

news

Here to help you

www.educatorsolutions.org.uk



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Welcome

All of the products and services we provide to schools and academies are developed out of needing to help you, our customers. As a not for profit organisation, our priority is to help you to deliver the best possible education.

In this latest edition of our newsletter we're highlighting some of the digital innovations we've put in place to improve the service we provide to customers. These include our new digital RSE Solution Resource, Star Academy accounting and Budget Planner software, the expansion

of Infospace to cover finance and our online learning Finance in Education qualifications.

These developments mean we can support more customers and help you to do your job more easily.

As always we're keen to hear your feedback on our services.

Keep up to date with Educator Solutions news

Follow us on Twitter and LinkedIn



@EducatorSols1



company/educator-solutions

Key dates *for your diary*

Come and say hello to us at these upcoming events that Educator Solutions is pleased to support.

Eastern Education Show 2020, 27 February, Newmarket Racecourse

A great opportunity to hear from expert speakers in keynotes and workshops and catch up with your peers. You can view the whole programme at www.easterneducationshow.uk

ABMNS Annual Conference, 30 April, The Octagon, Norwich

The theme of this year's conference is Survive and Thrive and the keynote is from author and speaker Nigel Risner.

Membership of the ABMNS is free and conference rate is £20 for members and £35 for non-members.

For more details and to book visit www.abmns.co.uk

Get in touch with us now to find out more

01603 307710

enquiry@educatorsolutions.org.uk

www.educatorsolutions.org.uk

'Survive and Thrive'
ABMNS 2020 conference
29th April 2020
9.00am - 3.30pm
The Octagon Business Park,
Norwich NR13 5FH
Lunch and refreshments provided

Workshops include:

- Risk Management and Continuity Planning
- Crowdfunding and Creative Fundraising
- Crisis Decision Making Strategies
- Estates Planning and Capital Funding
- Conflict resolution in your team
- First Aid training needed in schools

Meet a selection of exhibitors offering a variety of products and services to schools

Key note speaker
Nigel Risner
E20 ABMNS member
£35 Non Members

Visit www.abmns.co.uk for booking form and more details.

Bringing new talent to your school

For the third successive year we opened applications for our NQT Talent Pool in January and hope to have a record number of applicants this year. Over the last few months we have been working with teacher trainees via training providers across the eastern region to promote the register and undertake workshops on interview techniques and applications.

If you are recruiting a role for September 2020 that could be appropriate for an NQT you can use Education Job Finder to access the NQT talent pool. Simply complete the NQT Talent Pool section on your **Instruction to Advertise form** and all suitable applications will be sent to you prior to your advert closing date. Existing HR package A and F subscribers can access the NQT Talent Pool at no additional cost and can request potentially suitable applicants ahead of placing an advertisement. For other recruitment advertisers there is a £50 administration charge on top of the advertisement fee.

Contact us at jobads@educatorsolutions.org.uk for more information.

www.educationjobfinder.org.uk

www.educationjobfinder.org.uk

Last year:

More than
2,500
job adverts were placed

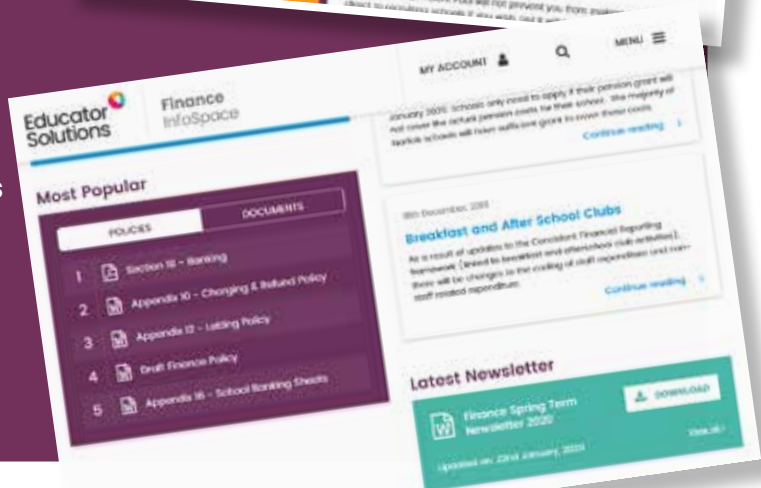
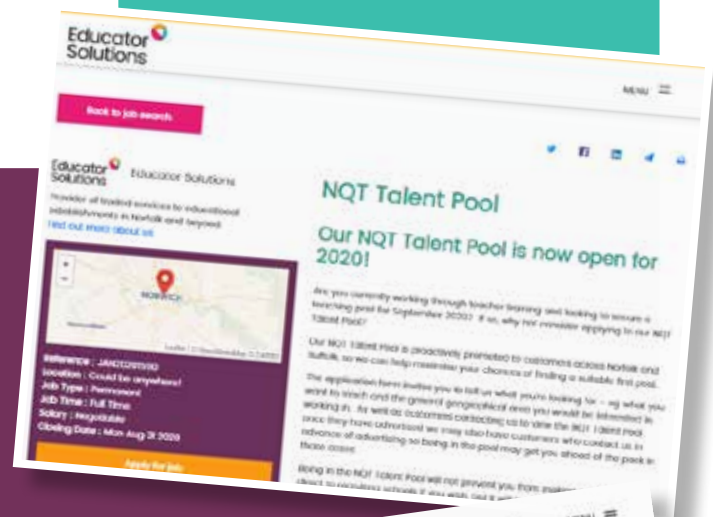
More than
20,000
active job seekers
visited per month

3,500
job seekers signed
up to alerts

Infospace – your hub for news and updates

Existing Finance and Business service customers will be aware that in autumn 2019 we introduced Finance as an addition to the Infospace portal. This makes it easier to navigate and find news, policies, guidance and other helpful information using the same familiar functionality as HR Infospace. Customers can also add favourites and receive email alerts when important changes are made.

Don't forget to visit www.infospace.org.uk for updates and for the regular finance, HR and health and safety newsletters.



Countdown to statutory

Did you know that there are less than 100 school days left now to prepare for statutory RSHE in September 2020? We've already helped more than 150 schools to understand and prepare for the statutory requirements with training, guidance and teaching resources.

Now we're excited to provide two new ways to help schools prepare: a digital version of our RSE Solution Resource and a new statutory support package for 2020.

Digital RSE Solution Resource

Our gold-standard RSE Solution Resource is now available as a digital subscription, enabling you to access all the content online or via an app on your smartphone. Available for KS1, KS2 and Secondary, the resource provides everything your PSHE lead needs to teach effective RSE including:

- Teaching guidance to ensure high quality teaching and learning in the classroom
- Customisable templates for your policy, letter home to parents and a model scheme of work
- Six lesson plans for each year group that can be used flexibly
- Downloadable visual resources for use in the lessons that are fully inclusive to ensure relevance to all pupils
- Integrated assessment strategies.

The digital subscription enables multi-user access on laptop, tablet and smartphone. It also enables you to track progress and will include annual updates and additions.

Pricing starts at £235 for KS1 or KS2, £365 for Primary and £525 for Secondary and is based on the number on roll in your school. (Second year annual renewal prices start from £115 for KS1 or KS2, £125 for Primary and £255 for Secondary.)

Find out more and view a walkthrough of the content at www.rseresource.org.uk



"I have been really impressed with the quality of the materials, activities and the ease at which all staff are becoming comfortable with the delivery of RSE. By using it (RSE Solution Resource) we have been able to start a full year earlier."

Michaela Webb, CEO Cherry Tree Academy Trust

"I can't recommend your resource enough, I am thrilled with the response from the teaching team and students at GWJS in response to their RSHE lessons and we are going to get other schools within our trust onboard too."

Abbie Breakenridge, Teacher, George White Junior

Statutory RSHE Support Package

For complete confidence in teaching RSHE, our limited availability statutory support package helps your PSHE lead to prepare, implement and embed best practice.

- Start by using our free online compliance calculator to benchmark your current provision against the new statutory requirements www.rsesolution.org.uk
- Attend our one day **Statutory Sorted!** training course to understand the key requirements of the new guidance; find out how to develop a strategic framework for RSHE in your school; recognise high quality and effective RSHE teaching, learning and development and take a whole-school approach to embedding an effective RSHE curriculum that meets the bespoke needs of your school. Also included in the package is our popular **Running Successful Parent Engagement Sessions** 2.5 hour course.
- Receive a fully-customisable template policy that satisfies statutory guidance, together with guidance to support your school to tailor this to its bespoke ethos and values.
- Use specially-produced video content and facilitator's guide to deliver an RSHE skills and strategies INSET session to your school.
- Use the scheme of work, lesson plans and visual resources in your included subscription to the digital **RSE Solution Resource** to teach a spiral curriculum.

- Embed best practice using additional guidance provided in regular bulletins from our RSHE expert adviser Josie Rayner-Wells.

This package is available for all Norfolk schools and costs: Infant or Junior £600, Primary £780 and Secondary £840. If you are a school outside of Norfolk please email rseenquiry@educatorsolutions.org.uk for details of a package for your school.

To find out more visit

www.educatorsolutions.org.uk/rse

or call **01603 307710**



"Many teachers are passionate about teaching high quality, effective RSHE that genuinely meets the needs of their pupils. Pupils frequently cite school as their preferred source of relationships and sex education. Despite this, many teachers disclose that they 'hold back' when teaching through a perceived fear of saying or doing the 'wrong' thing. I look forward to sharing my experience, expertise and ideas for effective RSHE teaching with you."

**Josie Rayner-Wells, Educator Solutions
National RSHE Adviser**

Need help with managing complex and challenging behaviour within your setting?

The **Norfolk Steps** team provides training and consultancy to support early intervention and manage complex or challenging behaviour. Our specialist team has extensive SEN and inclusion experience.

Training a Steps tutor for your school is the most effective way to embed the Steps approaches and philosophy.

Step On and Step Up Tutor training for new tutors are available 9-11 March 2020 (Step On) and 12 and 13 March 2020 (Step Up). Book now to secure your space.

Already a Steps tutor? Don't forget to attend your refresher training in March to maintain your accreditation.

"Not only has Steps been an invaluable tool in supporting our staff to manage harmful behaviour, it has reinforced our values and helps some of our staff to re-evaluate their practices in general."

Music notes – updates from

Prepare for Ofsted Music Deep Dive CPD

Tuesday 31 March
4pm – 5.30pm
Necton Primary School

A brand new free CPD for primary settings offered in partnership with Norfolk Music Hub, to look at how Charanga Musical School can be used to help with the new Ofsted education inspection framework. Charanga is an award-winning, modern, digital resource that enriches primary music. On this course, participants will learn:

- How Charanga meets the requirements of the new Ofsted framework
- The subject skills and knowledge required at different ages and stages
- How to collect evidence of learning and progress
- How to support the development of a high-quality school music curriculum.

Book at
norfolkmusichub.org.uk/training_events/2007



CASMA 2020

CASMA (Central Area Schools' Music Association) is an annual choral event for primary schools in Norfolk, established more than 30 years ago. The aim of CASMA is to offer school choirs something beyond the general music obtainable in primary schools by engaging a specialist guest conductor and performing at a quality venue in Norwich. As well as training for young singers, teachers also benefit from guidance to extend their music offer in schools.

The 2020 CASMA performances will celebrate Norfolk's history through song. Pupils aged 5–11 from 30 primary and infant schools will take part in performances in Diss and Norwich across three dates in March.

The title of the KS1 performance is "Prehistoric!" which is a song cycle based on fossils, written by a local composer. This theme will link with cross-curricular study and, in particular, the mammoth skeleton found at West Runton in North Norfolk.

The KS2 theme is based around the history of Norfolk, and Norfolk Music Hub is working in partnership with Norfolk Museums Service who will be providing historical characters to introduce each section of the performance. The massed choirs will be accompanied by talented young musicians from the Norfolk Schools' Jazz Orchestra, led by Norfolk Music Service.

Schools are supported in learning the material for the performance with bespoke online resources and teacher CPD sessions.



the Music Service

Whole Class Ensemble Teaching in Primary Schools

It's been a really busy start to the academic year at Norfolk Music Service for the teachers delivering our ever-popular Whole Class Ensemble Teaching (WCET) classes. Whole class sets of samba equipment, djembes, ukuleles, clarinets, trumpets, doods and many other instruments were delivered to schools across the county so that classes were ready to start in September.

During weekly WCET projects, each Year 4 class receives a half-hour session with a specialist music teacher, during which the young people learn musical skills, and develop their listening, co-ordination, team-working and confidence. In the autumn term 2019, our team of talented teachers worked in 87 primary schools and have taught more than 2,610 children during their many teaching hours travelling across the length and breadth of the county. Now, at the start of the spring term, these same teachers have moved on to different schools to start the whole process all over again.

We are busy collating responses to our survey from schools who benefited from their free sessions last term and we are receiving some great feedback. We are also delighted that some schools have decided to continue working with

us beyond their free term and that young people in these schools will continue to learn their WCET instruments for the rest of the academic year with us.

Norfolk Music Service is the lead partner organisation for Norfolk Music Hub. As part of the Music Hub Subscription packages, Norfolk primary schools are entitled to one term of free WCET for their Year 4 classes, which the Music Service then delivers. To find out more about how schools can become a Hub Subscriber and what the Music Hub and Music Service can offer schools, please visit our website: www.norfolkmusichub.org.uk

Teacher comments:

"Thank you for this wonderful opportunity. The children really enjoyed the sessions and learned quickly, with enthusiasm."

"Mr Draycott was fantastic with the class engaging well and the children really enjoyed his sessions, as did I. As a class teacher, I felt relaxed letting him take the sessions and stepping back, even joining in when possible."

"As a teacher I felt inspired to learn the instrument as well!"

Whole class trumpet lesson at Woodlands Primary Academy, credit Joanna Millington



Star Academy

Accounting software developed specifically to help the education sector

For the past eight years we've been working closely with a group of academy stakeholders to develop accounting and budget planning software that best fits the needs of academies and MATs.

In our academy network group we've discussed, designed, developed, tested and modified the comprehensive system functionality until it fulfils the needs of that group and is ready to be released to support others. That's not the end of the development though. The group will continue to use the software and suggest improvements so that we can introduce developments on a termly basis.

The result is the comprehensive STAR Academies package which enables you to carry out all the accounting and budgeting processes required of an academy. It gives you complete flexibility to customise your chart of accounts and apply a reporting framework that characterises how your trust operates. You can manage your supplier customer records to create orders, transactions, invoicing, receipts, payments and carry out reconciliations efficiently. Star supports both single-academy trusts (SATs) and multi-academy trusts (MATs). MATs can produce reports on individual sites, a selection of sites or the entire trust with the ability to post journals across the various entities. MATs with a central finance function are able to control all of

the finance operations on behalf of their schools or deploy certain accounting tasks to their schools. It's a totally flexible solution.

Key features include:

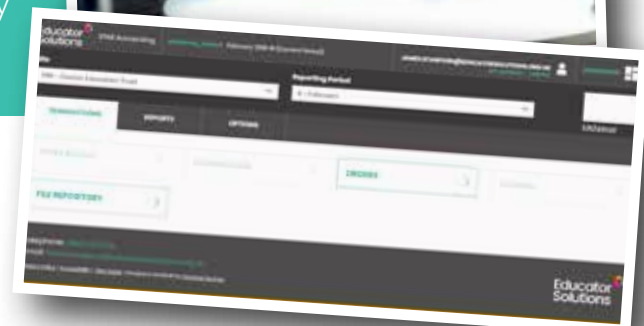
- Enhanced staff monitoring
- Payroll import function
- Comprehensive and personalised set of reports – meeting the needs of DfE, ESFA & EFA
- Asset register
- Document storage facility
- Accessible on your laptop, smartphone and tablet wherever you are
- Web portal enables access to ordering and reports with new features coming soon!

Annual subscription includes a dedicated helpline, user guides and a selection of e-learning courses included in the price – so no hidden costs. The technical and operational helpline support is provided by the developers and users of the system, so they really know all the details.

Budget planning software for all academies and MATs

Alongside Star fits the Budget Planner software which enables one staff forecast for both teachers and support staff, automatic calculation of on-cost rates, pupil forecaster, budgeting at both nominal and cost centre level and EFA top 10 planning checks data. Although it fully integrates with Star Academy, the Budget Planner software can also be used independently by customers who don't subscribe to Star and still provides the same benefits.

Contact us at finance.support@educatorsolutions.org.uk to find out more and request a free demo.



Feel more confident in your school finance job

One of the benefits of working so closely with, and in, schools and MATs is that we can get to understand the challenges that school finance and administrative officers face.

We recognise that not everyone comes from a finance background. We also recognise that there are key financial and accounting skills that are required to ensure that school financial procedures are carried out efficiently and correctly.

That's why our training team developed a suite of accredited qualifications specifically for school finance roles, the only nationally recognised and accredited qualifications of their type. Whether you're new to school finance, have existing finance skills that you've gained in another industry, or have been doing the job for years, it's likely that you could benefit from learning core skills, consolidating your existing skills and gaining a recognised qualification.

The full **Administering Finance in Education** qualification comprises seven individual units covering bookkeeping, costing, procurement, preparing financial accounts, VAT, internal control systems and budgeting. But you don't have to commit to the whole qualification in one go. You can also start with a Bookkeeping in Educational Establishments Level 2 Award, with total study time of around 50 hours. This will give you a recognised qualification in itself and contribute towards the Level 3 certificate.

Ready to gain more skills? The Level 4 Managing Finance in Education qualification develops skills and understanding around managing assets, managing budgets, financial statements, managing projects, managing cash, generating income and managing procurement.



Level 2 Bookkeeping and Level 3 Administering Finance in Education are available as online learning. Engaging and interactive bite-sized online lessons enable you to learn at a time convenient to you and on your laptop, tablet or smartphone. Level 4 Managing Finance in Education is currently available as tutor led sessions.

Visit www.educatorsolutions.org.uk/finqual for more information.

"I feel much more confident in my decision-making processes now and feel that I have definitely been able to use new knowledge in my day to day work environment, which is what I was aiming for when starting the qualification (Level 4)."



Upcoming training and networks

Attendance Service training and networks

Introduction to managing school attendance – for school staff who have a role within attendance.

Wed 11 March 09:30–16:30, Professional Development Centre, Norwich

Managing school attendance – Improving outcomes for children

For school staff who have a role within attendance and who are responsible for the fast track process.

Wed 18 March 09:30–16:30, Professional Development Centre, Norwich

Attendance Service networks, March 2020

With guest speaker Hayley Goodson, Fair Access Manager.

Wed 4 March 09:30–12:30, Kings Oak Academy in King's Lynn

Fri 6 March 09:30–12:30, Professional Development Centre Norwich

Mon 9 March 09:30–12:30, Thetford Academy

To book visit www.S4S.norfolk.gov.uk or call **01603 307710**



Educational Visits Training

Make sure you're ready for educational visits with our expert training.

Educational Visits Administrator

– Fri 13 March, 09:30–13:00, Professional Development Centre, Norwich

New Educational Visits

Coordinators – Mon 27 April, 09:30–16:30, Professional Development Centre, Norwich

Headteacher and Educational Visits Coordinator Update training

– Thur 30 April, 13:30–16:00, Professional Development Centre, Norwich

Management of Visit Emergencies

– Wed 06 May, 13:30–16:00, Professional Development Centre, Norwich

Residential Visit Leader training

– Thur 07 May, 09:30–12:30, Professional Development Centre, Norwich

Overseas and Exchange Visit Leader training

– Thur 07 May, 13:30–16:30, Professional Development Centre, Norwich

Educational Visits Leader training

– Thur 21 May, 09:30–16:30, Holt Hall, Professional Development Centre, Norwich

For a full list of CPD courses visit www.educatorsolutions.org.uk/courses

Is your school Safer Recruitment accreditation up to date?

It is a requirement that all interview panels in school have at least one person trained in Safer Recruitment. Accredited by the Safer Recruitment Consortium, the Educator Solutions Safer Recruitment one day course provides governors and school leaders with the skills and information they need to fulfil this role and ensure a safer culture in schools.

This course includes an assessment process which allows successful delegates to be accredited to undertake this important role. By the end of the course participants will:

- Have a greater understanding of offender behaviour
- Identify the key features of staff recruitment that help deter or prevent the appointment of unsuitable people
- Consider policies and practices that minimise opportunities for abuse and ensure its prompt reporting
- Know how to review their own organisation's policies and practices with a view to making them safer.

We are very proud that our 2019 courses have all received excellent feedback for course structure, content, usefulness of materials, quality of our trainer and meeting attendees' training needs.

Upcoming training:

Mon 9 Mar 09:15–16:30, Diss Business Hub

Mon 20 Apr 9:15–16:30, College of West Anglia

Mon 6 Jul 9:15–16:30, Norwich Professional Development Centre

To book your place please email us at enquiry@educatorsolutions.org.uk or call us on **01603 307710**.

Please note that this course is not part of the Educator Solutions Governance subscription service and is chargeable at the rate of £275.00 for governors of subscribing schools or £375.00 for non-subscribing schools.



Spring term CPD sorted!

Don't forget we have a whole range of centre-based and in-school training, comprehensive consultancy and professional networks to support your school to achieve its teaching and learning goals.

You can find our latest course listing at www.educatorsolutions.org.uk/courses

Our highly experienced Advisers are always here to support you and your school. Please email us at enquiry@educatorsolutions.org.uk or call us on **01603 307710** with any questions.

Health, safety and well

Health and safety is a serious business.

Health and safety in schools can be overwhelming. Having to consider things like risk assessments, legal compliance, etc. is all part of the 'day job'.

The Health, Safety and Well-Being Team are a team of experts that have a proven track record of supporting customers across educational and local government sectors in the management of health and safety.

They provide advice, support and training at competitive prices to help you meet your statutory duties.

They can offer:

Health and Safety Advice

– A comprehensive service that provides you with advice and support, whenever you need it.

Compliance Inspections

– An onsite risk-based inspection to assess compliance and how well health and safety is being managed in your school.

High School Specialist Curriculum Advice

– Giving you access to comprehensive specialist guidance that supports safe practices in secondary phase Science, Design, Technology and Art and Design including access to CLEAPSS.



Radiological Protection Monitoring Inspections

– A risk-based onsite assessment providing compliance and support.

Find out more about their services available in the **Health, Safety and Well-Being Services Brochure** or email healthandsafety@norfolk.gov.uk to discuss your needs.

Got a struggling employee and unsure what to do next?

When an employee tells you work is stressing them out, or their mental health is affecting their work, it can be difficult to understand why or know what to do for the best.

Well-being Officers use tools such as a Stress Action Plan or a Wellness & Recovery Action Plan, in conjunction with their skills, to help you and the employee move forward in a productive way.

If you have someone in your school that is currently off sick and needs support in getting them back to work, or they are at work and feeling stressed or overwhelmed, email well-being@norfolk.gov.uk for more information on our services.

"The Well-Being Officer was fantastic. She listened to me and really empathised. I felt comfortable talking to her and wouldn't hesitate to recommend her for anyone feeling stressed or overwhelmed. My only regret

is that I wasn't referred to her sooner, as I feel that I could have returned to work sooner with her support."

"I can honestly say that the support I have had from the Well-Being Officer has been the main factor that has kept me at work. She worked so hard with me to actually get to the root of the problem. They were non-judgmental, hugely supportive and clearly knows her area of work extremely well. I cannot thank her enough."

Unresolved employee conflict can cost more than just money!

Poor relationships between your school staff can have an impact on colleagues, pupils and parents, and risk damaging the achievements and reputation of your school.

The Health, Safety and Well-Being Team have a team of accredited mediators to help resolve complex disputes speedily and effectively with as little disruption as possible.

By working with everyone involved, a mediator will establish the employees' needs to support them through to a lasting and mutually acceptable resolution. Rather than apportioning blame, mediation encourages collaboration, understanding and acceptance which helps all parties move forward.

It's not just us who think this service is helpful – here's what employees said after being involved in mediation:

"I felt that the process was fair, open and transparent and focussed on the need to move forwards and take some positive steps."

"The mediator was very professional, helpful and non-judgemental."

If you need help to resolve a difficult situation in your school, please email well-being@norfolk.gov.uk for more information.

Want to improve well-being in your school?

The Health, Safety and Well-Being Team offer a Well-Being Assessment which provides a solution-focussed approach towards improving employee resilience and reducing stress, by promoting the awareness of well-being at your school.

Completion of the Well-Being Assessment replaces the requirement for Headteachers to undertake a stress risk assessment and can be used as evidence to clearly demonstrate to OFSTED that you are actively promoting the reduction of stress in your school.

The confidential assessment, which all employees have an opportunity to complete, will:

- Identify and address stressors in your school
- Ensure employees take ownership and responsibility for addressing areas of concern, thereby helping them to feel valued and empowered, and improving productivity and engagement
- Assist employees by identifying and strengthening the areas of concern within their control, such as relationships, support, clarity of roles, communication etc, thus helping them become more resilient when faced with stressors beyond their control
- Enable employees and management to work collaboratively on problem solving, helping to develop team cohesion, positive working relationships and stronger support networks.

For more details about the Well-Being Assessment, email

well-being@norfolk.gov.uk.



Make the most of Office 365

Microsoft Office 365 Training

Moving to the 365 platform opens up new time-saving and collaborative ways of working. Office 365 is more than just Outlook and Word.

ICT Solutions can provide educators with an understanding of how Office 365 can provide the right environment for better learning outcomes. With Office 365, educators will learn how to become more innovative with cloud-based tools, regardless of the device they use. Our training is aimed at educators for whom Office 365 is relatively new and who are looking to implement solutions to classroom problems right away. This training will explore Office 365 through hands-on activities that will introduce you to OneDrive for Business, Office Online, Microsoft Teams, Forms, Sway, OneNote and Class notebook, as well as get a high-level overview of other tools that can enhance a classroom environment.

Objectives of the course:

- Create, share and sync a document on OneDrive for Business and Office Online
- Collaborate in Microsoft Teams as a professional learning community

- Use Microsoft Forms to create formative and summative assessments
- Experience Sway as a digital storytelling tool
- Explore other Microsoft products that can enhance students' learning environment and help teachers create richer learning experiences
- Explore how to use Microsoft Teams Meetings to connect with colleagues, parents, and students
- Use PowerPoint Recorder and Stream to flip classrooms or provide instructional content to teachers
- Use Learning Tools, which are a set of inclusive features that assist all learners in reading, writing, maths and communication. Immersive reader, screen reader and translator are all covered
- Introduction to the Microsoft Education Centre.

We can offer half day, full day or twilight sessions to fit in with your requirements.

For a quote or to book a session with our Microsoft Trainer please call **0845 3033003** or **email ict@norfolk.gov.uk**




ICT Solutions
Transforming EdTech

Cyber Security – Are you Protected?

This advice has been produced by the National Cyber Security Centre to help protect from the most common cyber-attacks. The five topics covered are easy to understand and cost little to implement. Read the quick tips shown here and speak to ICT Solutions for advice and guidance about keeping yourselves safe online – **01603 475603** ict@norfolk.gov.uk

Backing up your data

Take *regular* backups of your important data, and test they can be restored. This will reduce the inconvenience of any data loss from theft, fire, other physical damage, or ransomware.



Identify what needs to be backed up. Normally this will comprise documents, photos, emails, contacts, and calendars, kept in a few common folders. Make backing up part of your everyday business.

Ensure the device containing your backup is not permanently connected to the device holding the original copy, neither physically nor over a local network.

Consider backing up to the cloud. This means your data is stored in a separate location (away from your offices/devices), and you'll also be able to access it quickly, from anywhere.



Keeping your smartphones (and tablets) safe

Smartphones and tablets (which are used outside the safety of the office and home) need even more protection than 'desktop' equipment.



Switch on PIN/password protection/fingerprint recognition for mobile devices.

Configure devices so that when lost or stolen they can be **tracked, remotely wiped or remotely locked.**

Keep your devices (and all installed apps) up to date, using the 'automatically update' option if available.

When sending sensitive data, don't connect to public Wi-Fi hotspots - use 3G or 4G connections (including tethering and wireless dongles) or use VPNs.

Replace devices that are no longer supported by manufacturers with up-to-date alternatives.



Preventing malware damage

You can protect your organisation from the damage caused by 'malware' (malicious software, including viruses) by adopting some simple and low-cost techniques.



Use antivirus software on all computers and laptops. **Only install approved software** on tablets and smartphones, and prevent users from downloading third party apps from unknown sources.

Patch all software and firmware by promptly applying the latest software updates provided by manufacturers and vendors. Use the 'automatically update' option where available.

Control access to removable media such as SD cards and USB sticks. Consider disabling ports, or limiting access to sanctioned media. Encourage staff to transfer files via email or cloud storage instead.

Switch on your firewall (included with most operating systems) to create a buffer zone between your network and the Internet.



Avoiding phishing attacks

In phishing attacks, scammers send fake emails asking for sensitive information (such as bank details), or containing links to bad websites.



Ensure staff don't browse the web or check emails from an account with Administrator privileges. This will reduce the impact of successful phishing attacks.

Scan for malware and change passwords as soon as possible if you suspect a successful attack has occurred. **Don't punish staff** if they get caught out (it discourages people from reporting in the future).

Check for obvious signs of phishing, like poor spelling and grammar, or low quality versions of recognisable logos. Does the sender's email address look legitimate, or is it trying to mimic someone you know?



Using passwords to protect your data

Passwords - when implemented correctly - are a free, easy and effective way to prevent unauthorised people from accessing your devices and data.



Make sure all laptops, Macs and PCs use **encryption products** that require a password to boot. Switch on **password/PIN protection or fingerprint recognition** for mobile devices.



Use two factor authentication (2FA) for important websites like banking and email, if you're given the option.



Avoid using predictable passwords (such as family and pet names). Avoid the most common passwords that criminals can guess (like *password*).



Do not enforce regular password changes; they only need to be changed when you suspect a compromise.



Change the manufacturers' default passwords that devices are issued with, before they are distributed to staff.



Provide secure storage so staff can write down passwords and keep them safe (but not with the device). Ensure staff can reset their own passwords, easily.



Consider using a password manager. If you do use one, make sure that the 'master' password (that provides access to all your other passwords) is a strong one.

