

# SUN ONLINE DELIVERY GUIDANCE

The document acts as a guide and a code of conduct for all staff, ambassadors, and participants. Please be aware that all the rules for safe, professional behaviour that apply at face to face events/sessions still apply here, for staff, student ambassadors and participants.

## STUDENTS

Please follow the below guidance to help ensure you are staying safe online during our SUN sessions. If you have any concerns before, during or after the session, please contact the SUN member of staff leading the session or email [sun@soton.ac.uk](mailto:sun@soton.ac.uk)

### **For all online sessions, please:**

- Follow the expectations set out at the start of each session, ask the SUN members of staff in the session if you have any questions.
- Use your first names and the first letter of your last name as your display name. You are welcome to add your pronouns (e.g. they/them, he/him, she/her) if you wish.
- Remember it is easy to misinterpret typed messages online, think before you type.
- Do not record or take photos of SUN staff members, student ambassadors or other students.
- Keep yourself safe - do not share something that feels too personal, complicated, or sad.
- Turn your microphones off unless you are speaking. If you need support with anything, please let a SUN staff know by unmuting or using chat.
- Be aware that all sessions may be recorded, and if this is the case for your session, you will be informed of this at the start.

### **Video cameras:**

- It is your choice whether to have your camera on or off. If you choose to have your camera turned on, we suggest that you blur your background or use one of our [SUN virtual backgrounds](#).
- If your camera is on, please make sure that you do not have items in your background that might reveal your address, school/college or somewhere you go regularly (e.g. a sports club or activity). You may also want to check for mirrors in the background showing your reflection!

### **For at home sessions, please:**

- Be aware that for some online live delivery, SUN may ask for parent/ carer consent.
- Make sure people you are living with know you are on a video session. Do not include them in the session without prior permission from SUN staff.
- Try and be in a room where you can listen and concentrate without disruptions.
- Wear appropriate clothing– if you are not in appropriate clothing you may be asked to leave the session.
- Do not share the link and password for the online session with anyone else.

## PARENTS/CARERS

- There are a range of SUN online activities which young people can access. These are delivered over a range of platforms (i.e. Zoom, Teams, Go To Webinar etc.) The SUN will provide details about how to access each session in advance.
- For online sessions, young people may be able to see each other if they choose to turn their cameras on for any part of the session.
- All online sessions can and may be recorded for safeguarding purposes. At the start of the session, a SUN member of staff will inform participants if a session is being recorded.
- All recordings and chat logs will be saved onto Glasscubes (the SUN's secure online workspace) for 28 working days after the session has taken place, unless otherwise specified. After which, both the recording and chat log will be permanently deleted from Glasscubes.
- During the sessions there will be an enhanced DBS checked SUN member of staff or ambassador present.
- Occasionally, there will be external providers present at these sessions. They will be using the SUN online delivery platforms and either a SUN staff or ambassador will be present at the session.
- The SUN staff and/ or ambassador will be the 'first in' and 'last out' of the video room (this prevents anyone from re-joining after they have left).
- For safeguarding reasons, please explain to your young person that they should not share or communicate any personal details (phone number, address, email address etc.) during the session. SUN staff and ambassadors will also reiterate this at the start of the session.
- All activities that include annotations or drawings on a shared screen will be monitored by SUN staff/ student ambassadors. Any inappropriate drawings will be removed immediately and reported to the school/ college.
- Parental consent may be gathered for certain online events before the session takes place. SUN will inform you of this during the sign-up process.
- For safeguarding reasons, no one under 13 should join the session. Only young people participating in the session should be present. If a parent/ carer wishes to join the session, please contact SUN in advance at [sun@soton.ac.uk](mailto:sun@soton.ac.uk).
- Young people have been advised to dress appropriately for sessions. If they are not dressed appropriately, they may be asked to leave.
- Where possible, please try ensure that your young person is able to participate in SUN activities in a quiet room so that they can hear what is being said and fully take part in the session.

## SUN STAFF AND AMBASSADORS

### SUN staff will ensure:

- All SUN staff delivering online activity have an enhanced DBS check. Any non-DBS checked deliverers or external partners will be accompanied by a DBS checked SUN member of staff.
- All SUN staff and ambassadors are aware of, and will adhere to their university's safeguarding policies and procedures.
- SUN-led sessions in school/ college can be recorded upon request. The recordings will be saved in Glasscubes (the SUN's secure online workspace) for up to seven working days afterwards.
  - Please note: SUN-to-student sessions and all sessions not taking place in school/ college will be recorded for safeguarding purposes and be kept secure on Glasscubes for 28 working days. Chat sessions will always be downloaded and also stored for up to 28 days. After the 28 day period, both the recording and chat log will be permanently deleted from Glasscubes.
- For online delivery to whole class groups (excluding SUN-to-student), the chat function will be operated by the school/ college member of staff who is facilitating the session.
- Private chat between participants will be disabled, or the chat function will be turned off completely.
- All activities that include annotations or drawings on a shared screen will be monitored by SUN staff/ student ambassadors. Any inappropriate drawings will be removed immediately and reported to the school/ college.

## YOUR DATA

- In school/ college delivery links will be sent directly to school/ college staff. Participant details will be recorded by school/ college staff in line with GDPR.
- Parental consent may be required for some online delivery for those students under 18.
- Participants over 18 years of age will sign up to sessions via a secure platform such as GoToWebinar, Online Surveys, Eventbrite or by emailing the session leader directly.
  - Sign up information for participants will be included within the session information
- Data will be stored in line with GDPR and the SUN [Privacy Policy](#).