

A photograph of two young women, one with dark hair and one with blonde hair, both wearing white shirts. They are looking at a smartphone held by the woman on the left. The woman on the right is holding a tablet. The entire image has a blue tint.

**OSA Certificate of Online Safety 2019-2020**  
**Administrator Guide**

## OSA Certificate of Online Safety 2019-2020

### Administrator Guide

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The OSA will provide the administrative support needed to provide your pupils with access to the OSA Certificate of Online Safety. Your establishment needs to select between the following options for account creation:

## Option 1: Use of school Google / Microsoft accounts

If your school provides Google or Microsoft accounts for pupils, these can be used to log in to our system. This is the preferred option for most schools as it is one less username and password to remember and it is easier to enrol pupils on an ad hoc basis.

The login process is securely managed by Google or Microsoft using OAuth. The links to log in with Google or Microsoft (as shown) can be seen at the bottom of our login page at



<https://certificate.onlinesafetyalliance.org>

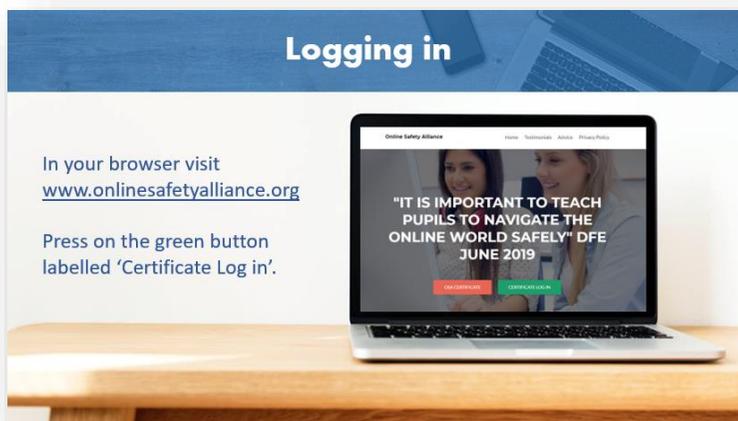
If this was your chosen method of enrolling pupils then you should have been provided with an enrolment key your pupils need to enter when trying to access the appropriate course for the first time. Please contact us if you need assistance with your enrolment key.

## Option 2: Manual accounts

We can manually create accounts for you. To do so, we simply need to be provided with a spreadsheet containing columns for first name, surname and year group. If this is your preferred choice please let us know before sending a spreadsheet as it needs to be sent securely to ensure GDPR compliance. If this is your preferred option for creating accounts please try to provide us with the details of all required accounts at one time.

# Introducing the course

To help you introduce the Certificate to your pupils you will be provided with a PowerPoint presentation (shown below) which explains the entire process from logging on up to claiming the Certificate at the end of the course. This provides the recommended starting point before pupils begin.



The presentation is entirely editable so you can further personalise it to suit your needs, e.g. by adding your school's enrolment key.

You will also be provided with a single-page summary guide for students which will be personalised to include the specific access codes for your school.

Schools have successfully used a range of methods to deliver the Certificate:

## **Independent completion but facilitated by staff**

This is the most common approach to delivering the OSA Certificate. All essential learning materials and assessments are available online so the course can be completed independently by pupils at their own pace. In most cases computer suites are booked for the sessions but as the OSA system is smartphone-compatible pupils can complete the Certificate using their own devices (e.g. during form time).

Staff should be present in such sessions to support pupils to access the system and support with any difficulties encountered. This approach is likely to be the fastest way to ensure most pupils complete the course, with most pupils gaining the Certificate in 2-3 hours.

## **Fully independent completion**

Some schools have required pupils to complete the Certificate in their own time. With all learning resources and assessments included, the course makes an effective homework project.

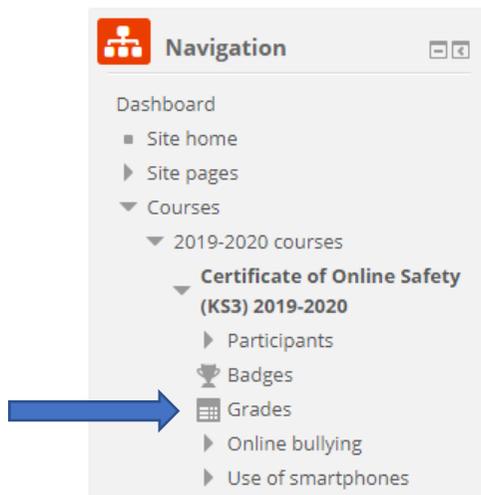
## **Teacher-led**

Some schools have successfully taken a more teacher-led approach to completing the course. This often works by completing one unit of the course in each lesson. As a group or independently, pupils can work through the learning materials for the unit. A class discussion on the topic can be an effective means of allowing pupils to reflect on their own experiences and actions, and to develop staff awareness of issues being faced by children. The lesson can end with pupils undertaking the on-screen assessment. This approach takes longer to complete the course (often 7-8 hours). Additional resources and activities to support delivery of such sessions are available from our website.

# Monitoring progress

School administrators can monitor the progress of all their pupils through each of the assessments towards completion of the full OSA Certificate of Online Safety. To do so please follow these steps:

1. Visit <https://certificate.onlinesafetyalliance.org/login> and log in with the administrator username and password that we provided you.
2. Select 'My courses' from the top navigation bar and then select the appropriate course.
3. Select 'Grades' from the navigation menu to the right-hand side of the course page.



4. You will be presented with a table showing the scores your pupils have attained in each of the assessed units.
5. If you would like to export this data to an Excel spreadsheet for further data analysis you should select '**Export**' then '**Excel spreadsheet**' from the administration menu at the bottom of the page.

## Pupil-generated Certificates

Once pupils have successfully completed all assessments within a course they can generate the Certificate which they can print and share with you.

## View a list of pupils to have completed the Certificate

Although you cannot access the actual Certificates, you can produce a list of all pupils to have fully completed a course. To do so please follow these steps:

1. Visit <https://certificate.onlinesafetyalliance.org/login> and log in with the administrator username and password that we provided you.
2. Select 'My courses' from the top navigation bar and then select the appropriate course.
3. Scroll to the bottom of the course and click on the link to the Certificate.
4. On the 'summary of previously received certificates' click the link to view completed Certificates.
5. For your records, the list of pupils to have completed the Certificate can be downloaded to an Excel spreadsheet.

**Please note:** We can send you a PDF containing the Certificates of all pupils to have completed a course which can then be printed and presented to pupils. Please email [admin@onlinesafetyalliance.org](mailto:admin@onlinesafetyalliance.org) if you would like us to do this for you, but please wait until you have finished delivering the Certificate before doing so.

## Technical Issues

Our team works hard to ensure the OSA Certificate of Online Safety system is as reliable as possible. A great deal of time and expense has been invested to cope with the rapidly growing popularity of our courses. However, as with any online system it is possible for technical issues to arise.

If you encounter any issues please immediately email [admin@onlinesafetyalliance.org](mailto:admin@onlinesafetyalliance.org) and we will respond as quickly as possible.

### **We have a new student. Can I add them?**

If your pupils are using school Google or Microsoft accounts to access our systems then all you need to do is ask the pupil to log in and use the enrolment key we provided for you to access the course.

If you asked us to manually create accounts for your pupils then you will need to email [admin@onlinesafetyalliance.org](mailto:admin@onlinesafetyalliance.org) with the name and year group of the pupils you would like to add.

### **A student has forgotten their password. What can I do?**

If your pupils are using school Google or Microsoft accounts to access our systems then we do not control or have access to passwords. Your network team will need to reset the password for the pupil.

If you asked us to manually create accounts for your pupils then you will need to email [admin@onlinesafetyalliance.org](mailto:admin@onlinesafetyalliance.org) with the name of the pupil who needs a password reset.

### **How long do pupils have to complete the course?**

Your subscription to your chosen courses will last for 12 months from the date you subscribed. As such, pupils have a full year to complete the course. Please note, your subscription will be to access the courses for a given academic year. If your subscription overlaps into the following academic year it will not enable you to access the new set of courses.

### **Can a pupil resit an assessment they have failed?**

Yes, your subscription enables pupils to resit assessments as many times as is necessary. However, to ensure pupils take assessments as seriously as possible they are only allowed to attempt each assessment a maximum of two times in a single day.