Risk Assessment: Online Outreach Curriculum

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| **Assessor: Sarah Berry** | **Date of Assessment: August 2023** | **Review date: Annually** |
| **Department/Section: Outreach & Widening Participation** | **Signature:**  ***Clare Allison, Head of Department*** | **Signature:**  ***Project Leader*** |

| Hazard | **Possible harm** | **People at risk** | **Existing controls** | **Further action required** | **Risk Factor\*** |
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| Medical Conditions/ disabilities, additional educational needs | Inappropriate and inaccessible online content planned | Predominantly students, but ambassadors and staff could also be affected | * Additional participant requirements captured in booking process * Staff to ensure that any requests or additional requirements are considered when planning online outreach curriculum, including use of internet/ access to devices * All microphones should be muted when not in use to minimise disruption * Transcripts for pre-recorded material can be provided to participants upon request * Students are able to participate in live outreach sessions with voice (speaking), in writing (using chat function) and/or using the nonverbal cues on Zoom/Teams * Visual aids are provided for all live outreach content | None | L |
| Photography/unsafe internet/ smartphone use | Inappropriate images/ websites to be viewed, content (including images/recordings) to fall into the hands of the wrong person or collected/stored/used unlawfully | Staff, ambassadors and students | * All University staff working on outreach activities to be aware of the University’s Data Protection Policy for outreach activities which covers the use of photographs and videos * Staff and ambassadors to ensure they have completed Data Protection and Safeguarding Training, which staff and ambassadors are required to re-take every 2 years * If photography and/or filming is required for pre-recorded online outreach content, for those aged 11-17 a privacy notice must be provided to both the student and parent/carer informing them that photos/videos will be taken * If photography and/or filming is required for pre-recorded online outreach content, for those aged 18+ a privacy notice must be provided to the individual informing them that photos/videos will be taken * If an individual (and/or their parent/guardian if they are under 18) has objected to photos and recordings being used in this way, they should be clearly identified and not photographed/filmed. Where this does happen accidentally, these photos/videos will be destroyed * Live online outreach sessions to take place via Zoom Education, or Microsoft Teams * Zoom settings created via admin account for all Zoom Education host users and should not be amended by individuals, to ensure restrictions remain in place to protect participants * Ambassadors are not to take any photos, screenshots or recordings during outreach sessions * Staff and ambassadors to undertake filming/live outreach content against a plain background, or using a pre-set or blurred background if preferred * Staff/ambassadors to ensure device screen is clear of any personal/   identifying information (of self or others) or anything else that might be inappropriate when screen sharing with students   * Student screen sharing for live outreach sessions is not permitted and will be prevented by the host * Outreach participants below year 9 will have their cameras off when taking part in live outreach content, unless staff/the school have obtained parental consent * Outreach participants year 9+ can choose whether or not to switch their camera on during live outreach content * The presenter is able to turn participant cameras off if needed/preferred * Staff and ambassadors will generally keep their cameras on in live outreach content * School staff/parents must be copied in to email correspondence with any student below year 9 * A member of school staff must be in attendance for any live outreach session that engages with students below year 9 * A member of school staff should also be asked to be present in all live outreach for students year 9+ where it is possible to do so. | None | L |
| Inappropriate behaviour (including safeguarding incidents) | To include, but not limited to:  Disruptive or abusive behaviour, false allegations, inappropriate or private contact with staff/ambassadors | Staff, ambassadors and students | * Adequate staff training, including Safeguarding training, which staff and ambassadors are required to re-take every 2 years * All Outreach & Widening Participation staff and ambassadors to hold a valid DBS check * Staff to adhere to the University/OWP safeguarding policies & procedures * At least one member of Kent staff to be present in any live outreach session to manage risk/monitor behaviour * Ambassadors to inform staff of any concerns they may have (if these are safeguarding concerns they should be followed up as appropriate with an LSO immediately following the session) * Staff/ambassadors to complete relevant incident report forms where necessary * Staff and ambassadors should wear suitable (professional) clothing when taking part in live online outreach * Staff/ambassadors to report any queries/ concerns/ incidents to a Local Safeguarding Officer * All live outreach sessions will be recorded for safeguarding purposes. Participants should be informed that this is the case, and Zoom/Teams will also display a message to inform them of the recording * Where live outreach sessions are taking place on Microsoft Teams, meeting options must be set in advance to ensure that a waiting ‘lobby’ is in place for students, that the meeting is set to record automatically and that the meeting chat is set to ‘in-meeting only’ * A waiting room functionality has been automatically set for all live outreach activity on Zoom * Staff and ambassadors should participate in live outreach content in a place they will not be disrupted by others and where no inappropriate language will be audible * Staff and ambassadors will not participate in 1:1 sessions with outreach participants unless explicit written consent is gained from the school in advance. In these instances, students should be of sixth form age only and ambassadors must have completed additional relevant training as appropriate. * Staff and ambassadors to use their Kent email address when participating in live outreach content * Staff and ambassadors should not accept any personal invitations/forms of communication from students * 1:1 chat functionality on Zoom disabled * Staff, ambassadors and students should not accept any calendar/meeting requests that do not come from a staff (Kent) email address * Staff and ambassadors should ensure their display name is appropriate and use their name/preferred name only (students will be asked to do the same) * Students will only be admitted to live outreach sessions if they/their school/college enrolled beforehand and their display name matches the enrolment list * School/college staff are invited to participate in all live outreach sessions organised through their school/college * Ambassador Expectation of Behaviour document updated to include appropriate conduct in online outreach sessions * Participants agree to code of conduct when signing up to online outreach session on an individual basis (as opposed to through their school/college) | None | L |
| Data Protection Breach | Loss of documents containing personal and/or sensitive data, or personal and/or sensitive data being unintentionally disclosed. | Students, staff, ambassadors | * Staff and ambassadors to ensure they have completed the University’s Data Protection Training, which staff & ambassadors are required to re-take every 2 years * Student registers for online outreach will be processed solely through Qualtrics or HEAT, unless received directly from the school/college * A Legitimate Interest Assessment (LIA) has been completed for the use of Zoom, and signed off by the Assurance and Data Protection Team * Ambassadors to be fully briefed and made aware of any sensitive information provided to them, including any data they may be asked to collect on the day such as register information * All videos/photos to be uploaded and processed in accordance with the University’s Data Protection Policy for outreach activities * Live outreach recordings must be stored in the designated folder on the shared drive and will be deleted after a period of 3 months (unless there are any safeguarding concerns, in which case recordings will be dealt with in line with the University’s safeguarding policy) * Staff and ambassadors should ensure there are no identifiable items/ documentation nearby when filming content/on camera in live outreach sessions * Any data protection breaches, or possible breaches, should be reported to the University’s Data Compliance Officer and the Deputy Head of Outreach & Widening Participation: Impact & Evaluation as soon as staff become aware of the breach/possible breach | None | L |