

Skype Support – Registering an Account

Introduction

At Randstad Central Delivery we work with Local Authorities and schools to provide 1-2-1 support for children and young people who are looked after, have special needs and disability (SEND), require mental health or mentoring support. Our workers are handpicked based on their experience of working with hard to engage pupils and their passion to help them achieve.

This handbook is a guide for parents/carers/guardians and will detail general information about Skype, how it is used and also how sessions can be adapted to the needs of the pupil and keeping desired educational outcomes and the voice of the pupil at the heart of everything we do.

What is Skype?

Skype is a free to download instant messaging service that incorporates video, screen sharing and document sharing to enable individuals to communicate when meeting in person is not a viable option.

Who is eligible?

Any child or young person may be eligible for Skype support with the approval of the commissioning officer of the Local Authority or the designated individual at a school. This will enable children and young people to access their tuition during periods of the academic year under extenuating circumstances. This will also allow children and young people to maintain their recommended weekly support to aid achievement of their desired educational outcomes.

Guidelines

It is highly recommended that Tutors meet with a child/young person face to face prior to support beginning. This will allow an open discussion to confirm several aspects of support and create a strong professional foundation for the academic year. It will also provide a personable aspect to support and relieve any anxiety they or you may have in regards to Skype.

However, we appreciate that in certain circumstances that this is not possible. We ask that you consider an alternative that is most suitable to the needs of the child/young person. Should this first session not be possible then we would recommend a call to the tutor initially and then the child/young person using your contact number, this will need to be approved by the commissioner of support.

Ensure at this stage that the child/young person's expectations are set by them and realistic:

- they may initially focus on a commitment to attend and/or complete a full session
- for some young people receiving tuition this in itself is a huge commitment

In order to make sure these targets are realistic and attainable it would be beneficial if you could have discussed these with the young person prior to the session commencing.

Session commitments.

At the end of the session we would recommend (if possible and appropriate) discussing some commitments set out with all parties. These should be ideally 3 and no more than 5 each. We have included some ideas, but feel free to add any commitments you feel suitable and relevant to the information they have shared.

Commitments from the tutor, for example:

- be on time every week - if running late inform the appropriate adult (ASAP) cancellations will be 24 hours in advance
- have relevant, interesting and engaging work prepared for them every week
- provide consistent, informative and clear feedback on sessions and work completed in the sessions and as homework (where relevant)

Commitments from the young person, for example:

- attend all sessions committed on time; problems which might affect attendance should be shared with appropriate adult at least 24 hours before session is booked.
- complete homework as requested to deadlines provided
- be honest about how they are progressing and feeling about the work being delivered
- show the tutor respect by....

Commitments from parent/carer/guardian if appropriate, for example:

- communicate with tutor around any significant changes in circumstance prior to the tuition session taking place
- ensure there is always an appropriate adult on/in the premises throughout the full session.
- provide an appropriate space where tuition can take place away from distractions from other people, pets and objects

Skype can be accessed anywhere without a need to travel adding extra flexibility that has previously made support challenging.

Using Skype is a way to provide personable support at a distance, though children / young people and tutors will not physically be in the same room they will still be able to see and speak to each other. With the added features of screen sharing and document sharing, sessions will remain focussed and towards the desired educational outcomes.

Professional boundaries need to be maintained at all times throughout support, it is vital that each meeting has a clear aim, as outlined in the OPUS session record, for the tutor to use as a guide.

Security

Skype sessions should adhere to all of the safeguarding rules that you would follow in a face to face tutoring session. If at any time you have a concern when being involved in a Skype session you must take the necessary actions as you would normally. It may be that you are more sensitive to various circumstances but the child/young person must be protected at all times irrelevant of the platform of delivery. Please contact your Randstad account specialist should you wish to discuss anything in particular.

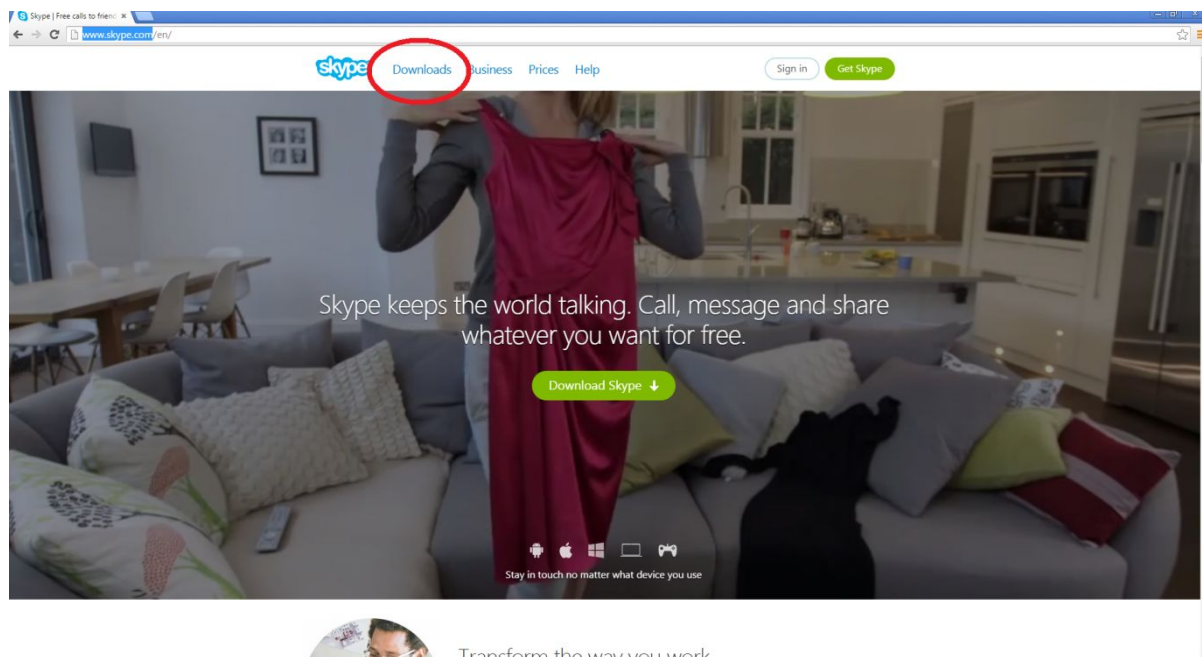
As part of safeguarding arrangements highlighted above please ensure you are also adhering to the following when remote learning:

- Location of the pupil when accessing learning (for example, not in the bedroom)
- Appropriate clothing/dress for the pupil and adults present

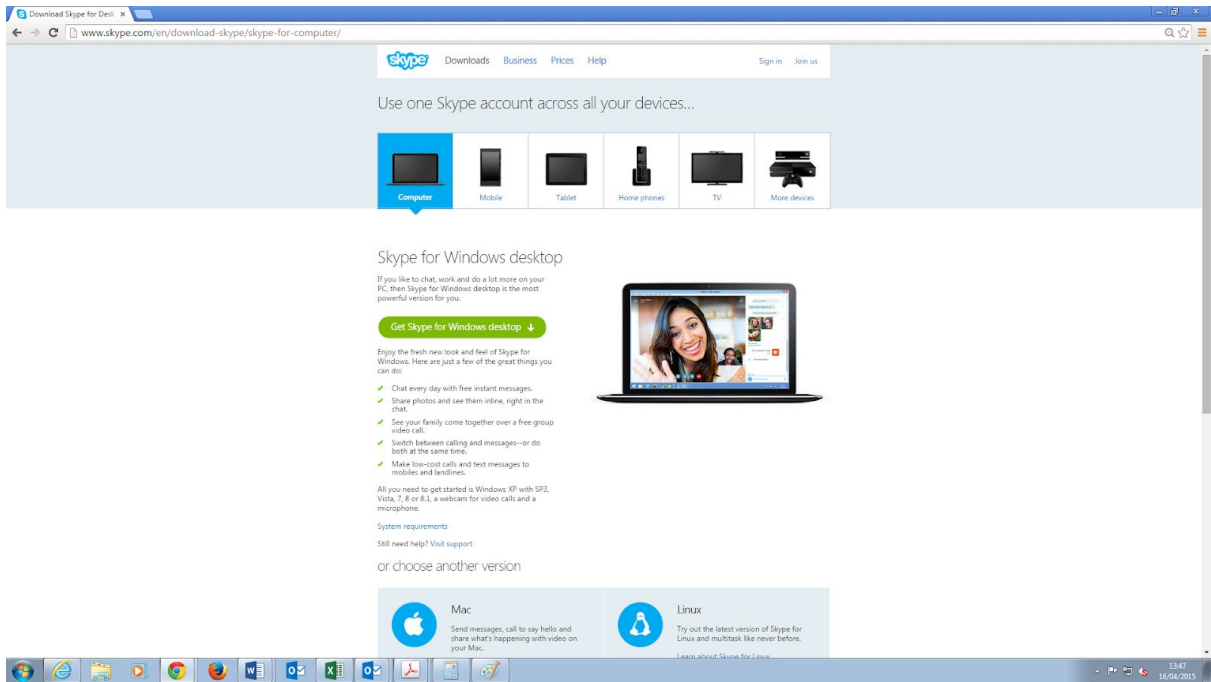
Using Skype

Downloading Skype is very simple you will need to go to their website <http://www.skype.com/>

And click on downloads.



This will then bring you to the page below which provides instructions for downloading the programme on all platforms.

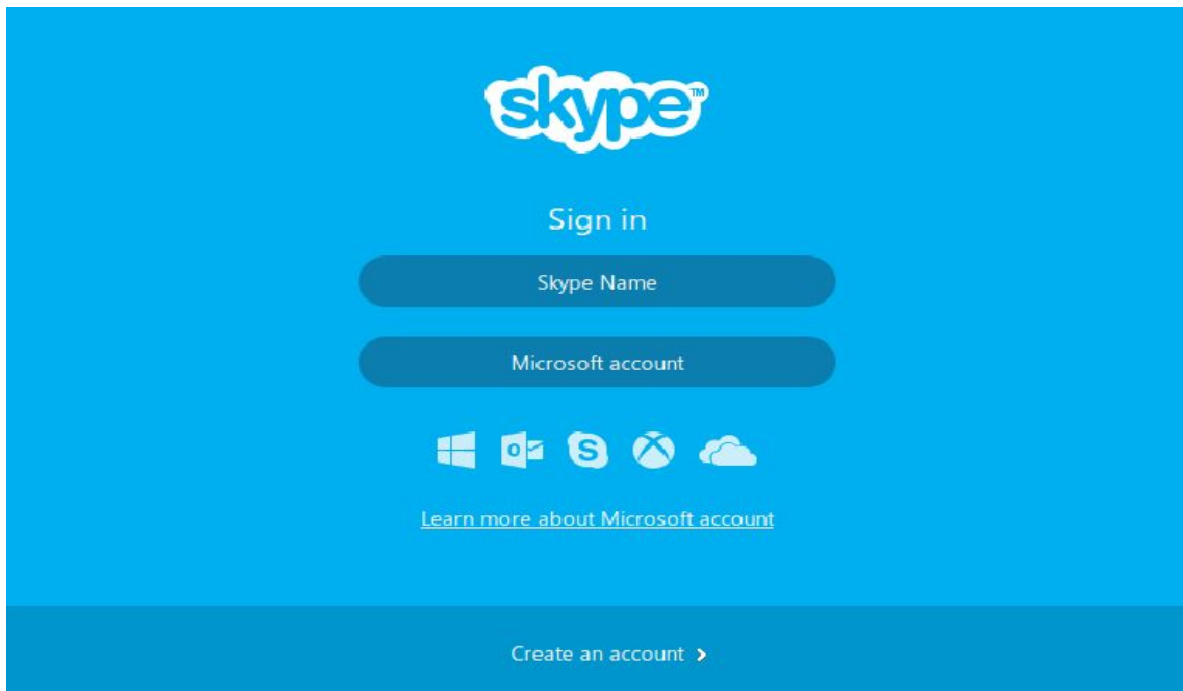


Registering on Skype

To register on Skype you will need to create an account on their website, from the home page you need to click on the sign in/ joins us option. This will then take you to the page where you enter your details and register with Skype. Using your preferred email address to register will ensure that the contact with children and young people remains within professional boundaries, please make certain to complete this when registering.

A screenshot of the Skype sign-up page. The page has a navigation bar with 'Downloads', 'Business', 'Prices', and 'Help' links, and 'Sign in' and 'Join us' buttons. The main heading is 'Create an account or sign in' with the subtext 'It only takes a minute or two - then you're ready to call your friends free over Skype, and even talk face-to-face on video.' There is a yellow box with the text 'Skip this step by signing in with your Microsoft or Facebook account' and icons for 'Microsoft account' and 'Facebook'. To the right, there is a lock icon and the text 'Safe & Secure', 'Quick & Easy', and 'Clear & Simple'. Below this, there are input fields for 'First name*', 'Last name*', 'Your email address*', and 'Repeat email*'. A note below these fields says 'Note: no-one can see your email address.' Underneath is the 'Profile information' section with a note 'Note: anyone on Skype can see your profile information.' and fields for 'Birthday' (Day, Month, Year), 'Gender' (Select), 'Country/Region*' (United Kingdom), and 'City'.

Once registration is complete you will now successfully be able to login to Skype! The Skype homepage should look like the below image and you will need to click on the Skype name option to login.



RECEIVING A CALL

The tutor will call you at the agreed time so please be prepared with the child / young person for an incoming call. **You will be required to supervise the session through its entirety to ensure the wellbeing of the child/young person.**

SHARING DOCUMENTS

There are 2 methods in which documents can be accessed on Skype, one is by sending this through to the other caller as an attachment and the other is through one caller sharing their screen.

Sending Documents

Whilst in a Video call you can send a document to another caller, for example you can send a child/young person some work to look at prior to the next appointment.

There is a plus sign symbol at the bottom of a call window and when you click on this button it gives the option to send files. You simply click on the option, select the file from your computer and it will be sent to the child/young person.