

Draft model protocol for online 1:1 meetings

Do:

- Ensure your safeguarding training is up to date.
- Ensure you have agreed the protocols and timing of all 1:1 on-line activity with under 18s or vulnerable adults with parents / carers prior to the 1:1 taking place, including appropriate location, dress and conduct. The 1:1 must then take place only at the days / times agreed with parents. Parents and carers should be present in the home at the time. If at any time you feel uncomfortable with something done or said during a 1:1 call, you should end the call as soon as possible and report any concerns to your line manager and / or safeguarding officer.
- Test your audio and video before a scheduled call.
- Record any live classes so that the video can be reviewed if any issues arise.
- Be punctual and courteous. Introduce yourself and take note of other attendees' names so you can address them by name. Turn off call tone on your phone. Treat this just like you would a face to face meeting with a student, colleague or other adult.
- Conduct yourself in a professional manner throughout the call - you remain an employee of the college throughout the call.
- Conduct video calls to learners or colleagues from a desk or other appropriate location.
- Remind students that all audio/video may be recorded, to safeguard both parties and this wouldn't routinely be shared.
- Make sure to have current client version loaded before scheduled calls. Test your audio and/or video before a scheduled call.
- Look at your screen, pay attention to others and when speaking make sure to look at your camera.
- Use the 'blur background option' to hide any background if needed.
- Picture in Picture is your best reference, you can see yourself and your surroundings just as others on the call can.
- Make sure you have good light. Adjust lighting or use a portable light source to make sure you have good lighting on you from the front without having to look directly into a harsh light, eg: by pointing a strong desk lamp at the wall you're facing.
- Ensure you are appropriately dressed; 'business casual' at all times.
- Mute your microphone when not needing to talk to avoid background noise.
- Keep sessions to a reasonable length to avoid interfering with family activity.
- Consider posting your comments/questions on completion of the on-line conversation, in the *Team Chat* window.

Don't:

- Conduct a video call if it would be inappropriate to meet face-to-face.
- Multi-task; your audience will be aware.
- Shout; the other participants will tell you if they cannot hear.
- Click your pen, tap on your desk or anything else annoying or distracting. It is important to remember:
- Eat or drink, other than water, tea / coffee,
- Position yourself with other people or pets in view; what's around and behind you can be seen.
- Leave multiple applications open during the call as it may affect the quality.
- Wear stripes or heavy patterns creating pixelation of images.

Useful further guidance :

<https://www.tes.com/news/coronavirus-10-safeguarding-rules-teachers-home>

<https://learning.nspcc.org.uk/news/2020/march/undertaking-remote-teaching-safely/>

<https://www.nspcc.org.uk/keeping-children-safe/online-safety/internet-connected-devices/>

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