

Speaker Guide for Online Dental Course Provision

Please see the separate guide which outlines more generalised information and the code of conduct expected by all speakers delivering courses on behalf of NHSE Workforce Training and Education Directorate (NHSE WT&E). It is important that you keep in contact with the course administrator/ tutor (referred here as tutor throughout the document) especially if you have queries or need to make any changes to the agreed programme.

The tutor may ask to set up a WhatsApp group for use on the day. This allows both parties to liaise with one another before and during the webinar and can be used to communicate if there are any technical issues regarding sound etc. during the session.

The tutor will explain how to set up the meeting, and if this is the responsibility of the speaker, please:

- Set up the meeting using your chosen online format (the default is MS Teams). Please check if you wish to use a different platform. Please use the 'enable waiting room' setting. Do not press 'enable join before host' setting i.e. make sure this setting in "Meeting Options" is left blank. This setting will keep visitors on hold before you arrive.
- If the function is present, control screen sharing by clicking the up arrow next to the "Share Screen" icon, and under "Who can share?" select "Only host."
- Send the link, ID and password to the tutor who will forward these with the relevant access codes to all the registered delegates.

The tutor will send out the remote learning protocol to delegates before the webinar (Appendix 1).

Practical issues

Delegates will book onto the course via the online booking system (using the 'waiting room' or 'lobby' function allows only people listed on the register i.e. booked attendees to access the webinar). On the day, the tutor and speaker will log on to the chosen video platform at least 10 minutes before the start of the webinar.

How many people will attend?

Delegate numbers can range up to 500 people depending on the webinar operating system. The maximum number of delegates should be discussed when you are booked to deliver the course and will depend on the topic and degree of interaction.

Housekeeping at the start of a webinar

Before the start of the webinar- check your appearance and background. Ideally you should have a blank wall behind you with no paintings etc. as they can be distracting. The tutor should be made a co-host, if possible, so that they can mute anyone who forgets to do this, they will listen in and help if required during the session. If the tutor is a co-host, they can admit latecomers to the webinar, triage any questions submitted using the chat function and share their desktop. When there are two speakers, the second speaker can perform the co-host role. Any second speaker should have a copy of the presentation so they can continue the webinar if the first speaker experiences any technical problems, such as loss of internet connection.

There may be some time at the start of the webinar while you wait for delegates to sign in. This is a good time for the speaker to engage the audience and identify any specific learning needs.

Delegates should be advised:

- To enter their full name into the instant messenger (chat box) facility, at both the beginning and the end of the session
- To mute their microphones (the host/co-host are also able to do this).

- To keep their camera on to ensure engagement, unless there is a reason why this is not possible, in which case they should use the chat facility to sign in and let the speaker know, and sign out again at the end.
- To close down any other applications as this may affect the quality of the webinar.
- How they are able to interact with the speakers. This could be via the chat function, polling etc. With a smaller group, delegates could be unmuted for a discussion.
- That anything entered in the chat box may be visible to all delegates and can be saved.
- That CPD certificates are only provided to those who have booked onto the course and on completion of the evaluation form.
- That they will not be provided with a CPD certificate unless they are present for the entire webinar.

The speaker should explicitly state that they do not consent to any recording of the webinar and if the course content is likely to change in the short term. Use the slide provided by NHSE WT&E at the beginning of your talk and then give the presentation as usual.

Before we start



**This course is for your personal learning and development.
The content **MUST NOT** be shared with others via any
medium including social media**

- Participants will not audio or video record online sessions. Photos of Slides may be taken only with the Presenters' consent.
- As a default, webcams should be switched on, but the microphone should be muted.
- The speaker will describe how to ask a question and the process for interaction during the session.



Opening slide for
remote course deliver

Monitoring attendance during the Webinar

The speaker/co-host/tutor will take a screenshot of attendees at the start of the course, midway through and just before the end, as evidence of attendance. Where you notice a camera is off, the speaker or the co-host could ask that delegate a direct question to ensure their presence and engagement on the course, if you wish. The tutor will update the attendance on the booking system within 24 hours of the end of the course.

Webinar Tips

- The speaker should look at the camera on their laptop not the computer screen.
- It is useful for the co-host/tutor to have some pre-prepared questions in case there is limited delegate interaction
- It is advisable to introduce an interactive activity every 20 minutes to ensure delegate engagement. Examples include group discussions in breakout rooms or polling if your software platform allows use of the 'Chat' option to get participants to ask or answer questions or using an app such as Slido for a group poll or quiz.
- The speaker/co-host/tutor should try to maintain the 'Chat' box and ensure questions are answered throughout the course.
- It is advisable to undertake a quiz or assessment at the end to capture the educational engagement of the participants. If available, please send this alongside the saved 'Chat' from the session to the tutor/ NHSE WT&E contact.



Recording the session

NHSE WT&E, by separate negotiation may arrange to record and replay the webinar. Data protection law will apply to all identifiable individuals (participants and lecturers). Personal data must be processed in line with the Data Protection Act 2018 and General Data Protection Regulation. Prior to the start of the session, everyone attending should know that it is being recorded, why it's being recorded, where it will be stored and who will have access to it. A recording-free zone might be set up to accommodate those who wish to opt-out e.g. these delegates turn off their video cameras.

Consent

Record only with the consent of all the participants in the session. The digital platforms used should clearly indicate that recording is occurring and should request an affirmative action to provide consent to that recording (e.g. the “recording disclaimer” on screen).

All rights relating to the lecture content will need to be cleared before a recording takes place.

What should NOT be recorded

To avoid risks around data protection and distress to participants, recordings should not be made of sessions that use individual patient data, or where there may be emotive content (e.g. safeguarding).

Thank you for your cooperation and valuable contribution to making the course a success.

If you have any questions or require further information, please contact:

england.dental.southeast@nhs.net

Appendix 1: Protocol for Remote Learning

As we will be delivering this course via videoconferencing it is important that we set out some guidance that will facilitate learning for all the participants. Please take a moment to read the following before the start of the course. **This course is for your personal learning and development. The content MUST NOT be shared with others via any medium including social media.**

Software and connecting

- Most video platforms do not need you to have an account to join as you can join as a guest.
- We recommend using Google Chrome or Edge as browsers (e.g. MS Teams is not yet fully supported by Safari for Apple devices). If you click the link and it opens in Internet Explorer, we suggest you copy the link and paste it into Google Chrome or Edge.
- Check you can join by following the link 5 minutes before the start of the webinar, so you have time to overcome any IT issues. You may have to wait in the 'Lobby' until the speaker lets you in.

Before the course

- Check your internet and Wi-Fi connection.
- Check your audio, headset, and the camera is working.
- Check your lighting and camera positioning
- Turn off any other applications that are running to conserve bandwidth

If you are having issues during the session or cannot hear well, please use the instant messaging/chat function

Please note:

- Participants must join the session on time. Please note that being late may affect the CPD time recorded on your certificate.
- If you join late, please join on 'mute' so you do not interrupt the conversation or presentation.
- Participants will be responsible for their own behaviour and conduct when accessing remote learning.
- Sessions will be conducted with the same levels of formality and respect as one would expect on a physical study day. If necessary, therefore, please organise childcare so that you can focus on the course content and try to avoid other distractions.
- Participants must not audio or video record online sessions unless they have express permission from the speaker and all delegates. Photos of slides may be taken only with the speakers' consent.
- Participants should be aware that usage associated with online Learning platforms may be monitored, logged, and made available for inspection if needed. Remember conversation history and chats stay around even after closing the application. For this reason, **do not share personal or patient identifiable data in the chat area.**

Please follow these principles when communicating online in a remote learning environment:

- Delegates should find a quiet, well lit, and comfortable place for attendance; ensure there is nothing offensive or inappropriate on display (both in terms of what you are wearing and what is visible behind you on your webcam). No personal data should be visible on your webcam for the safety of both you and the people you may live with.
- Delegates must ensure their face is clearly visible (focus from shoulder up).
- Delegates may drink liquids during online sessions but please do not eat food as this can be distracting for other participants.
- As a default, delegates' webcams should be switched on, but their microphone should be muted to ensure minimal background noise. If there is a reason why the camera cannot be on, please use the chat facility to sign in and let the speaker know and sign out again at the end.
- The speaker will describe how to ask a question and the process for interaction during the session at the beginning of the course.

We hope that you enjoy the session, remember to complete the online evaluation to get your certificate and to complete a reflection on the course content for your CPD records.



Appendix 2: Online Platform - Microsoft Teams

Microsoft Teams – this shows you how to use MS Teams

<https://youtu.be/CH2seLS5Wb0>

How to install MS Teams:

- Go to [Get Teams for free](#) and choose the **Sign up for free** button. If you don't see the **Sign up for free** button, scroll down (nearly to the bottom of the page) to **Get Microsoft Teams for your organization today**, and then select **Sign up for free**.
Enter the email address you want to use with Microsoft Teams free.
- On the next screen, answer the question about how you want to use Teams.
- If you choose 'For school', you'll be prompted to enter your school email address to see if you have access to Teams through your school. If you choose 'For friends and family', you'll be directed to sign up for Skype.
If you choose For work, you can continue to the next step.
- You'll be asked to verify your information again in this step. If you have multi-factor authentication enabled, you may be prompted on your phone. Otherwise, you'll need to provide your password here.
- After that, fill in your name and the other requested info, and then click Set up Teams.
- Then wait patiently while Microsoft creates your Teams account and then sets it up for you to use. (This process can take up to a minute. You'll see two loading screens.)
- Finally, you'll be prompted to download the Teams desktop app.

How to join MS Teams meeting or event:

The HEE host will send a calendar invitation to all meeting or event participants with a MS Teams meeting link. The below provides step by step guides and video tutorials on how to join MS Teams:

- How to join a MS Teams meeting video tutorial - <https://support.office.com/en-us/article/join-a-Teams-meeting-078e9868-f1aa-4414-8bb9-ee88e9236ee4>
- How to join a MS Teams meeting guide - <https://support.office.com/en-us/article/join-a-meeting-in-Teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9>
- How to attend a MS Teams live event guide - <https://support.office.com/en-us/article/attend-a-live-event-d837ad8d-ce34-44d0-9744-9beb50e943ac>
- How to download MS Teams app guide - <https://www.microsoft.com/en-gb/microsoft-365/microsoft-Teams/download-app>