSIBILITY

- Identify and train sufficient numbers of DSE assessors (eg ratio of 1:15)
- Ensure DSE assessments are carried out on all workstations under their control
- Identify and record number of Users within their Service/Department and forward their details to the Staff
- Ensure users undertake DSE training and are provided with adequate health and safety information
- Manage and actively monitor DSE arrangements, verifying they remain appropriate

DSE ASSESSOR'S RESPONSIBILITY

- DSE Assessor carries out an assessment for each member of staff and passes finding to the relevant manager for action as necessary

- DSE Assessor must ensure that workstation assessments are reviewed annually, when significant changes have been made to the workstation or when a user inform their manager they have a concern

'User's' RESPONSIBILITY

- Users carry out a Personal Assessment Checklist and forward to the DSE Assessor

- DSE User must comply with training and information provided

- The DSE User must inform their line manager if they believe they have a health issue that may be related or exasperated by DSE use