

The Online School UK



Filtering and Monitoring Policy 2026-2027

Date of This Review	August 2026
Reviewed By	Gemma Wheelwright- Rhodes and Effie Haywood
Date Approved by School Director	1st September 2026
Date of Next Review	July/ August 2027

Table of Contents

1. Our Approach
2. Platform Safeguards
3. Live Lesson Supervision
4. Monitoring of Communication
5. Reporting Concerns
6. Filtering and Monitoring

1. Our Approach

The Online School UK is committed to providing a safe and secure online learning environment. We use a combination of platform safeguards, automated filtering, staff supervision, and safeguarding procedures to help protect students during lessons and whilst using our learning platform

All schools must ensure that filtering and monitoring systems are in place to reduce exposure to harmful content and to identify risks. These duties apply equally when pupils use generative AI tools (e.g. ChatGPT, image generators, coding assistants).

Filtering: Access to inappropriate or harmful material must be blocked, even if pupils try to generate it through AI prompts.

Monitoring: Pupil use of AI platforms should be supervised and logged so that concerning patterns or content can be identified.

The Online School UK recognises that filtering systems may not identify every harmful or AI-generated piece of content and that monitoring systems may have technical limitations. Filtering and monitoring therefore form part of, rather than replace, the school's wider safeguarding arrangements.

Where monitoring or filtering identifies a safeguarding concern, this will be considered and acted upon by the DSL or appropriate safeguarding staff in accordance with the school's safeguarding procedures.

2. Platform Safeguards

Our platform includes several built-in safety features designed to minimise risk and promote positive online behaviour, including:

- Automated filtering of inappropriate or offensive language within public chat.
- Automatic blocking of racist, discriminatory, abusive, or inappropriate language before it is visible to other students.
- Prevention of students sharing personal contact information in public chat, including email addresses, phone numbers, and social media usernames or links.
- Similar filtering is applied to our message boards to help prevent the sharing of personal contact details or inappropriate content.

- Students are unable to send private messages to one another. Private messaging is restricted to communication between students and authorised staff members, such as teachers and Teaching Assistants/Happiness Managers.
-

3. Live Lesson Supervision

All live lessons are actively supervised by the class teacher and, where appropriate, a Happiness Manager or Teaching Assistant.

During lessons, staff:

- Monitor student participation and behaviour.
 - Supervise public chat throughout the lesson.
 - Respond to safeguarding or wellbeing concerns.
 - Support students through private staff-to-student messaging where appropriate.
 - Intervene promptly if any behaviour does not meet our expectations.
-

4. Monitoring of Communication

Where appropriate, we monitor:

- Public lesson chat.
- Student message boards.
- Lesson recordings.
- Safeguarding incidents and behaviour concerns.

Monitoring enables us to identify concerns quickly, support students effectively, and maintain a safe online learning environment.

5. Reporting Concerns

All members of staff receive safeguarding training and are expected to report any safeguarding, welfare, or online safety concerns immediately in accordance with the school's Safeguarding and Child Protection Policy.

Concerns are recorded and reviewed by the Designated Safeguarding Lead (DSL), who determines any further action required.

6. Filtering and Monitoring at Home – Guidance for Parents and Carers

As an online school, the school recognises that pupils may access the internet using devices and networks outside the school's control. Parents and carers therefore have an important role in helping children use technology safely and appropriately at home.

Parents and carers are encouraged to:

- use the parental controls and safety settings available on home broadband services, mobile networks, operating systems, devices, apps and online platforms;
- use age-appropriate content filters and restrictions to reduce children's access to harmful or inappropriate content;
- establish appropriate rules and boundaries for internet, gaming, social media and device use;
- regularly review the apps, websites, games and online services being used by their child and check the age ratings and privacy settings;
- consider enabling SafeSearch and child-friendly settings on search engines, video platforms and other commonly used services;
- keep devices and software updated and use appropriate security measures, including strong passwords and multi-factor authentication where available;
- talk regularly with their child about what they do online, who they communicate with and what to do if something makes them feel uncomfortable, frightened or unsafe;
- encourage children to report concerning content, contact or behaviour rather than responding to or engaging with it; and
- consider the child's age, maturity, needs and circumstances when deciding what level of supervision and monitoring is appropriate.

Parents and carers should be aware that filtering and parental controls cannot prevent every online risk. They should therefore be used alongside regular conversations with children, appropriate supervision and education about online safety. Older children should also be supported to develop the skills and judgement needed to manage online risks independently.

Where parents or carers have concerns about content, contact or behaviour online, they should consider reporting the concern through the relevant platform and, where appropriate, seek advice or make a report to the appropriate safeguarding or law-enforcement organisation.

The school will signpost parents and carers to trusted sources of information and support, including:

- **NSPCC** – advice for parents and carers about keeping children safe online, including parental controls, online gaming, social media and other online risks.
- **Child Exploitation and Online Protection (CEOP)** – information and reporting routes for concerns about a child being sexually abused or exploited online or being groomed online.
- **Childline** – confidential support and advice for children and young people.
- **UK Safer Internet Centre** – advice and resources for parents, carers, children and schools about online safety.

- **Internet Matters** – practical guidance for parents and carers on parental controls, online platforms, gaming and children's online safety.

Parents and carers should contact the school if they have a safeguarding concern relating to their child's online activity. Concerns should be reported to the Designated Safeguarding Lead (DSL) or deputy DSL in accordance with the school's safeguarding procedures.

7. Filtering and Monitoring Review

The effectiveness of the school's filtering and monitoring arrangements will be reviewed at least once every academic year. The review will be led by the member of the Senior Leadership Team responsible for filtering and monitoring, with support from the DSL and appropriate IT support.

Reviews will include checks that filtering and monitoring arrangements are functioning appropriately across relevant internet-connected devices and locations. Records of these checks and any actions arising will be maintained.

Any safeguarding concern identified through filtering or monitoring will be considered by the DSL in accordance with the school's safeguarding procedures.

The review will consider:

- whether filtering is working as intended
- whether monitoring is identifying relevant risks
- whether users can be appropriately identified
- whether safeguarding alerts are reaching the appropriate staff
- the use and risks associated with Generative AI
- technical limitations of the school's systems
- online safeguarding incidents and trends
- pupil risk profiles
- whether staff understand the reporting process
- whether any changes or improvements are required.

A record of the review, checks undertaken and actions arising will be maintained.

Any significant safeguarding concerns identified through filtering or monitoring will be reported to the DSL without delay.