

# Realising Opportunities

## VIRTUAL EVENT RISK ASSESSMENT

<b>Title of project or activity</b>	Realising Opportunities (RO) Virtual National Student Conference (NSC) 2022, Saturday 12 March 2022, 10.00 – 15.00
<b>Manager / Responsible person</b>	Laura Morgan, RO Project Manager Email: <a href="mailto:laura.morgan@newcastle.ac.uk">laura.morgan@newcastle.ac.uk</a>
<b>School</b>	Realising Opportunities External Relations Newcastle University
<b>Date of assessment</b>	17 December 2021
<b>Location of work</b>	The activities, for the purpose of this risk assessment, will all take place on University approved, GDPR compliant software, equipment and servers to ensure the safekeeping and protection of participant's personal information.
<b>Designated Safeguarding Officer (DSO)</b>	Emma Reay, Director of Student Recruitment and Admissions Email: <a href="mailto:emma.reay@newcastle.ac.uk">emma.reay@newcastle.ac.uk</a>

### 1.1: Brief description of project or activity

This risk assessment covers work conducted online by Realising Opportunities (RO) and its close associates to ensure the protection of staff, Student Ambassadors and participants.

Students taking part in RO are in Year 12/first year college and are aged 16-18.

The National Student Conference (NSC) forms an integral part of the Realising Opportunities programme with students attending informative and interactive sessions and engaging with staff and Student Ambassadors from all 14 Partner universities which are part of the RO programme.

The NSC will take place on [iVent, a virtual events platform provider](#). The event will take place on **Saturday 12 March 2021** from 10.00 – 15.00 with a follow up twilight session from 17.00-19.00 on **Tuesday 15 March**. See below for a timetable for **Saturday 12 March**. Only the University Exhibition will run from 17.00-19.00 on Tuesday 15 March. This risk assessment covers both events.

Below is an event schedule

Time	Session	
10.00 - 10.10	Join event and watch welcome video/short welcome session	
10.10 - 10.55	My Research session. Subject areas: 1. Life and Health Sciences 2. Creative Arts and Humanities	
11.00 - 11.45	My Research session. Subject areas: 1. Engineering and Physical Sciences 2. Social Sciences	
11.45 – 12.00	Short refreshment break	
12.00 - 13.00	University Exhibition & Career Exhibition	
13.00 – 14.00	1. Student life at RIUs 2. Student finance 3. Applying to university – choosing a university, course and making an application	
14.00 - 15.00	University Exhibition & Career Exhibition	

Social Space open

Help Desk open all day

All students taking part in the conference have been asked to confirm that they will adhere to a Code of Conduct. All staff will have training (including on using the platform and safeguarding) before working the event. Please note, for the purposes of this risk assessment, 'staff', unless otherwise specified, includes Student Ambassadors.

The vast majority of students in attendance will be under the age of 18 years old. Students will not be able to

communicate with each other at any point without a member of staff being present. Staff in the RO Central Team will monitor any interactions that they have online, including in the Social Space, to protect student and staff safety while taking part in sessions. All live sessions will have at least two staff members present.

Live sessions (excluding the University and Career Exhibitions and Social Spaces) will be recorded and a log of the chat will be saved. In the event of a breach of the student Code of Conduct, the recording and chat log will be utilised as evidence as part of any ensuing investigation.

To protect staff and student safety, no one-to-one live session between a member of staff and a student will take place. Video calls can be booked by students during the University Exhibition on Tuesday 15 March. Two members of staff will be present during these appointments.

To mitigate the risk of inappropriate content being shared during the live sessions, participant screen and audio sharing will be disabled for students in all sessions apart from video calls with Partner university staff. There are open chat functions alongside each presentation area, the exhibitions and Social Space. Attendees (including students) will be unable to chat privately to one another.

## 2.1: Details of hazards, risks and implemented controls

Hazard 1	Selection and procurement of online platforms
Risks	<ul style="list-style-type: none"> <li>Platform unable to adequately monitor live (or private) chats, unable to record content, no reporting functionality or being not suitable for GDPR compliance</li> </ul>
Controls	<ul style="list-style-type: none"> <li>Ensure that the platform is rigorously tested in advance and that it is suitable for the age ranges <ul style="list-style-type: none"> <li>-Event organisers will build conferencing areas on the chosen platforms in advance, following a testing period with staff and guest speakers.</li> </ul> </li> <li>List events, age ranges and types of delivery functionality that the platform is capable of to safeguard against it being used incorrectly <ul style="list-style-type: none"> <li>-The RO Central Team has commissioned a platform (iVent) which is sector approved and deemed safe for attendees of all ages. RO and iVent staff will be able to moderate the overall event space, as well as individual areas throughout the event to ensure attendees adhere to the behavioural expectations during the event.</li> <li>-The iVent platform has been assessed for GDPR compliance with new online event privacy statements and staff guidance for delivery of online events created via the lead institution, Newcastle University.</li> <li>-All staff will receive training on how to use the platform so they understand its functionality and how to monitor interactions and safeguard attendees.</li> </ul> </li> </ul>
Hazard 2	Selecting appropriate staff to work on the event
Risks	<ul style="list-style-type: none"> <li>Attendees having one to one communication in the chat (typed) function of a booth in the Careers Exhibition with one member of staff from an employer organisation</li> <li>Staff/Student Ambassadors having had no previous training in safeguarding children online or otherwise.</li> </ul>
Controls	<ul style="list-style-type: none"> <li>The chat (typed) in all booths is recorded and logged. All staff, including those from employer organisations, will receive child protection and safeguarding training which will include the procedure for reporting a safeguarding concern. A member of the RO Central Team (all team members are trained on Newcastle University's Safeguarding framework and reporting procedure, and are DBS checked) will be on hand in the Career Exhibition to go between booths and monitor the chats.</li> <li>Staffing is carefully considered and recruitment practises are rigorous <ul style="list-style-type: none"> <li>-Staff are recruiting Student Ambassadors who are highly experienced with delivering online events and have a solid understanding of child safeguarding during online events.</li> </ul> </li> <li>Relevant training is delivered by the relevant and experienced people <ul style="list-style-type: none"> <li>-Comprehensive training, including child safeguarding in virtual events, will be given to all staff to ensure consistency across all online work with attendees.</li> <li>-All staff will receive event briefs in advance of the event, outlining expectations from hosts and attendees when running and attending sessions.</li> <li>-All staff will receive training on how to use the platform and expectations on conduct will be reemphasised. Any staff unable to fulfil the requirements, will be unable to take part in the event.</li> </ul> </li> </ul>
Hazard 3	Ensuring event, platform & content is appropriate for the age group
Risks	<ul style="list-style-type: none"> <li>Inappropriate/unwanted content shared during the session – visual, audio or written messages</li> <li>Unapproved users access the webinars</li> </ul>
Controls	<ul style="list-style-type: none"> <li>Forward planning to ensure that all content is tailored to ensure no inappropriate/unwanted content is shared.</li> </ul>

	<p>-Staff who will be presenting live will be the only staff who receive 'presenter' access and can share prepared content, i.e. presentation slides, answers to Q&amp;A. RO Central Team will review content ahead of the event and be present to ensure content is and remains appropriate.</p> <p>-All attendees and speakers will receive guidance regarding expectations of conduct within public events and to treat all attendees with respect and dignity throughout the event as outlined in Newcastle University's External Speaker Code of Conduct. Attendees and speakers will be provided with RO Central Team contact details to report any inappropriate conduct or concerns throughout the day.</p> <p>-RO Central Team will monitor the platform to monitor and manage any risks throughout the event.</p> <p>Within all areas of the events there are to be a minimum of 2 staff members to monitor each area, including exhibition spaces. Staff will be responsible for moderating chat functions for inappropriate content, as well as ensuring that functionality is working correctly and they can answer any queries from attendees.</p> <ul style="list-style-type: none"> <li>Clearly directing students to tried and tested places in which to ask questions</li> <li>-No attendees will have access to share audio and visual content via the conferencing software apart from via video calls with staff in Exhibition booths. Staff in video calls can mute and turn off attendees' videos if required. There is an open chat function alongside each presentation area, the Exhibitions and Social Space which will be monitored. Attendees will be unable to chat privately to one another.</li> </ul>
<b>Hazard 4</b>	<b>Inadequate training for staff and Student Ambassadors</b>
<b>Risks</b>	<ul style="list-style-type: none"> <li>Staff/Student Ambassadors being unaware of reporting procedures</li> <li>Staff/Student Ambassadors failing to spot a safeguarding concern</li> </ul>
<b>Controls</b>	<ul style="list-style-type: none"> <li>Comprehensive training, including child safeguarding in virtual events and how to report concerns and issues, will be given to staff/Student Ambassadors to ensure consistency across all online work with attendees</li> <li>The above training for Student Ambassadors will also follow up with a Code of Conduct, to sign and return, to demonstrate understanding and agreement <ul style="list-style-type: none"> <li>-All RO Central Team and HEI staff working the event will have received Enhanced Disclosure from the Criminal Records Bureau/Disclosure and Barring Service (DBS) and pre-event training will include event processes for ensuring safeguarding.</li> <li>-If staff have a safeguarding concern, they will write their account, (in verbatim, including the first name and surname initial of the vulnerable attendee(s)) on Microsoft Word and password protect this document.</li> <li>-The encrypted document must then be emailed to a RO Central Team DSO, with the password sent in a follow up email. The DSO is to review the disclosure and follow the instructions within Newcastle University's Child Protection policy and process.</li> <li>-All staff will be informed of the updated safeguarding procedures for the day and will be signposted to RO Central Team DSO staff with any safeguarding concerns.</li> </ul> </li> </ul>
<b>Hazard 5</b>	<b>Personal information &amp; location of work</b>
<b>Risks</b>	<ul style="list-style-type: none"> <li>Participants being able to identify the personal details of a member of staff/student ambassador from items seen whilst on a video call</li> <li>Inappropriate items visible in the background when on a video call</li> <li>Inappropriate work wear and maintaining a professional working environment when interacting with participants</li> </ul>
<b>Controls</b>	<ul style="list-style-type: none"> <li>Comprehensive training, including child safeguarding in virtual events, will be given to all staff to ensure consistency across all online work with attendees.</li> <li>All staff will receive event briefs in advance of the event, outlining expectations from hosts and attendees when running and attending sessions.</li> <li>All staff will receive training on how to use the platform and expectations on conduct will be reemphasised. Any staff unable to fulfil the requirements, will be unable to take part in the event.</li> <li>Where staff will be presenting via camera, they will be advised to use a blank, non-identifiable backgrounds to disable the opportunity for attendees to see within their personal homes.</li> <li>Appropriate advice and guidance will be communicated for the best working practises when engaging with participants on an online platform such as the Code of Conduct for students participating in events</li> <li>RO Central Team will monitor the platform to monitor and manage any risks throughout the event.</li> <li>Within all areas of the events there are to be a minimum of 2 staff members to lead and monitor each area, including the Exhibitions</li> </ul>
<b>Hazard 6</b>	<b>Inadequate Code of Conduct for participants</b>
<b>Risks</b>	<ul style="list-style-type: none"> <li>Attendees unaware of rules and regulations for partaking in the online event</li> <li>Student Ambassadors not adhering to Code of Conduct</li> </ul>

	<ul style="list-style-type: none"> <li>Participants accessing harmful content when participating in online event</li> </ul>
Controls	<ul style="list-style-type: none"> <li>Ensure Code of Conduct is developed in line with the Newcastle University's Child Protection policy and framework, platform providers and is tailored to the purpose of the event.</li> <li>Ensure Code of Conduct is appropriate for Student Ambassadors. If Student Ambassadors observed not adhering to Code of Conduct they will be removed from the event.</li> <li>Code of Conduct makes clear participants should only access websites as recommended by event organisers</li> </ul>

<b>Hazard 7</b>	<b>Security breach</b>
Risks	<ul style="list-style-type: none"> <li>Exposure to harmful content, including but not limited to; <ul style="list-style-type: none"> <li>Hate fuelled language</li> <li>Biased content and extreme opinion, including radicalisation</li> <li>Sexual/pornographic content</li> <li>Violent/discriminatory behaviour</li> </ul> </li> </ul>
Controls	<ul style="list-style-type: none"> <li>Ensure the event is adequately staffed - RO Central Team will monitor the platform to monitor and manage any risks throughout the event. Within all areas of the events there are to be a minimum of 2 staff members to lead and monitor each area, including the Exhibitions.</li> <li>Provide advice and guidance for students to use reputable websites for conducting research</li> <li>Ensure that if students are directed to conduct own research, that websites are recommended.</li> <li>No attendees will have access to share audio and visual content via the conferencing software, however, there is an open chat function alongside each presentation area, the Exhibitions and Social Space which will be monitored. Attendees will be unable to chat privately to one another.</li> </ul>

<b>Hazard 8</b>	<b>Data Breach</b>
Risks	<ul style="list-style-type: none"> <li>Staff, student ambassador or participants personal information being compromised</li> </ul>
Controls	<ul style="list-style-type: none"> <li>The Newcastle University's policy for data breaches will be implemented, including logging the breach and subsequent actions from thereon in</li> <li>Informing and keeping <a href="#">Newcastle University's Information Security team</a> informed <ul style="list-style-type: none"> <li>-For any data breaches which may occur, RO Central Team administer a data breach log. The log will be shared with the Information Security team and appropriate action taken.</li> </ul> </li> <li>Assurance and approval of security in place by system provider <ul style="list-style-type: none"> <li>-The conference platform, upon procurement, undertook and passed a rigorous data assessment as per NUIT requirements.</li> </ul> </li> <li>Requesting and providing comprehensive training on any platform used (in particular relation to the lead of the online event along with a Deputy for the purposes on monitoring and regulation). <ul style="list-style-type: none"> <li>-In addition to the written guidance provided, all speakers and staff in attendance will also attend a virtual rehearsal on the platform, where they will receive demonstrations on how to use the platform and expectations on conduct will be reemphasised.</li> </ul> </li> <li>Password protecting logins</li> <li>All staff should use institutional email address at all times</li> </ul>

<b>2.2: Additional controls to be implemented</b>		
Controls	<p>This Risk Assessment should be used in conjunction with the iVent Platform Risk Assessment.</p> <p>Partner university staff are requested to consider at least two staff members (not including Student Ambassadors) to attend their Exhibition booth.</p>	

<b>3.1: Assessor</b>		
Name Emma Reay	Signature E Reay	Date 17 December 2021
<b>3.2: Manager / Responsible person</b>		
Name: Laura Morgan	Signature L Morgan	Date 17 December 2021