

**Hampshire Futures Online Video Careers Guidance Sessions.  
Information for Schools, Parents and Carers (Code of Conduct  
Appendix 3)**

This document refers to Microsoft Teams which is a video and audio communication tool being used by Hampshire Futures to deliver remote careers guidance.

**Safeguarding**

- All the rules for safe, professional behaviour that apply in a Hampshire Futures Careers interview still apply here, for Careers Advisers and young people.
- All Careers Advisers have completed a comprehensive training session on delivering remote careers interventions safely.
- All our Advisers have been safely recruited, have up-to-date training, are fully DBS checked (Disclosure and Barring Service) and are experienced and qualified professionals.
- All interview invitations will go via the school careers co-ordinator.
- Only young people participating in the interview should be present.
- Interventions should take place in a suitable location.
- For those young people aged 13 – 15 participating in a video intervention, a parent needs to remain in the house and say 'hello' to the adviser at the beginning of the interview. A parent may remain in the interview if they choose to.
- Young People aged 16+ may have an independent interview. A parent may remain in the interview if they choose to.
- Young people must be dressed appropriately in daytime clothing – advisers will not deliver the session if a child is not appropriately dressed.
- Advisers can end the interview at any time and have been instructed to end immediately if anything happens that they feel uncomfortable about. Parents / young people can also end the interview at any time.
- Parents and young people should not make any additional audio / video recordings of the sessions.

**Scheduling of sessions**

- Advisers will make contact to suggest an appointment time.
- Please ask your Adviser for a different time if your situation with work / supervision etc makes your scheduled time difficult.
- If you can't hear and/or see the Adviser, then make sure that the audio and video buttons on the centre of the screen are turned on.

**Interview Preparation**

- Select a suitable room where your young person will be undisturbed.

- Minimise any external noise so that it will not affect the interview.
- Check the background to ensure there are no posters, pictures, signs or a window.
- Ensure there is no bright light source behind your young person as this makes it difficult for them to be seen properly.
- Remember – Young people must be dressed appropriately in daytime clothing – Advisers will not deliver the session if a young person is not appropriately dressed.
- Please remind young people to have anything they need ready before the session starts.
- Young people need to remember that this is still a formal session and not a social media interaction. They should speak and behave appropriately as they would in a face to face live careers interview.

### **Session Delivery**

- Young people will need to be quiet whilst the adviser is speaking.
- If it is a group session, be aware that it can be challenging to hear participants and so speakers must take turns. Please remind young people to follow adviser instructions carefully so that the session runs smoothly.
- If you have problems with video or feel that you would prefer not to use it, then advisers can deliver the session using audio only.
- At the end of the session, the adviser will require each participant to leave the session before the adviser does.
- Due to the limitations of technology, please remember that an online session (especially group sessions) will be different to what young people would normally experience, but we believe that young people and advisers will adapt to the new format very quickly

### **Using the system**

You can use any of the following devices, Windows 10 PC, mac, iPad, iPhone, Android phone / tablet providing they have speakers / headphones, a microphone and video capability.

Windows 10: Use one of the following browsers

- o Google Chrome
- o Edge (you may need to download an update – [microsoft.com/edge](https://microsoft.com/edge))
- o Firefox

Mac: Use one of the following browsers

- o Safari (version 13 or newer)
- o Google Chrome

iPad, iPhone, Android phone / tablet: visit the app store and download 'Microsoft Teams'

It is not essential to have the app downloaded as you can use a web-browser to participate in a call. If downloading and registering for a MS Teams account, this must be registered by a person 18 years or older.

Joining a meeting:

- Open the 'Teams' invitation you received by email in any of the above browsers. It will have the date and time of your meeting. At the correct time, click on 'Join Microsoft Teams Meeting'
- You will then be prompted to either join via the app if you have downloaded it or through a web browser page via the 'join on the web instead' link.
- Join as a guest, you will be able to add your name, so the adviser knows you are waiting.
- The message 'Hey (your name), someone in the meeting should let you in soon' appears. The adviser will then be notified you are ready to join the session and will let you in to the call.
- Once you are let into the call you may need to allow the computer/phone/tablet to enable the audio for everyone to be able to hear you.

Once the conversation is over, you will need to click 'leave' in the bottom right corner to leave the session. The adviser will close the session once everyone has left.

For information about Teams security please visit <https://docs.microsoft.com/en-us/microsoftteams/security-compliance-overview>