

My Education Group

Risk Assessment: Zoom



The purpose of this document is to mitigate and minimise any risks associated with Zoom for safe use with schools.

This is written and agreed upon by the Directors of *My Education Group (MEG)*

My Education Group and Zoom

Overview

The *My Chinese Teacher* program (a product of *MEG*) uses a combination of a Chinese teacher based in China using video conferencing technology and the generalist classroom teacher to provide a Chinese language and culture program, as well as running and supervising the video conferencing session.

The classroom of up to 30 students receives a weekly 25 minute Chinese lesson over video conferencing software with a Chinese teacher (or 15 minutes for Foundation level.) The generalist teacher then dedicates another 30-45 minutes a week of follow up work to reinforce the ideas first introduced by the Chinese teacher.

Zoom has been found to be the best video conferencing solution to use when connecting to China, providing the highest quality audio/video consistently and reliably and super easy for classroom teachers to use, as well as to be low on bandwidth demands.

The Chinese teacher is an employee of *MEG* and is the host of the meetings, while the classroom teacher connects to the meeting by clicking on a zoom meeting link provided by their Chinese teacher every week.

Over 500 classrooms across Australia are connecting with Zoom with this program every week.

MEG engages in the Zoom products in 2 ways and it is up to the school which method they prefer:

1. Using Zoom servers that are based in Australia
2. Using Zoom through *MEG's* servers which are based in a datacentre in Melbourne

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Risk	Mitigating Strategy
Protecting student privacy data <ul style="list-style-type: none">• Call records are retained outside the school network (this is not video recording), including usage and log and location data• Recording of lessons that includes imagery/audio of students: it is possible for lessons to be recorded through Zoom and stored on <i>MEG's</i> storage• Someone recording with a video camera a projection of the meeting onto a screen	My Education Group's responsibility <p>Company policy directed to Chinese teachers is that no lessons are recorded unless receiving direct approval from classroom teachers – this includes recording through Zoom software, or with a video camera recording what is being shown on their computer screen</p> <p>Company to offer schools the option of Zoom going through our own datacentre in Melbourne, allowing an Australian based company to be responsible for the transmission of data</p> <p>Company to educate classroom teachers that they can see if a lesson is being recorded by an icon that is shown in the top right-hand corner of the screen when a recording takes place</p> Schools' responsibility to their staff <p>Ensure classroom teachers are aware that lessons are not allowed to be recorded unless all students have the necessary approvals</p> <p>Ensure classroom teachers are aware that they can tell if a lesson is being recorded through an icon that is shown in the top right-hand corner of the screen when a recording takes place</p>

Risk	Mitigating Strategy
<p>Account creation that required classroom teacher email address and password</p>	<p>My Education Group's responsibility</p> <p>Company (and Chinese Teachers) will always be the host of the meetings, so classroom teachers won't have to put in any of their personal data</p> <p>Schools' responsibility to their staff</p> <p>Ensure classroom teachers do not set up their own Zoom accounts and that there is never a need to input their real email address anywhere throughout the session</p>
<p>Unsupervised communications between Chinese teacher and student</p>	<p>My Education Group's responsibility</p> <p>Company policy is strictly no direct communication between Chinese teacher and student, unless under the supervision of the classroom teacher</p> <p>Chinese teacher must always send the Zoom meeting link to the classroom teacher and never to a student – this is also company policy</p> <p>Any unsolicited communication from a student to the Chinese teacher would be immediately raised to MEG management who would contact the classroom teacher immediately, however communication is impossible unless the classroom teacher gives students the Chinese teacher's email address</p> <p>Schools' responsibility to their staff</p> <p>Ensure staff supervised all video conferencing link ups between the Chinese teacher and the students throughout the whole session</p> <p>Ensure staff never provide to students the Chinese teacher's email address OR the zoom meeting link</p>
<p>Remote Desktop Control: giving a Chinese teacher or classroom teacher access to the other person's computer</p>	<p>My Education Group's responsibility</p> <p>Company policy is to never give access to or request access from the classroom teacher and their respective computer</p> <p>Schools' responsibility to their staff</p> <p>Ensure classroom teachers understand to never give access to or request access from the Chinese teacher and their respective computer through the Remote Desktop Control function</p> <p>Ensure classroom teachers do not send any files to the Chinese teacher through the zoom application</p>