



HarrowCOUNCIL  
LONDON

& our Partners,

Committed to  
Safeguarding Adults

## HSCB Online Safeguarding Training Learning Agreement

Welcome to our programme of facilitated online training, designed to enable delegates to participate through an online platform. The training is interactive, relevant to practice and will form part of your Harrow Safeguarding Training and CPD requirements.

We intend delegates to be able to learn flexibly. However, there is still a level of etiquette to ensure participants get the optimum benefit from the training.

Even though it is a virtual classroom setting, everyone should feel able to ask questions if anything is unclear and (appropriately) challenge to support your learning.

Within the usual boundaries, all information is private and confidential to the group so by all means bring a case study, experience or questions, just don't share anything identifiable to a real person.

This training can be undertaken in any setting where confidentiality, wellbeing and concentration can be maintained. For instance, it is unsuitable to have children present.

### **SETTING UP YOUR AUDIO, VIDEO AND ENVIRONMENT**

**Use a headset with mic if possible.** This provides the optimal audio experience for both you and other meeting attendees. If a headset isn't available, use your device's built-in audio/mic. Call in via phone only as a last resort. If you DO call in, make sure your computer/laptop's mic and speakers are muted.

**Avoid sitting with your back to a window or bright light source.** This causes a silhouette appearance where others cannot see you or determine your identity.



**Think about the background.** Whatever is in the room behind you might not be appropriate for a meeting or could be distracting to others. Cameras pointed up at ceiling fans are also a visual distraction for some attendees. Consider using the blur my background feature in MS Teams.

**Close doors to avoid unexpected visitors.** Many of us are working in a home environment where others may pass by or inadvertently interrupt.

**Harro's Consent policy.** Please do not record or screenshot the training or take photos of anything without consent

## **JOINING A MEETING**

**Join a few minutes early if possible.** This allows you to make sure everything is working and gives time to make any adjustments. You may initially be put into a 'waiting room' from where I'll let you in without undue delay.

**Mute other devices and apps.** Make sure to mute your cell phone and close any other apps on your computer/laptop that might send distracting notifications. Enter muted.

**Enter any meeting with your mic muted and camera off.** Others might already be engaged in conversation.

## **ATTENDING AND PARTICIPATING IN A MEETING**

**KEEP YOUR MIC MUTED.** Most important: Keep your mic muted unless you need to speak or are leading the meeting. If your audio becomes distracting, anyone in the meeting can mute any attendee. You will need to unmute yourself to begin speaking when needed

**Avoid talking over others.** Unlike an in-person meeting, its sometimes difficult to distinguish between multiple conversations leading to confusion.

**Be clear, concise.** Speak in a concise and clear manner and tone so that everyone can hear what you are saying.



**Camera use.** Consider using your camera during discussions. Being able to see each other enables a more personal interaction and allows you to react to eye and body language cues. In larger meetings, each participant's window will automatically display/hide based on their participation in the meeting. Be sure to turn off your camera if it might be distracting to others. Do not walk around with your camera on (mobile device) – It is also distracting.

**Use chat window.** Consider, especially for large meetings, asking your questions in the chat window or by raising your hand.

**Recording.** If the training is recorded and the participants will be informed.

**If you find any of the course content difficult or emotive.** please inform the trainer via chat that you are taking a break.

**Please remember to use appropriate language and facial expressions at all times.** Although you may be alone, others will be able to see and hear you.

**Equal Opportunities, Equality & Diversity** Please be mindful of comments, suggestions, opinions or generalisations that could be interpreted as discriminatory or offensive in any way.