

# Digital Resilience

a guide to staying safe when learning online



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**logicaltraining**  
IMPROVING LIVES. IMPROVING BUSINESS





# Welcome

In response to the ongoing global pandemic, Logical Training have transitioned to a hybrid model of learning and teaching, which includes a large amount of online learning.

This document provides guidance on managing digital safety concerns and provides useful tips of how to look after your wellbeing during periods of increased online activity

## **Building Digital Resilience**

It is important to safeguard your own systems and devices against online threats.

Building up your personal digital resilience is a good way to protect yourself against online fraud and anyone intending to do you harm.

The resources outlined in this document offer a good place to start in terms of improving your cyber defences.

## **Cyber Resilience**

This series of podcasts from Cyber Week 2020 introduces listeners to various aspects of cyber resilience, from passwords and malware protection to cyber hygiene for businesses.



<https://soundcloud.com/user-43302237>

## Tips for staying safe online



### **EVERYONE IS A POTENTIAL TARGET**

Don't think "It will never happen to me".  
Everyone's at risk.

### **KEEP SOFTWARE UP TO DATE**

Turn on automatic updates and keep all  
devices patched regularly.

### **INSTALL ANTI-VIRUS SOFTWARE**

Keep it up to date. If you have one, turn on  
the firewall for added protection.

### **USE GOOD PASSWORD MANAGEMENT**

Use strong unique passwords and never  
share them with anyone.

### **BACK UP YOUR DATA**

Set up a regular backup schedule and  
check your backups have been successful.

### **USE MOBILE DEVICES SAFELY**

Protect mobiles and tablets by using pass-  
words, backups and encryption.

### **LOCK YOUR DEVICE**

Before leaving it unattended enable your  
devices lock screen.

### **AVOID PHISHING SCAMS**

Be careful opening attachments or clicking  
links, they may not be from who you think.

### **PROTECT SENSITIVE DATA**

Use secure connections and encryption  
tools for sensitive data.





# Digital Safety Tips

**The Guardian** provides a range of top safety tips for how to keep yourself safe while surfing the web.

You can find them using the following links:

## Internet security.

**10 ways to keep your personal data safe from online snoopers.**



## Internet identity.

**20 ways to keep your internet identity safe from hackers**





## Social Media Safety

It is important to remember that even when you're using personal communications and social media you have a duty to act with dignity and respect towards all others.

As such, extra care should always be taken on social media and other public platforms.

**Digital safety is everyone's responsibility.**

The 'Online Harassment Field Manual' offers a comprehensive glossary of terms relating to online harassment and misconduct.





# Equality, Diversity & Inclusion

The Equality Act 2010 protects the rights of individuals and supports equal opportunity.

It is against the law to discriminate based upon a protected characteristic.

## The 9 Protected Characteristics are:

### **Age**

Being a certain age or in a certain age group

### **Disability**

A physical or mental impairment

### **Gender reassignment**

The process of transitioning gender

### **Marriage and civil partnerships**

Civil partners must not be treated more or less favourably than married couples

### **Pregnancy or maternity**

While expecting a baby, in the 26 weeks after giving birth, or breastfeeding

### **Race**

The nationality, colour or identified race (including citizenship) of individuals or groups

### **Religion or belief**

A belief system or philosophical viewpoint

### **Sex**

The gender with which an individual identifies

### **Sexual orientation**

Sexual attraction towards others

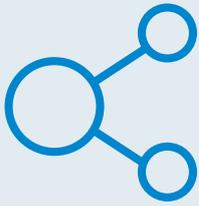


# Understanding misconduct

We have a zero-tolerance stance towards any form of harassment or bullying, including online misconduct.

Examples of online harassment include but are not limited to:

- Offensive language, racism and hate speech
- Sexual harassment, including sexualised bullying
- Intimate image abuse or revenge porn
- Doxing. The publishing of someone's personal details online, often as a result of online shaming campaigns
- Engaging in a cybermob or dogpiling. Ganging up on someone in mass criticism
- Message bombing. The intentional flooding of a user's online accounts with messages meant to limit or block their access to an operating system or platform
- Failure to safeguard personal or confidential information
- Trolling. Purposely saying something controversial in order to get a rise out of other users
- Orbiting. Staying in someone's social media by liking and engaging with their posts, without ever actually reaching out for a genuine chat
- Cyberstalking,. Using social media to harass, intimidate or frighten
- Hacking. Seeking to compromise digital devices or networks
- Online impersonation



## Helpful links

### **Dealing with Online Racism**

This web hub offers helpful resources on managing your mental health and reporting offensive content if you have been affected by racism online. Dealing with Online Racism (BBC Own It)

**link:** [www.bbc.com/ownit/curations/online-racism](http://www.bbc.com/ownit/curations/online-racism)

### **Stop Online Abuse**

This website offers a range of information on online abuse and harassment with particular resources on sexism, homophobia and biphobia, and transphobia.

**link:** [www.stoponlineabuse.org.uk](http://www.stoponlineabuse.org.uk)

### **The LGBTQ+ Guide to Online Safety**

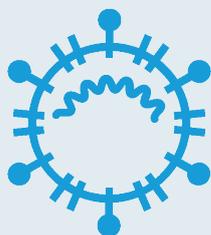
This online guide offers a range of guidance for LGBTQ+ individuals and allies, from finding community online to navigating cyberbullying on social media.

**link:** [www.vpnmentor.com/blog/lgbtq-guide-online-safety](http://www.vpnmentor.com/blog/lgbtq-guide-online-safety)

### **Recognising and Reporting Disability Hate Crime**

This online guide offers helpful information on recognizing and reporting disability hate crime including a range of support resources.

**link:** [www.scope.org.uk/advice-and-support/hate-crime](http://www.scope.org.uk/advice-and-support/hate-crime)



## Coronavirus-related fraud

**The Coronavirus pandemic has unfortunately led to a sharp rise in fraud both online and offline.**

The most common types of fraud include phishing emails, telephone and text message scams, and online shopping scams.

It is more important than ever to be vigilant against fraudsters and to improve your own digital defences, such as passwords, backups and updates, as outlined in this document.





# Shopping safely online

Busy retail periods such as Black Friday and Cyber Monday are a prime time for fraudsters. Banks estimate that nearly 25% of 18 to 34-year-olds have fallen for a Black Friday scam in the past five years. Follow these recommendations.



## GO TO THE SOURCE

Go straight to the retailer's website rather than clicking on a potentially unsafe link.



## CONNECT WITH CAUTION

Public wi-fi connections are not secure. Avoid doing your banking in public.



## AVOID "TOO GOOD TO BE TRUE" DEALS

These are usually an attempt to lure you into giving your personal data.



## TAKE YOUR TIME

Ensure the site is legitimate especially when a deal appears to be time sensitive.



## PAY BY CREDIT CARD

Credit cards offer better protection against financial fraud than debit cards.



## COMPARE OPTIONS

A retailer reduced price doesn't necessarily mean the best price.



# Video Conferences

It is important to employ good practice when it comes to both facilitating and participating in video conferences and online training sessions.

Set and stick to an agenda for your session.

Choose a quiet location for attending any video conferences or meetings.

Arrive early to allow plenty of time to check mics and/or video connections.

Advise participants to mute their microphone when not speaking.

Set clear expectations for engagement at the start of a session.

Consider using a pre-recorded presentation if a session needs to reach a lot of people.

Ensure sessions meet accessibility needs, for example by including subtitles and offering the content in an alternative format.



**13 etiquette tips for video conference calls.**



**5 Discussion Ground Rules for the Online Classroom.**

## **Take these precautions when using Zoom.**

Do not share meeting links on social media or other public platforms. They can easily be intercepted by trolls or cybercriminals.

Set screen sharing settings to 'Host only'. This will prevent trolls from accessing your video calls. You can change this in your pre-meeting settings or within in-call admin settings **Share Screen > Advanced Sharing Settings**.

Disable "Join Before Host" to prevent people causing trouble before you arrive.

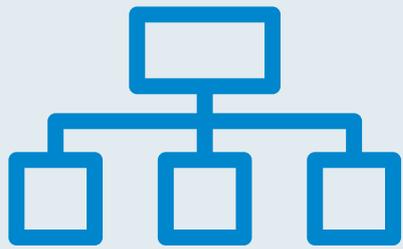
Enable "Co-Host" so you can assign a co-facilitator to help you moderate.

Disable "File Transfer" to prevent viruses.

Disable "Allow Removed Participants to Rejoin" so that expelled attendees cannot regain access.



**How to prevent Zoom bombing: 5 simple tips.**



# Data Protection Regulations

**The General Data Protection Regulation (GDPR) and Data Protection Bill replace the existing European Directive and UK Data Protection Act 1998.**

The regulation considerably changes data protection law in many areas, harmonising it and ending the inconsistent approaches taken by different countries. It enables people to exert better control of their personal data and its modernised rules allow for a 'one-stop shop' which reduces the complex need to deal with multiple Data Protection Authorities where businesses operate across multiple countries.

Your personal data will only be stored whilst it is relevant (e.g. for managing the progress of your qualification) and will not be disclosed to any person without your written authority or unless required by law.





# Safeguarding

Safeguarding is the term used to define the actions we take to promote the welfare of individuals and protect them from harm, abuse, and exploitation. We are committed to providing a safe, supportive, and inclusive learning environment for all. Every member of staff has a responsibility to help ensure your safety and wellbeing.

## **A safeguarding concern is...**

💡 Anything that may cause worry about another person or contributes to a person feeling uncomfortable or unsure about the safety or welfare of someone else or themselves (including indications of potential radicalisation and expressions of extremist views) 💡

## **Safeguarding concerns can include:**

- Abuse, including physical, psychological, emotional, sexual, financial and neglect
- Bullying and cyberbullying
- Discrimination
- Homelessness
- Mental health issues
- Physical health issues
- Substance use
- Radicalisation
- Concerns about the welfare of Friends, Family or Neighbours

**If you have a safeguarding concern it is important you tell someone you trust or contact one of the organisations on the following page.**

# Safeguarding contacts

## **B-EAT**

Support for those affected by eating disorders.  
b-eat.co.uk

## **BULLYING UK**

Information and advice for victims of bullying.  
bullying.co.uk

## **CARE QUALITY COMMISSION**

For those with concerns about a child or adult.  
enquiries@cqc.org.uk

## **CEOP**

For reporting inappropriate online chat or behaviour.  
ceop.police.uk

## **CHILDLINE**

Counselling service for children and young people.  
0800 1111  
childline.org.uk

## **CHILDREN AND YOUNG PEOPLE'S RIGHTS**

Guidance on safeguarding and promoting the rights of children and young people.  
crae.org.uk

## **CRUSE BEREAVEMENT CARE**

Helping bereaved people to cope with their loss.  
0808 808 1677  
cruse.org.uk

## **DOMESTIC VIOLENCE UK**

Support for those affected by domestic abuse.  
domesticviolenceuk.org

## **DRINK AWARE**

Advice about alcohol and issues related to its misuse.  
drinkaware.co.uk

## **EQUALITY AND HUMAN RIGHTS COMMISSION**

Independent body for the elimination of unlawful discrimination.  
equalityhumanrights.com

## **FRANK**

Advice and information about drugs and legal highs.  
0300 123 6600  
talktofrank.com

## **MIND**

Supports individuals and families coping with mental health difficulties.  
0845 766 0163  
www.mind.org.uk

## **NATIONAL CENTRE FOR DOMESTIC VIOLENCE**

Helps victims of domestic violence.  
0800 970 2070  
ncdv.org.uk

## **NATIONAL PREVENT HOTLINE**

The team to contact to report concerns about radicalisation or extremism.  
01772 413366

## **NSPCC**

National Society for the Prevention of Cruelty to Children.  
0808 800 5000  
nspcc.org.uk

## **RELATE**

Relationship counselling and support.  
0300 100 1234  
relate.org.uk

## **THE SAMARITANS**

Confidential support and advice for anyone in distress.  
116 123  
samaritans.org

## **THE SITE**

Online guide and support on a range of issues for 16-25 year-olds.  
thesite.org

## **STONEWALL**

Information and support for Lesbian, Gay, Bisexual and Transgender individuals and communities.  
stonewall.org.uk

## **THINK U KNOW**

Guidance for all ages on internet safety.  
0870 000 3344  
thinkuknow.co.uk

