# Virtual Delivery Guidance

## Introduction

The aim of this guidance is to keep everyone safe during virtual delivery events.

The Youth Sport Trust has a duty of care to everyone taking part in our virtual events and delivery. Safeguarding and promoting the welfare and wellbeing of everyone is an important aspect of that duty of care ensuring everyone is safe and protected from harm.

Deliverers should read this guidance to ensure you understand your responsibilities in a virtual learning environment in conjunction with the Youth Sport Trust:

- Children and Young People Safeguarding Policy
- Children and Young People Safeguarding Procedures
- Safeguarding Adults Policy
- Safeguarding Adult Procedures
- Image Use Policy
- AI Policy
- Social Media Policy
- Data Protection Policy

All of above documents are available on the Youth Sport Trust website at Safeguarding - Youth Sport Trust.

Throughout this guidance the term young person/people refers to any person under the age of 18 years of age.

## Safeguarding Plan

Complete a Safeguarding Plan for your event. The Event Planning Toolkit holds the Youth Sport Trust templates and guidance that should be used. If you require any help always speak to your Line Manager and/or the Youth Sport Trust Lead/Deputy Safeguarding Officer prior to your delivery. Safeguarding considerations will include (but not be limited to):

1. Does the Youth Sport Trust have loco parentis responsibility for any young people participating.
2. What is the relationship between young people being accompanied by an adult to attend your virtual event. Will the adult be present or on hand during your delivery. For example, parent/carer, teachers or another designated adult. Use this information to help you plan the format of your delivery.
3. Virtual delivery must not take place on a one-to-one basis with any young person.
4. Establish the number of staff required for your virtual delivery and ensure roles and responsibilities are clear, including monitoring participants, responding to safeguarding concerns and managing unexpected situations.

5. Ensure you have access to the Safeguarding Incident Report form and use it to report any safeguarding concerns.
6. Respond promptly to any safeguarding concerns arising during your virtual delivery and report in accordance with the Youth Sport Trust's Safeguarding Procedures and the Event Safeguarding Plan.
7. Where a concern indicates that a participant may be at immediate risk of harm, appropriate action must be taken without waiting until the session has ended. This may include contacting the designated safeguarding lead, the Youth Sport Trust Lead/Deputy Safeguarding Officer or emergency services, as appropriate.
8. All safeguarding concerns must be recorded using the Safeguarding Incident Report Form and reported through the appropriate safeguarding channels.

**Preparing and managing your online virtual delivery**

The points to follow are not intended to be exhaustive but provided to assist you in your planning preparations and in your delivery.

1. Define the type and purpose of the virtual event/delivery at the start of the planning process. This will help you to decide the most appropriate delivery format for the event and the levels of interaction needed.
2. Complete a risk assessment for the delivery. If you require help or are unsure whether a risk assessment is required speak to your Line Manager or the Event Team for support.
3. Provide event information to all participants. For example, agreements regarding roles and responsibilities, registration process, consent forms, code of conduct, camera use, chat function and the safeguarding reporting procedure.
4. Provide participants with information on technical requirements and any preparation needed before the session. Consider contingency arrangements if technical difficulties interrupt delivery, including how participants will be informed.
5. Ask participants to consider the best environment where they can take part in the delivery. For example, avoiding public and noisy environments, minimising any personal memorabilia/belongings they do not want others to see and any other distractions that could impact on their participation.
6. Provide participants with an opportunity to advise YST of any additional needs or accessibility requirements. Consider reasonable adjustments such as accessible materials, captions, breaks and alternative ways to participate, and reflect these in your risk assessment.
7. Provide the Code of Ethics and Conduct to all participants you are working with.
8. Provide expectations to participants on the use of the camera, chat function and annotation. Tell participants whether they will be expected to have their camera switched on for introductions, group sharing, break out rooms and throughout the delivery (as applicable).
9. Recognise that some participants may need to keep their cameras switched off due to technical difficulties, privacy, disability or neurodivergence. Consider alternative ways and adjustments you can make to your delivery to help and support them to participate.
10. Provide participants with expectations around the use of the microphone and chat function. For example, mute their microphone when they are not speaking to minimise background noise, how will they use the chat function or annotation (as required). Provide a reminder of these expectations at the beginning of your delivery.
11. Consider the appropriate number of participants based on the purpose and format of your delivery. Smaller groups may be more suitable for interactive sessions, while

larger groups may work well for webinars. Ensure sufficient staff are available to support delivery and safeguarding arrangements.

12. Where breakout rooms are used, ensure appropriate supervision and monitoring arrangements are in place. Young people must not be left in unsupervised one-to-one sessions.

**IT and Data Protection considerations**

1. Check the broadcast platform and ensure all security settings are up to date and applied to your own software. If you require help or advice, please contact the Youth Sport Trust IT Department.
2. The Youth Sport Trust has a range of recommended platforms available to you. Follow our guidance and/or speak to the IT Department for support for any platforms being used. For example, when using Zoom, you should be using a Youth Sport Trust Pro Licence. If the school, community or partner organisation requests you to use a new / different platform you are unfamiliar with always speak to the IT or Events Department to support you in advance of your delivery.
3. For all programme delivery (and certain external partner meetings) use the provided Youth Sport Trust background when delivering. Always be alert to what participants can see on your screen. For example, if you share your screen. For internal and informal settings ensure your background is neutral and turn off all notifications whilst in this mode.
4. Ensure all links to your virtual delivery event are secure, have been distributed correctly and participants are aware that login details and passwords must not be shared with others.
5. Ensure no one can enter the virtual classroom before you or the host grants permission. Use the waiting room function or equivalent (if available).
6. Once everyone has joined, ensure you know how to lock the virtual session to prevent unauthorised access. If an unauthorised person joins or inappropriate content is shared, take immediate action to remove the person or content and report any safeguarding concerns.
7. Set the chat box so that messages go to “everyone participating”. Private messaging is not acceptable. If you wish to save chat during your delivery this must be stated and agreed in advance with the participants, school, community/partner organisations, in accordance with the Youth Sport Trust Data Protection Policy.
8. No images, filming, recording, AI meeting assistants or automated transcription should be used without prior authorisation and appropriate consent or other lawful arrangements, in accordance with Youth Sport Trust policies.
9. Never share your personal information with anyone attending your virtual delivery session.

Remember, to practice so you are comfortable with this method of delivery as well as the content. Expect to have some IT challenges at some point. if you have questions, concerns, queries about delivering virtually ask for help before the delivery. Remember you can speak to the IT Department or colleagues experienced in delivering virtually for help and support.

**Considerations when using online external resources in your delivery**

Always check:

1. Who owns the materials you wish to use, it may be subject to copyright or other restrictions. Always contact Janette Massey, Head of Compliance & Governance for advice and guidance before you use external materials.
2. Is the content suitable for the age range and purpose you want to use it for?
3. That there are no inappropriate references or language used throughout the resource.
4. View and read any written resources to ensure that the content is suitable and there is no inappropriate content before you use it in your delivery.
5. View any images and watch any video footage to ensure the content is suitable and contains no inappropriate content before you use it in your delivery.
6. If you are unsure about the suitability of any external material do not use it and seek advice from your Line Manager or the Lead/Deputy Safeguarding Officer.

**Further information and resources**

External guidance is available from a variety of organisations, the online world is ever changing, and we encourage all deliverers to use the expert guidance available to keep your knowledge and delivery skills informed and up to date. Please check out the links below to learn more.

Providing remote education: guidance for schools - GOV.UK

Homepage - UK Safer Internet Centre

Professionals Online Safety Helpline - UK Safer Internet Centre

Safe Remote Learning | SWGfL

Safeguarding Hub - Inege Safeguarding Group

Keeping Children Safe Online | NSPCC