



Kemnal
Technology
College



GOOGLE WORKSPACE POLICY

This Policy was reviewed:

July 2023

The Policy will next be reviewed by TKAT &
Kemnal Technology College by:

July 2024



TKAT PROTOCOL: Google Workspace & EMAILS

At the start of each academic year, all IT Technicians are required to complete this [Google Form](#) to confirm they have checked that their schools are compliant with this protocol.

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PURPOSE OF THE POLICY, VISION AND VALUES

Purpose

Google is The Kemnal Academies Trust's choice of communication and productivity software.

The main aims of this protocol are to ensure

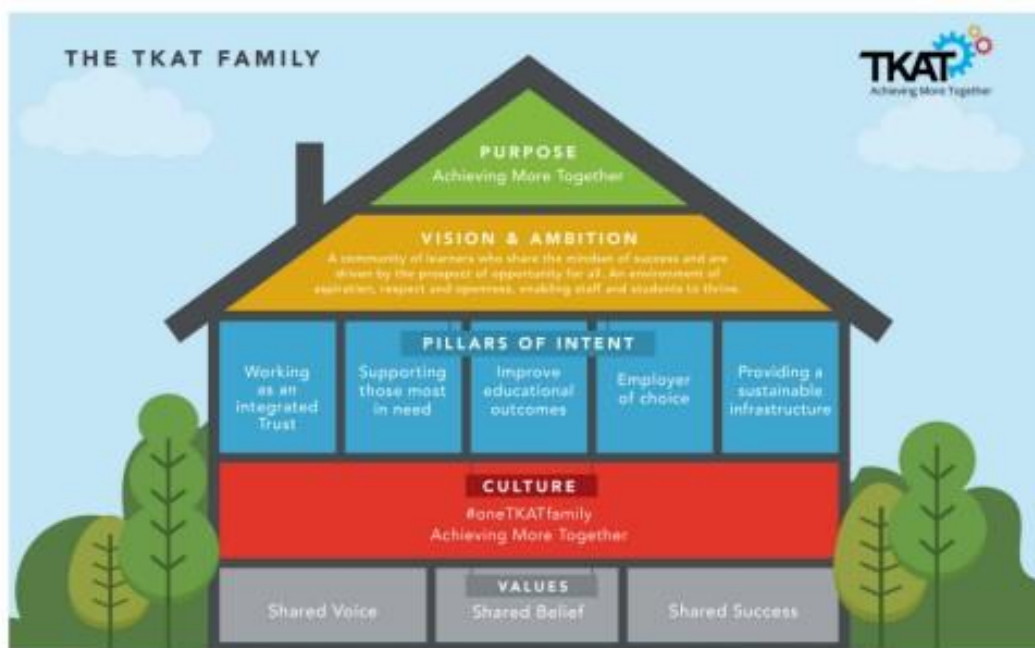
- ❖ consistency across the trust in terms of Google Workspace staff organisational structures to enable support across schools to be offered
- ❖ consistency in generic email addresses and groups to enable TKAT wide communication and sharing of information to be effective. (Groups are used to share documents and drives as well as for group email)

Vision and Values

The Kemnal Academies Trust (TKAT) aims to foster a culture of the highest professional standards in line with the Trust's purpose, vision and values.

TKAT - OUR STRATEGY

Our Culture	Our Mission	Our Values
#oneTKATfamily Achieving More Together	TKAT is a Multi-Academy Trust of 45 primary, secondary and special schools in the South and East of England. Our purpose is to work together as a community of schools to ensure that every child, whatever their background, receives a high quality education.	Shared Voice Shared Belief Shared Success





SCOPE

The scope of this policy includes all academies within The Kemnal Academies Trust, for managing their Google Workspace.

RELATIONSHIP WITH EXISTING POLICIES

This policy should be read in conjunction with the following policies:

- ❖ TKAT Information Security Policy
- ❖ TKAT Data Retention Policy

EMAIL FORMAT

This section outlines the standards expected for all TKAT email accounts.

EMAIL FORMAT

Standard email format for **staff** (including Governors and Volunteers) across all academies:

- ❖ Staff emails: **forename.surname@academy-tkat.org** Display name: Should be noted as First Name Surname
- ❖ On request schools can have an alias of: **initial.surname@academy-tkat.org** to hand out to pupils and parents and settings can be changed to allow the display name to show Initial and not first name

Standard email format for **students** across all academies:

- ❖ Student emails: (EYFS or Year 7 cohort entry year) followed by **initialsurname@academy-tkat.org**
- ❖ For example - **19jbloggs@academy-tkat.org**
- ❖ This email format has been chosen to ensure no students are identifiable by full names, but are still easily searchable by name. Section 3.0 of the protocol allows them to be organised and searched for by intake years or year groups within Google Workspace
- ❖ All new student accounts created from September 2020 cohorts should follow this format. It is not a requirement to change any existing accounts unless you wish to.
- ❖ Any students where there would be an identical email, use the second letter of the first name e.g. **19jabloggs@academy-tkat.org** and **19jjobloggs@academy-tkat.org**

EMAIL FORMAT: STAFF PROFILE PICTURE (Inc. Governors & Volunteers)

Google account profile picture should either be:



- ❖ Default Google Initial - Applied automatically
- ❖ Professional photo in professional dress (as used on ID badges)



EMAIL FORMAT: STUDENT PROFILE PICTURE

Please note: By default, Student OUs will be restricted to prevent them adding a profile picture. Please contact the IT team if you would like this setting changed

EMAIL FORMAT: GENERIC SCHOOL EMAILS

Generic email accounts **MUST** be used as standard as the primary account username/email - not added as an alias to a personal account. Existing email addresses should be added as aliases to ensure there is no loss in communication

- **head@** (*aliases could inc. headteacher@*)
- **businessmanager@** (*aliases could inc. sbm@, bm@*)
- **office@** (*aliases could inc. admin@*)

Schools may choose to setup 'Delegated Access' to the Gmail Inbox for all office staff that monitor it - advice on this can be sought from IT Helpdesk

All generic school email accounts must have the actual staff name assigned as the account name

Please note: Where role specific emails are used this must be their primary email and not used as a second email account

Shared roles:

- ❖ Where there are shared roles, the Display Name must be the names of the two staff members e.g. Co-Heads would be Joe Bloggs & Joanne Bloggs
- ❖ Please contact IT Helpdesk to discuss options

Other generic accounts should be in the format `serviceename@` and should be stored in the Services OU eg `twitter@`

- ❖ Test accounts can sit at any level of Staff or Students OU and must follow the format **test@academy-tkat.org**. For multiple accounts use `test1@`, `test2@`.

SCHOOL CODE PREFIX

All Groups, Distribution Lists, and Shared Drives created for each school **MUST** be prefixed with their academy codes for ease of management across TKAT

[Click here](#) to view the codes for your school

ORGANISATIONAL UNITS

Academy IT administrators will be given Google admin access at Academy OU level only, enabling them to manage their own local requirements following the standards



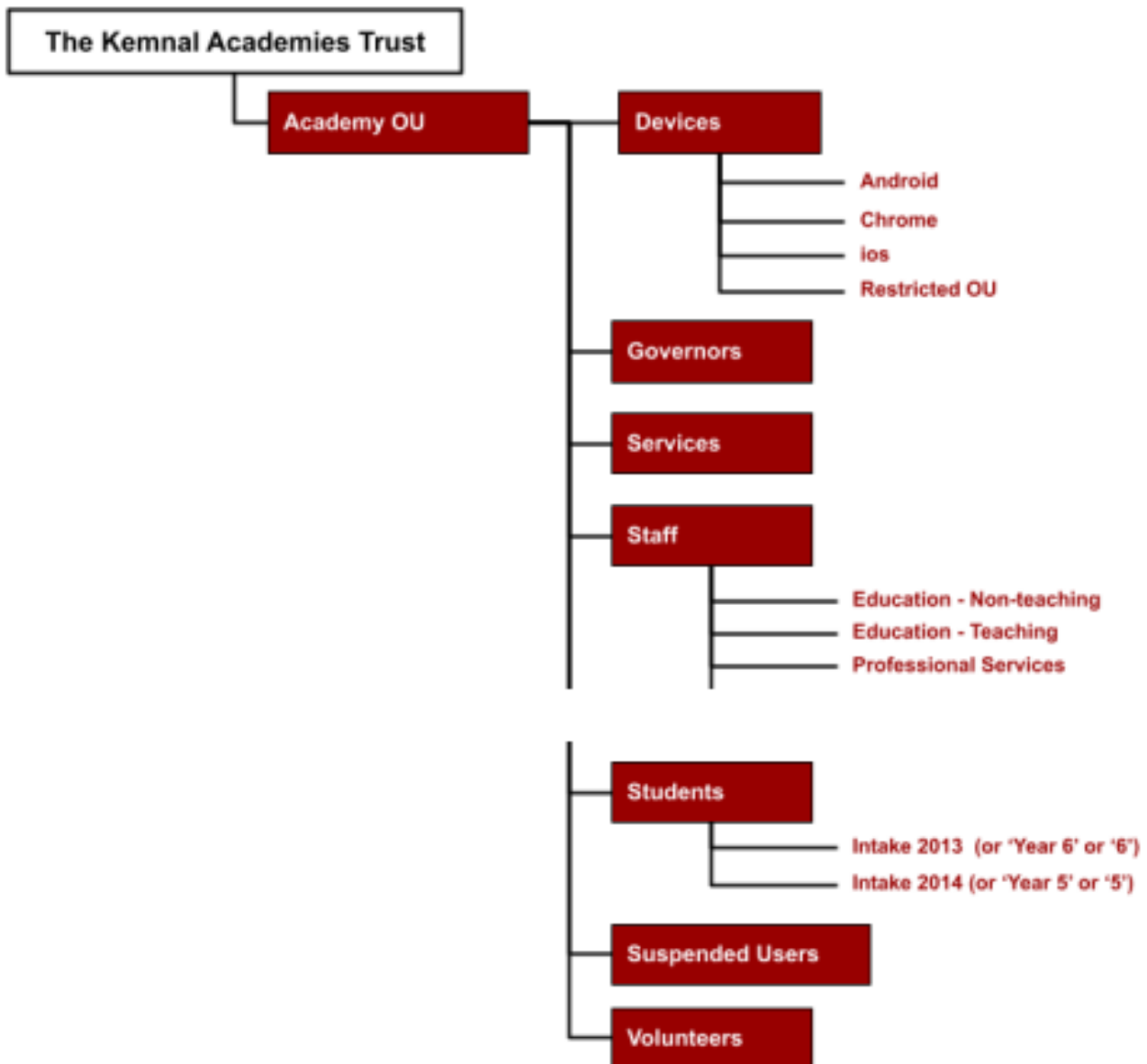
set out in this document.

Super-Admin (or Top-level) access will be given to the TKAT IT Team. This is to ensure Trust standards are maintained.

ORGANISATIONAL UNITS: STRUCTURE

Staff OUs are set to conform to TKAT HR records.

Organisation Units **MUST** conform to the following:



Any external hires eg supply, music teachers can be added to Staff\Education -Teaching or Volunteers, depending on what access they require [see 8.1 Google Workspace DEFAULTS: APPS]. Please contact IT Helpdesk if you require clarification.



OU	DESCRIPTION
Devices	OU's to manage hardware devices only
Services	IT Admin service accounts only, not any user managed accounts. E.g. scanner@ copier@
Education – Non-Teaching	All accounts in all of these OUs must be people and/or roles, eg head@, examsofficer@, sally.smith@
Education - Teaching	Users in this OU are directly involved in students' education, but are teachers and set work
Professional Services	Users in this OU are not directly involved in students' education eg office staff, site team etc.
Suspended	Users in this OU are user accounts that have been suspended Please note the following user accounts should be moved to the HQ retention folder, please contact the Super Users for assistance - head@, businessmanager@, senco@, premises@

GROUPS

Google Groups (Distribution Lists) created within each school will be used by TKAT to share drive access, calendars as well as for email distribution. Therefore, please ensure you have allocated the responsibility to a school manager to keep school Group Distribution Lists up to date, alongside your IT Technicians

GROUPS: GENERIC SCHOOL GROUPS

Generic Group Distribution Lists that **MUST** be used as standard:

- ❖ **allstaff@** named: [school code] - All Staff
- ❖ **slt@** named: [school code] - SLT
- ❖ **dsl@** named: [school code] - Designated Safeguarding Team
- ❖ **teachers@** named: [school code] - Teachers
- ❖ **teachingassistants@** named: [school code] - Teaching Assistants
- ❖ **adminteam@** named: [school code] - Administration Team
- ❖ **premisesteam@** named: [school code] - Premises Team
- ❖ **governorteam@** named: [school code] - Governor Team (Clerk and IT Tech to update)

GROUPS: PERMISSIONS

Ensuring school and TKAT groups have the correct permissions is essential to prevent unwanted access to confidential or GDPR information that it may contain. The examples provided below are for guidance only -schools are responsible for considering and checking permission settings for each group they create. If you are unsure about your



school group permissions please contact: IT Helpdesk and a member of the TKAT IT team will assist you.

STUDENT & PARENT GROUPS

Default permissions for Student, Class or Parent groups:

Access settings	Group Owners	Group Managers	Group Members	Entire organisation	External
Who can contact group owners	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who can view conversations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who can post	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who can view members	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Who can manage members Add, invite, approve	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Who can join the group
Choose how to add people to the group

- Anyone in the organisation can ask**
People in the organisation must ask and then be approved before they can join the group
- Anyone in the organisation can join**
People in the organisation can add themselves to the group directly
- Only invited users**
People can join the group only if they're invited

Allow members outside your organisation

- ❖ **Owner/Manager can publish posts** - Teachers, leaders and admin can email Students or parents
- ❖ **Group Members can't publish posts** - Students or parents can't email each other
- ❖ **Group Members can't view members** - Students or parents can't view each other's personal/contact details
- ❖ **Only invited users can join the group**



INTERNAL ACADEMY & TRUST

Default permissions for Student/Class groups:

Access settings	Group Owners	Group Managers	Group Members	Entire organisation	External
Who can contact group owners	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Who can view conversations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who can post	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Who can view members	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who can manage members Add, invite, approve	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Who can join the group
Choose how to add people to the group

Anyone in the organisation can ask
People in the organisation must ask and then be approved before they can join the group

Anyone in the organisation can join
People in the organisation can add themselves to the group directly

Only invited users
People can join the group only if they're invited

Allow members outside your organisation

- ❖ **Settings for allstaff@, slt@, premisesteam@, governorteam@ Group etc**
- ❖ **Group Members can view members** - All staff in the Group can see who else is a member of the group
- ❖ **Group Members can view Topics** - All staff in the Group can see the emails sent
- ❖ **Organisation can Publish posts** - Allow TKAT directors/departments can email the group

EXTERNAL CONTACTS EMAILING INTO THE ORGANISATION

Default permissions for groups that may need to receive emails from outside their Academy sent from TKAT, emergency or social services:

Access settings	Group Owners	Group Managers	Group Members	Entire organisation	External
Who can contact group owners	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Who can view conversations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who can post	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Who can view members	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Who can manage members Add, invite, approve	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Who can join the group
Choose how to add people to the group

Anyone in the organisation can ask
People in the organisation must ask and then be approved before they can join the group

Anyone in the organisation can join
People in the organisation can add themselves to the group directly

Only invited users
People can join the group only if they're invited

Allow members outside your organisation



- ❖ **Settings for dsl@ Group**
- ❖ **Group Members can view members** - All staff in the Group can see who else is a member of the group
- ❖ **Group Members can view Topics** - All staff in the Group can see the emails sent
- ❖ **External and Organisation can Publish posts** - Allow TKAT directors/departments and any emergency services to email the group

It is advisable to add moderators to some Groups to prevent miscommunication. This is particularly useful for broad reaching groups, e.g. allstaff@ and for external parents'/pupil groups. See section 7.3 for more details.

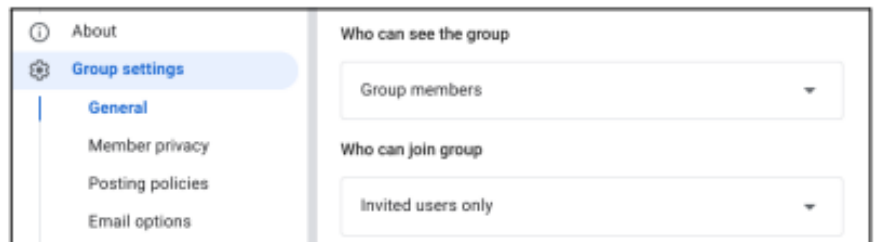
GROUPS: MODERATORS

Moderators will ensure that emails aren't sent within school, or across the trust accidentally. From within the Groups app it is possible to assign moderators and group visibility in the settings.

It would be useful to have a few people to act as moderators for these groups, e.g. SLT, Business Manager, Office Manager, Year Lead.

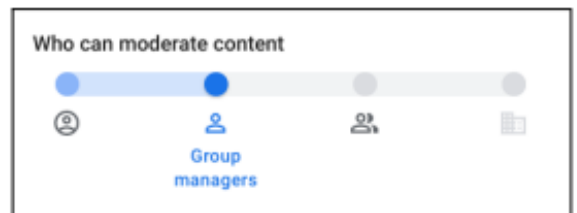
See images below that show the settings to update:

Group visibility settings



Moderator settings:

Setting up Group Managers would be recommended - please ensure you check who the managers are first and speak to your SLT or Headteacher to agree on the best people to act as moderators / managers in your school.





GROUPS: TKAT GROUP STRUCTURES

TKAT wide Groups will be structured into parent and sub-groups. The parent groups will include the sub groups which may be broken into primary-secondary groups and/or regional groups. For some groups (examples shown below) the parent or sub groups rely upon school groups being kept up to date.

Key:

❖ **Parent Group**

- **TKAT Sub Group**
 - **School Group**
 - **School Staff email**

REGIONAL OR PHASE GROUPS

This applies to: sendco@, governorteam@, allstaff@, head@, businessmanagers@

Example: DSL

❖ **TKAT Wide: dl-dsl.tkat@**

- **TKAT Wide: dl-dslpri@tkat.org**
- **TKAT Wide: dl-dslsec@tkat.org**
 - **dsl@school-tkat.org**
 - **School DSL staff email: firstname.surname@school-tkat.org**

Example: Premises Team

❖ **TKAT Wide: dl-premisesteam.tkat@**

- **TKAT Wide: dl-premisesteam.secondary@tkat.org**
 - **School Group: code-premisesteam@school-tkat.org...**
 - **School staff emails: firstname.surname@school-tkat.org**
- **TKAT Wide: dl-premisesteam.primary@tkat.org**
 - **School Group: code-premisesteam@school-tkat.org...**
 - **School staff emails: firstname.surname@school-tkat.org**

GROUPS: ALLSTAFF@ GROUPS

All TKAT schools should maintain their allstaff@school-tkat.org group. This group is used in a variety of ways to provide access, communication and visibility for sharing and emails in Google Workspace. Settings that need to be checked include:

- ❖ allstaff@ group added to the classroom_teacher@tkat.org group. This ensures that staff have access to Google Classroom as a teacher view to be able to create and manage Google Classrooms
- ❖ allstaff@ group is added to the directory visibility settings for staff only. This ensures that staff can see other staff in their school only when typing contacts in for emails or sharing.



GOOGLE WORKSPACE DEFAULTS

This section identifies the default settings for staff, students and devices that are applied to all new accounts as standard. All settings have been implemented for the safeguarding and welfare of both staff and students. However, all schools can request changes to their organisation settings, subject to review by the IT Team. Please email all requests to IT Helpdesk and cc your Headteacher into the email.

GOOGLE WORKSPACE DEFAULTS: APPS

Google Workspace app	Staff	Students	Governors & Volunteers
Calendar	ON	ON	ON
Classrooms	ON	ON	ON
Drives & Docs	ON	ON	ON
Gmail	ON	OFF	ON
Google Chrome Sync	ON	ON	ON
Google Vault	OFF	OFF	OFF
Groups for Business	ON	OFF	OFF
Google Chat	ON	OFF	OFF
Google Meet	ON	ON	ON
Jamboard	ON	ON	ON
Keep	ON	ON	ON
Sites	ON	ON	ON
Tasks	ON	ON	ON

GOOGLE WORKSPACE DEFAULTS: ADD-ONS & EXTENSIONS

By default add-ons are disabled across TKAT. This is for GDPR reasons as most add-ons are created by 3rd parties. To protect the privacy of our staff and students in the trust we risk assess each add-on prior to enabling it for use.

Add-ons are available for Google Forms, Sheets and Docs and can be viewed either through:

- ❖ Google Workspace Marketplace: <https://gsuite.google.com/marketplace>
- ❖ Sheet and Doc: Title Bar menu click Add-ons - Get Add-ons
- ❖ Forms: Click Menu icon and select Add-ons
- ❖ [Click here](#) to view all Add-ons currently enabled within TKAT



- ❖ To request an Add-on to be enabled [click here](#) to complete the form

SHARED DRIVES

By default, all staff can create Shared Drives. This can make it harder to ensure Shared Drives are set up using a) the naming format described in this protocol, and b) correct settings for owners, managers and members. Therefore, an example of best practice may be to set up a system within your academy to allow only Admin or SLT to create Shared Drives. An example Google Form can be found [here](#), if you wish to use this for your Academy (setup '[Form Notification](#)' add-on with this form).