

1MM - A guide to Virtual Mentoring



Virtual Mentoring Considerations

The Covid-19 pandemic has meant that the social distancing measures in place makes it difficult to conduct face to face mentoring. With this in mind we have produced a short guide to safe Virtual Mentoring (online).

VIRTUAL MENTORING AND KEY CONSIDERATIONS

Participants

- The Mentee and the Mentor **MUST** both be comfortable with Virtual Mentoring and must be agreed between the two parties.
- If an adult who is classified as 'at risk' wishes to take part in Virtual Mentoring this must be discussed with the Youth Partner and specific measures must be implemented if necessary.
- It is worth considering some ground rules; creating safe spaces and explaining these as the introduction to each session.
- Consider the environment in which you set up your Virtual Mentoring. Use an appropriate room, consider the background and dress professionally.

Organisation

- Only Youth Partners with programmes with Mentees over the age of **18** can participate in Virtual Mentoring
- One Million Mentors **MUST** have written consent that Virtual Mentoring is allowed to take place from the Youth Partner.
- Some Youth Partners may have their own guidance around accessing learning online. It is important this is asked for and specific policies implemented (e.g. No webcams)

Technology

- Do both the Mentee and the Mentor have suitable technology to enable Virtual Mentoring to take place?
- Be careful that Mentors and Mentees don't incur surprising costs, e.g. mobile data access charges.
- Keep your camera at a suitable distance and at eye level to ensure both the Mentee and Mentor feel comfortable during the session.
- For more information about staying safe online please visit:
www.childline.org.uk
OR
If you ever feel uncomfortable during your Virtual Mentoring please contact your Mentor Coordinator at your College or University



Using Zoom Safely

This guidance shares details on how to use the Zoom as our preferred platform. However it's ok for mentors and mentees to use other recognised video conferencing platforms such as Microsoft Teams, Google Meets etc.

Zoom Safety

1MM recommend using the Zoom web app - to set this up, please sign up at www.zoom.us

Do not use Facebook to login – It might save time, but it is a poor security practice and dramatically increases the amount of personal data Zoom has access to.

Keep your Zoom app updated – Zoom removed the remote web server from the latest versions of its apps. If you recently downloaded Zoom, there's no need to be concerned about this specific vulnerability.

Prevent intruders and Zoom bombing your Mentoring sessions - Before you set up a any Zoom call, go to Settings and turn Screen Sharing to "Host only," disable "Join Before Host," disable "Allow Removed Participants to Re-join," and disable "File Transfers." You should also protect your conference call with a password (this is now by default apart from when using personal meeting ID)

Lock your virtual classroom - Did you know you can lock a Zoom session that's already started, so that no one else can join? It's kind of like closing the classroom door after the bell. Give students a few minutes to file in and then click Participants at the bottom of your Zoom window. In the Participants pop-up, click the button that says Lock Meeting.

Useful Links

You Tube video "Get Zooming securely" - [HERE](#)

Zoom blog – "Best practices for securing your virtual classroom" – [HERE](#)

Using Zoom Safely

All Virtual Mentoring **MUST** take place either using **Zoom** or over the phone (talking only – no video)

Zoom Etiquette

- Remember even though the sessions are taking place virtually the One Million Mentors **Code of Conduct** still applies.
- If you have any **questions or concerns** around safeguarding or online safety please contact the Mentor Coordinator at your Youth Partner.
- Keep **professional boundaries** – everything can feel very familiar and informal when engaging with people online, but it is important to remain professional and have clear boundaries at all times. This doesn't mean that you can't be warm and friendly, but just because you're engaging with Mentees from a personal space it doesn't mean you should share personal information with them.
- Usual rules apply – The online environment can be negative and toxic for young people and you have the opportunity to **role model positive behaviour** and challenge anything that does not meet the high standards you would normally expect offline.
- Keep your camera at a suitable distance and at eye level to ensure both the Mentee and Mentor **feel comfortable** during the session.
- Consider the environment in which you set up your Virtual Mentoring. Always use a study or a room which is **not a bedroom** and dress professionally.

Using Zoom Safely

A guide to using Zoom – Scheduling a meeting

Scheduling a meeting

- From web app “Schedule a meeting”.
Note: personal meeting ID does not produce a password automatically
- Check password settings as meeting is created.
- Check that “enable waiting room” is selected.
Note: we recommend using the waiting room rather than just the sharing the meeting ID. This improves data security.
- Add to your calendar.

Using Zoom Safely

Scheduling a meeting - ensure "Require a meeting password" is selected and a password is entered.

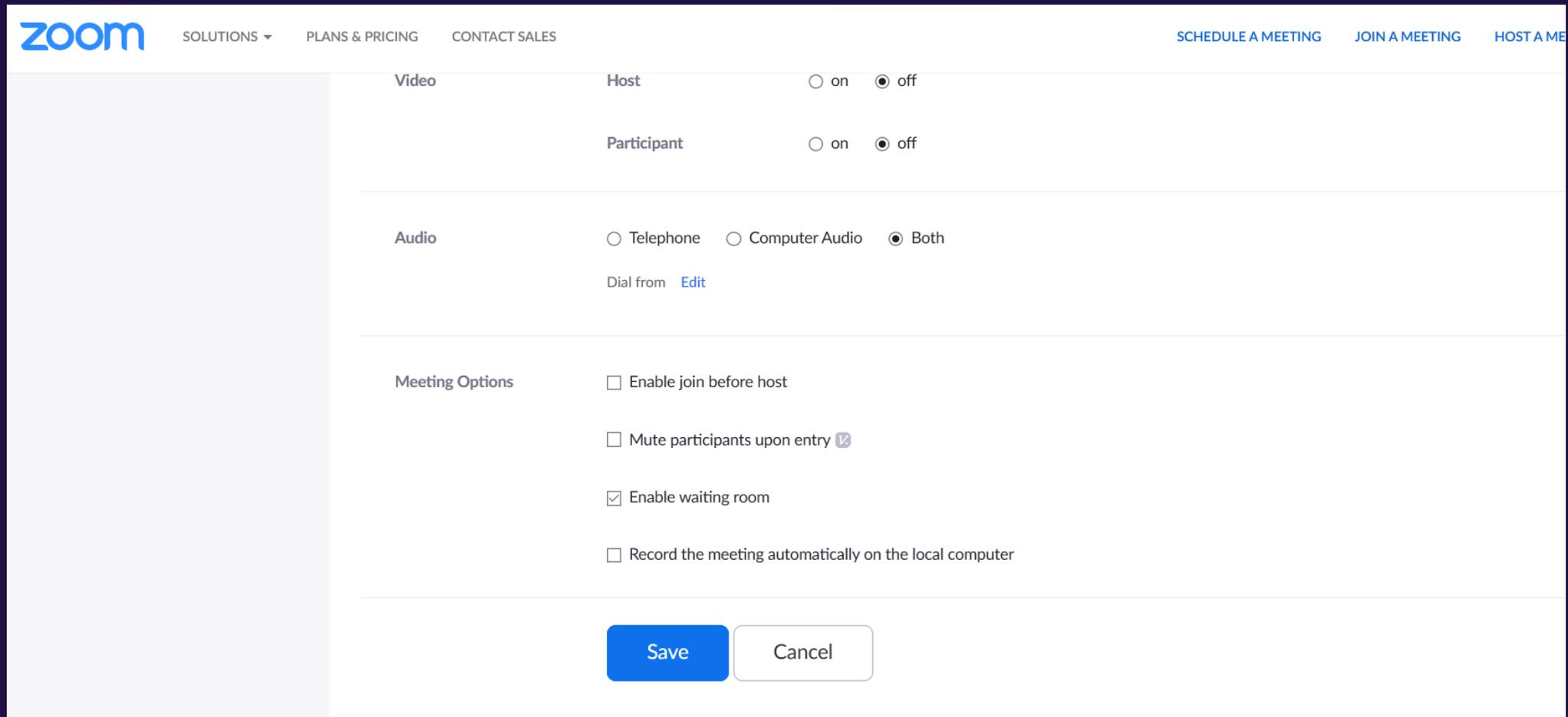
The screenshot shows the Zoom 'Schedule a Meeting' page. The left sidebar contains navigation options: Profile, Meetings (selected), Webinars, Recordings, Settings, ADMIN, User Management, Room Management, Account Management, and Advanced. The main content area is titled 'Schedule a Meeting' and includes the following fields and options:

- Topic:** Setting up Zoom meetings
- Description (Optional):** Enter your meeting description
- When:** 04/08/2020, 2:00 PM
- Duration:** 0 hr 30 min
- Time Zone:** (GMT+1:00) London
- Recurring meeting:**
- Meeting ID:** Generate Automatically Personal Meeting ID 494-649-9430
- Meeting Password:** Require meeting password 6EZtQZ

At the bottom left, there is a URL: <https://us04web.zoom.us/pricing>

Using Zoom Safely

Scheduling a meeting - ensure "Enable waiting room" is selected.



The screenshot displays the Zoom meeting scheduling interface. At the top, the Zoom logo is on the left, and navigation links for 'SOLUTIONS', 'PLANS & PRICING', and 'CONTACT SALES' are in the center. On the right, there are links for 'SCHEDULE A MEETING', 'JOIN A MEETING', and 'HOST A MEETING'. The main content area is divided into sections: 'Video', 'Audio', and 'Meeting Options'. In the 'Video' section, 'Host' video is set to 'off' and 'Participant' video is also set to 'off'. In the 'Audio' section, 'Both' is selected for audio, and there is a 'Dial from' link. In the 'Meeting Options' section, the 'Enable waiting room' checkbox is checked, while 'Enable join before host', 'Mute participants upon entry', and 'Record the meeting automatically on the local computer' are unchecked. At the bottom, there are 'Save' and 'Cancel' buttons.

zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING HOST A MEETING

Video Host on off
Participant on off

Audio Telephone Computer Audio Both
Dial from [Edit](#)

Meeting Options Enable join before host
 Mute participants upon entry ℹ
 Enable waiting room
 Record the meeting automatically on the local computer

Save Cancel

Using Zoom Safely

Scheduling a meeting - add to your calendar.

The screenshot shows the Zoom web interface. At the top, there is a navigation bar with the Zoom logo, links for SOLUTIONS, PLANS & PRICING, and CONTACT SALES, and buttons for SCHEDULE A MEETING and JOIN A MEETING. On the left, a sidebar menu is visible with sections for PERSONAL (Profile, Meetings, Webinars, Recordings, Settings) and ADMIN (User Management, Room Management, Account Management, Advanced). The main content area shows the 'Manage "Setting up Zoom meetings"' page. It displays the following meeting details:

- Topic:** Setting up Zoom meetings
- Time:** Apr 8, 2020 02:00 PM London
- Add to:** Three buttons for adding to a calendar: Google Calendar, Outlook Calendar (.ics), and Yahoo Calendar.
- Meeting ID:** 106-316-789
- Meeting Password:** A green checkmark indicates 'Require meeting password' is enabled, with the password 6EZtQZ.
- Join URL:** <https://us04web.zoom.us/j/106316789?pwd=UnpYcXU3ZVRYbVJleEVWYzgyN0c5QT09>
- Video:** A table showing video settings for Host and Participant, both set to Off.