

## Queen Mary, University of London – Online Outreach Risk Assessment

<b>Assessor:</b>	Jack Fox/Poppy Hudghton	<b>Project Lead:</b>	Various
<b>Date of Assessment:</b>	23 August 2022	<b>Review Date:</b>	July 2023
<b>Directorate:</b>	Marketing and Communications, UKSR/WP		
<b>Activity:</b>	Online Outreach, webinars, online events for recruitment and WP audiences	<b>Location:</b>	Online activity

Please note that it is the responsibility of the event lead to ensure the below risk assessment covers the intended activity. Where additional activities or interventions take place, or alternative platforms are used, it is the responsibility of the team member to complete the appropriate additional steps.

General risks								
What are the hazards?	Who might be harmed and how?	Risk*	What are you already doing? (Risk Controls)	Residual Risk*	Do you need to do anything else to manage this risk? (If the risk is still medium or high)	Action by whom?	Action by when?	Done
The use of the online platforms and the collection of personal details/data	Students, parents/carers, and teachers/advisors participating in online outreach through a breach of data protection.	M	<ul style="list-style-type: none"> <li>The platforms used for Online Outreach are assessed before procurement to ensure appropriate GDPR and data protection policies are in place. This should be reviewed periodically.</li> <li>Zoom: Zoom is approved for use by the Queen Mary ITS team. When using Zoom for outreach activity with under 18s, the following guidance should be followed:                             <ul style="list-style-type: none"> <li>A password to be used on all meetings/webinars</li> <li>A waiting room will be enabled</li> <li>The chat function will only be enabled if crucial to the session and when enabled, it will be monitored by a dedicated administrator/coordinator.</li> </ul>                             The Q&amp;A tool is preferred due to the enhanced moderation function.                         </li> </ul>	L	<ul style="list-style-type: none"> <li>For long-term projects of over three individual interventions, a student code-of-conduct should be signed and the staff member should host an introductory session with expectations and regulations.</li> </ul>	Event lead	Prior to event start	

Last updated: 08 September 2022

\*Risk levels: High (H), Medium (M) and Low (L)

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			<ul style="list-style-type: none"> <li>- Staff should ensure functionality to turn off the chat function, should inappropriate conduct occur.</li> <li>- Start each session by reminding users of any associated code of conduct, and the core principles of respecting others opinions and engagement. Staff to ensure they're familiar with all the above features prior to commencing an online session. Staff to use associated QMUL zoom accounts, linked to the central ITS systems. Once the session has commenced, disabled participants function to rename themselves to limit opportunities for bullying and harassment</li> <li>- Where students sign up to an event through a data collection form hosted by the UKSR/WP team, the approved Gecko or Qualtrics accounts should be used with the appropriate data sharing and GDPR statements. The accounts will be secured with appropriate secure passwords and access to the accounts will be limited to appropriate team members. This will be overseen by the Data and Evaluation Senior Officer.</li> <li>• University accounts/team accounts should be used for all online outreach and staff or ambassadors should not use their personal email address to register for the work accounts.</li> </ul>					
Safeguarding of young people	Students participating in	M	<ul style="list-style-type: none"> <li>• All staff will be briefed to be vigilant and ensure that they're aware of the reporting</li> </ul>	L	Staff to read the <a href="#">NSPCC guidelines</a> ahead of hosting an online event.	Event lead	Ahead of live	

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under the age of 18	online outreach. Staff and ambassadors hosting or participating in online outreach through allegations or lack of awareness of safeguarding procedures.		<p>procedures in place and to follow the Policy and Procedures for the Protection of Children and Adults in Need of Safeguarding.</p> <ul style="list-style-type: none"> <li>As young people may be in their home environment, this poses additional risk of safeguarding concerns being overheard. If a staff member sees or hears something worrying during an online lesson, or a child discloses abuse during a session or over email, staff should follow the University's policy above combined with the Safeguarding in Outreach settings guidance.</li> <li>Where a staff member runs an outreach workshop as a guest on a school/colleges Zoom/MS Teams account, a member of staff from the relevant school/college should be in attendance at all times and will take overall responsibility for the safeguarding of participants. The school/colleges safeguarding policy should also be followed in the event of a disclosure or concern.</li> <li>Student Ambassadors undertake basic safeguarding training as part of their induction and training programme. This includes successful completion of the QMUL <a href="#">safeguarding e-essentials</a> module.</li> <li>All QMUL staff are familiar with and follow the departmental Online <a href="#">Outreach and Social Media Guidelines</a>.</li> <li>University accounts/team accounts should be used and staff or ambassadors should not use their personal email address/phone number to register for the work accounts.</li> <li>Staff and ambassadors to be aware of their surroundings when on camera/video, using a neutral environment ensuring there is nothing</li> </ul>				event/recording	

Commented [JF1]: Can we link through once stored?

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			<p>personal or inappropriate in the background, including family photos and or personal identifying information.</p> <ul style="list-style-type: none"> <li>Any staff member who monitors the content of online delivery aimed wholly or mainly for use by children or vulnerable adults will be required to hold an enhanced DBS certificate issued by Queen Mary University of London.</li> <li>Event lead to be aware of the <a href="#">DfE guidance on safeguarding during remote education</a></li> </ul>					
Risk of electrocution or fire from the use of unsafe electrical equipment	Staff, students and visitors at risk electric shock, burns or fire	M	<ul style="list-style-type: none"> <li>Staff and student ambassadors should report any faults to the IT Service Desk and/or their line manager as soon as possible and avoid using a device they deem unfit or faulty.</li> <li>Guests joining online outreach sessions do so using their own devices and therefore take responsibility for appropriate upkeep and safety measures.</li> <li>Students participating in long-term, partnership programmes may have a device or internet connection provided by an external partner, such as the Sutton Trust or Realising Opportunities. In such cases, the external partner takes responsibility and is expected to have undertaken a thorough risk assessment.</li> </ul>	L	N/A	N/A	N/A	
Data Protection Breach	Loss of documents containing personal data.		<ul style="list-style-type: none"> <li>Ambassadors to be fully briefed and made aware of the sensitive information provided to them at the training session (predominantly student registers).</li> <li>All QMUL staff are familiar with the <a href="#">QMUL Data Protection Policy</a>.</li> <li>Electronic registers to be used through the approved platforms (Gecko/Qualtrics)</li> </ul>	N/A	N/A	N/A	N/A	

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			<ul style="list-style-type: none"> <li>Registers to be password protected if sent via email</li> <li>Staff to ensure personal details are not shared when emailing multiple participants and if using platforms that share personal email addresses, such as Microsoft Teams, then relevant data sharing consent should be obtained in advance</li> </ul>					

Risks associated with specific activities <i>i.e lab-based subject tasters (if relevant)</i>								
What are the hazards?	Who might be harmed and how?	Risk*	What are you already doing? (Risk Controls)	Residual Risk*	Do you need to do anything else to manage this risk? (If the risk is still medium or high)	Action by whom?	Action by when?	Done
Live streaming	*Additional notes for live streamed events	M	<p><b>Before the event:</b></p> <ul style="list-style-type: none"> <li>Plan for two members of staff/student ambassador present. At least one of the staff/ambassadors should hold an enhanced DBS check and should support in a host capacity to monitor engagement and any subsequent issues</li> <li>Ensure there is a team member on call, or an appropriate platform available to highlight issues/ask for back-up during the live event hours</li> <li>If the live session is due to be recorded and published following the event then a valid consent form should be obtained</li> <li>Staff/ambassadors should be familiar with the platform prior to the live event time and aware of how participants can view/access data or content</li> <li>The structure and content should be planned in advance to ensure that it is age</li> </ul>	L	N/A			

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			<p>appropriate and that discussions remain on topic</p> <ul style="list-style-type: none"> <li>Live events should have a clear and defined start and end time. Staff and ambassadors should only be contacted during the live event time, with the exception of long-term programmes such as Realising Opportunities, Bridge the Gap and Pathways to Law.</li> </ul> <p><b>During the event:</b></p> <ul style="list-style-type: none"> <li>If one staff member needs to leave unexpectedly, for example, due to connection issues, they should get in touch with a back-up as soon as possible. If internet is not available they should have a phone number on hand of another team member</li> <li>At the start of the event, participants should be informed or reminded of the relevant code of conduct, expectations of regulations (as appropriate for the individual event)</li> <li>If a staff member or ambassador is to share their screen then they should ensure there is nothing personal or inappropriate in the background or in the web browser. Any files containing personal data, personal email or social media accounts should be closed before screen sharing commences.</li> <li>Challenging behaviour, inappropriate language or comments should be dealt with as soon as possible. This may involve removing a participant from the session or muting the chat function/microphone/camera of the participant, or barring from the platform. If an issue arises and the platform does not</li> </ul>					

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			allow for comments to be deleted, the chat function should be disabled for all.					
Pre-recorded and on-demand content	*Additional notes for pre-recorded and on-demand content	L	<ul style="list-style-type: none"> <li>The platform and content must be appropriate for the relevant age group</li> <li>The event-lead should ensure the platform does not share personal data or information with other participants</li> <li>Where possible in the event timeframes, the session should be reviewed to ensure it is accessible, for example, subtitled provided on recordings.</li> </ul>	L				

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Online mentoring/tutoring	*Additional notes for online mentoring or tutoring conducted by Queen Mary students or staff	M	<b>Before the mentoring or tutoring begins:</b> <ul style="list-style-type: none"> <li>Online mentoring and tutoring to take place through approved platforms, including but not limited to Brightside, The Access Project, UniBuddy.</li> <li>Mentors to have completed the QMUL Safeguarding E-essentials training, and to adhere to the departmental guidance for Online Outreach and Social Media.</li> </ul>	L	N/A			

**Commented [GW2]:** I thought Nuffield's guidance on this was good and might be worth reviewing. Page 4 in particular:  
[NFR 2020 Online safeguarding guidance policy\\_FINAL \(1\).pdf](#)

**Commented [GW3R2]:** @Poppy Hudghton

**Commented [GW4R2]:** But looks fine in general to me :)

**Commented [PH5R2]:** this is helpful thanks

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			<ul style="list-style-type: none"> <li>• Conversations on platforms should be moderated, recorded or reviewed, as appropriate.</li> <li>• All mentors and tutors to receive appropriate training specific to their role.</li> <li>• Mentors and tutors are advised not to share personal details, including but not limited to their address, email address, social media, or phone number.</li> <li>• Mentors to have access to a Designated Safeguarding Officer outside of normal working hours.</li> <li>• All Mentoring and Tutoring to take place within appropriate hours, e.g. after 6am and before 10pm.</li> <li>• Staff/ambassadors should be familiar with the platform prior to commencing mentoring and aware of how participants can view/access data or content</li> <li>• All mentors, tutors and staff to have completed Data Protection Training and be aware of Queen Mary's Data Protection Policy.</li> <li>• All staff, including student ambassadors, working with young people under the age of 18 on a regulated or sustained period, should hold a Queen Mary issued DBS check</li> </ul>					
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