



# **Education Workforce Council**

## **Guide to taking part in a remote hearing**

## **Remote hearings: Fitness to Practise**

Most of our hearings are now held remotely. A remote hearing (sometimes referred to as a virtual hearing) is one held online, using a video link.

This guide explains how to 'join' a remote hearing in order to take part. It also covers other areas which will help you prepare, and explains key parts of the process. You may be a registrant or witness, or someone representing a registrant. Our aim is to help you participate fully in the hearing.

We use the video conferencing software Zoom Professional in order to hold hearings. Should any technical issues arise with any participant, we will aim to resolve those as quickly as possible.

### **Background**

Please refer to our leaflet **Remote Hearings** which sets out the background, and process we adopt.

You will already be aware of the background to this particular hearing as a result of the correspondence you have received from us.

### **The 'link' to join**

We will send you a Zoom Professional link to join the hearing in which you are participating **7-10 days before** the hearing is due to start. Joining instructions are provided below at Annex A. We will use the contact email address we have for you to send this link.

Please do not share this link with anyone else.

You will need to make sure you have a suitable device, namely a tablet or laptop which is Mac OS, Apple iOS or Android. You will also need a web cam and reliable internet connection.

We recommend a minimum download speed of 8mb.

### **Before the hearing**

We strongly suggest you test your Zoom Professional link before the hearing starts, and get familiar with the software to limit possible problems when you try and join on the day.

Please familiarise yourself with Zoom Professional's functions. In particular, we ask that you focus on the following:

#### **Camera positioning**

How you appear remotely is something you should explore before the hearing. Check the default setting so you can see how you will first appear when you join.

Adjust settings as necessary, and make sure the camera is at the right height and angle for a 'passport photograph' –style screen appearance. Light should ideally be coming from in front or above.

Your sitting position / seat should be as comfortable as possible.

## **Background**

Once you are happy with your remote appearance, you should decide where to position yourself at home or work in order to take part in the hearing.

What's around you, is there anything confidential or private in view? You may want to move objects and furniture to give your background a bland appearance. Alternatively, if you don't want something in the background to be seen, cover it.

Make sure the location / surroundings from which you plan to participate in the hearing are private, quiet and controlled, and are unlikely to be disrupted. You should also participate alone with no one else present, unless another person is party to the proceedings.

## **Microphone**

Whether you can be heard when you first join is something you should find out before the hearing. Check the default setting.

**Our recommendation is to turn your microphone off ('mute') during the hearing, unless you wish to speak. Press the space bar to activate the microphone; releasing it will turn it off.** Comments, background noise and conversations not meant for the hearing might otherwise be picked up.

Become familiar with the location of the microphone and video icons. We suggest you make sure your cursor does not rest on either as it may accidentally (de-) activate those functions during the hearing.

If you are using a laptop or desktop and need to **type** during the hearing, make sure your microphone is switched off.

You may prefer to use earphones or a headset whilst participating, but we suggest you take these out / off regularly during breaks.

## **Private conversations**

If you do need to hold a private conversation during the hearing, please mute your microphone / turn your camera off and use another device to hold this. You may need a short break, and should ask for one to avoid missing any part of the hearing.

## Rules

We have some rules about the conduct expected of participants.

Although the hearing is being held by video conference, it is still a formal hearing and you must behave as you would if you were in a physical hearing. For example:

- Please use appropriate language.
- Please dress appropriately.
- Please do not eat during the hearing, although we suggest having a glass of water to hand.

- **Recording the proceedings** (audio or video record, screen shot, photograph, copy or share) **is strictly forbidden.**

## Testing before the hearing

Depending on your role in the hearing, we will arrange a test call with you using Zoom Professional in good time before the hearing.

At this test, we will ask for a contact telephone number on which we can reach you if there are any technical issues during the hearing. We will also provide you with a direct dial on which you can call us if you experience problems joining, or lose connection during the hearing.

## On the day of the hearing

Please ensure that the electronic device from which you will participate in the hearing is fully charged and in good working order. If you have a mobile / landline nearby, please make sure these are switched to silent.

Please then join the hearing at the advertised start time – **please do not try and join the hearing before this time.**

We suggest you block any pop up notifications set up on your device to stop those appearing.

Please make sure you have your case bundle to hand, as well as note paper and a pen.

## Informal start

Before the hearing starts the Chair will introduce him/herself and ask each participant to identify themselves. Each participant should ensure that they can see and hear all other participants, and that they themselves can be seen and heard.

## Opening the hearing

Please make sure your video camera is switched on.

The Chair will start the hearing by making the usual introductory remarks, confirming the name of the registrant concerned.

The Chair will then invite each participant to identify themselves.

The Chair will give a brief overview of the remote nature of the hearing, and ask all participants to identify any issues with seeing or hearing, or being seen and heard, without delay.

Should background noise be a problem, the Chair will ask people to mute their microphones. **Our recommendation would be to do this from the start, unless you need to speak.**

## During the hearing

We accept hearing cases remotely may take longer, but our process otherwise remains broadly the same. The Chair of a hearing committee controls how a hearing will be run, and is responsible for following the procedure set out in our Disciplinary Procedure and Rules.

The Case Officer will monitor the hearing by ensuring that participants' connections are stable and that their webcams and microphones are switched on, and will alert the Chair if they see a problem.

Periodically, for instance every 15 to 20 minutes, the Chair will check with participants that they remain online and that they can continue to see and hear the proceedings.

**If you find you cannot see or hear the proceedings at any point, please make it known to the Chair as soon as possible.**

### Evidence

**If you are giving evidence, you must keep your microphone and camera on at all times, unless there is a break.**

**You should give evidence alone with no one else present in the room, with any doors closed, unless another person is party to the proceedings.**

Please make sure you have the paperwork you will need to hand. For example, your witness statement or case bundle.

You will be asked to give the oath or affirmation before you start.

### Public / private

There is an expectation our hearings will be held in public. However, sometimes part or all of a hearing may be held in private due to the confidential nature of the information involved, such as health issues. The Committee may exclude the public and press while it is sitting in private.

In these circumstances, you will be asked to leave the hearing and the Case Officer for the hearing will notify you when you are able to re-join, if it is appropriate later on.

### Breaks

Regular breaks will be taken during the hearing, including for lunch. We are aware this is particularly important to avoid long periods sitting in front of your screen.

If you need a break, particularly if you are giving evidence, please ask the Chair.

**If a break is announced, please do not leave the Zoom Professional meeting unless you are told to do so – instead mute your microphone and switch off your camera until the hearing re-starts.**

We suggest you get up from your seat and walk around, go outside or move to a quiet space away from your screen. Trying to limit the use of other personal devices during the day might also help.

## **Further information**

Our leaflet - **Remote Hearings** - sets out the background and general process of our remote hearings.

We can be contacted at [fitnesstopractise@ewc.wales](mailto:fitnesstopractise@ewc.wales)

For general information about the EWC, please visit [www.ewc.wales](http://www.ewc.wales)

# Zoom video conferencing

Zoom is a video conferencing tool which allows anyone with a meeting link (usually sent by email) to join the call, without needing to set up an account.

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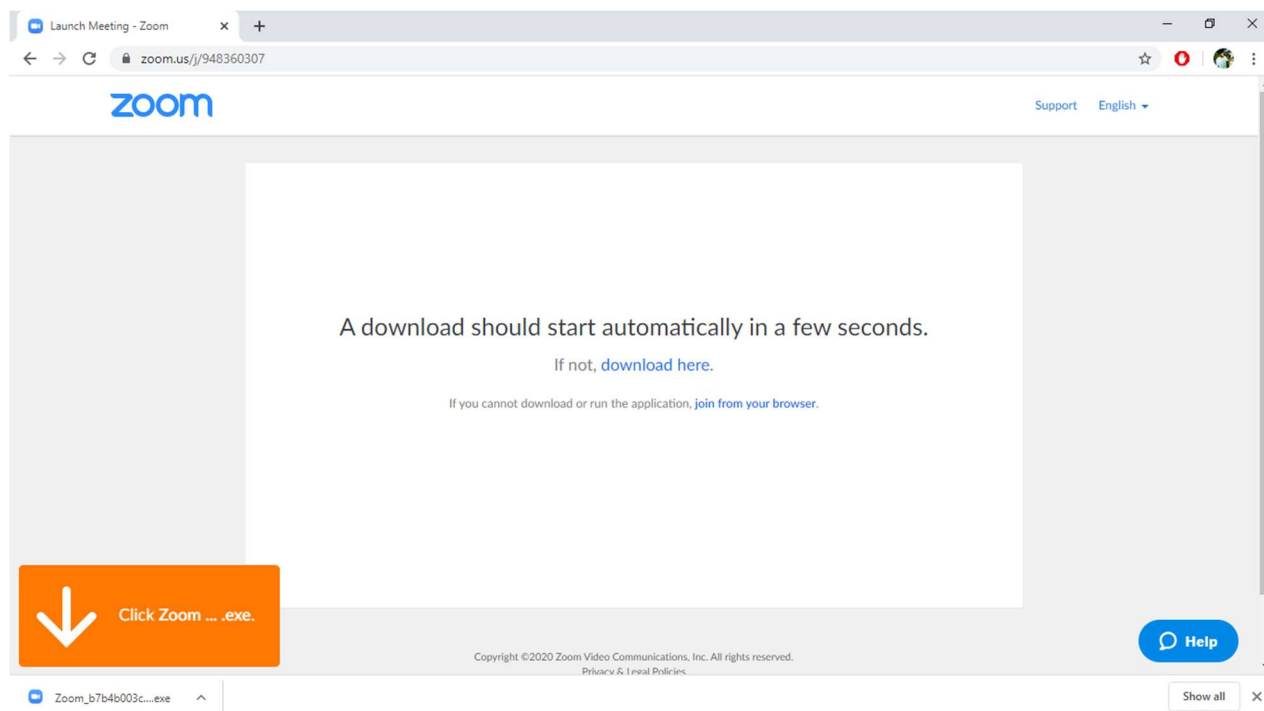
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# What to do when you receive a Zoom invite

The first thing to do when you get invited to a Zoom meeting for the first time is to [download the Zoom app](#) on your computer, tablet or smartphone, even if it's days before the meeting. It should only take a couple of minutes, but it's good to do it well in advance, in case you encounter any problems.

Head to [Zoom's download page](#) and download the "Zoom Client for Meetings". If you scroll further down the page you can also download the apps for your smartphone or tablet. You can also find this on your smartphone or tablet's app store (eg Google Play) for free by searching "Zoom" within the store search bar.

Alternatively you can just click the meeting link you've been sent and you'll be prompted to download the app. If you're on a computer, your screen will look something like this:



Once you've downloaded the app for your first meeting, you won't have to do it again for others.

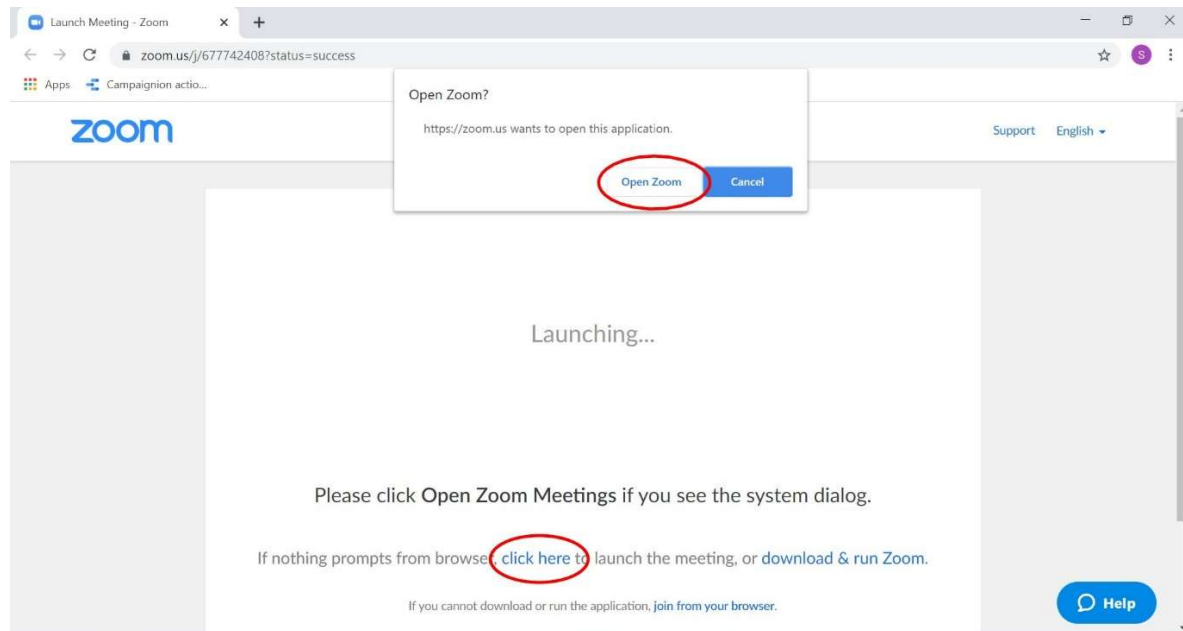
If you can't download the app, you can also join the meeting in your web browser (such as Google Chrome, Safari, Firefox or Internet Explorer), but it is strongly recommended that you download the app for the most reliable, easiest and best experience. You can also join by dialing in on your phone as a last resort – we'll demonstrate how to do that later.

# Joining the meeting

When it's time for the meeting to start, open the email in which you were sent the meeting link and click on the link to join. It should open a new tab or window.

## Joining on your computer

If you're on a Windows computer and have already downloaded the app, you'll then be shown a screen like this:

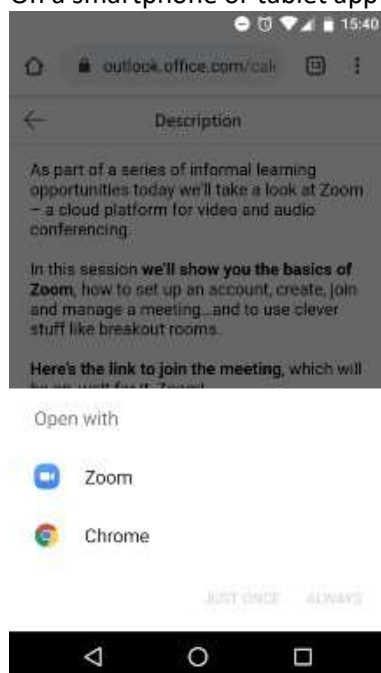


You'll likely see something similar if you're on a Mac too. Click the "open Zoom" pop-up (or "click here" if that doesn't appear) and follow the instructions to join the meeting with the app.

If you haven't downloaded the app yet, or if it didn't download properly last time, you'll be prompted with an option to download Zoom. If you want to join in your browser (rather than downloading an app) you can click "join from your browser" at the bottom of the screen.

## Joining with a smartphone or tablet

On a smartphone or tablet app you'll see something like this if you've already downloaded the app:



When asked what you'd like to open the link with select "Zoom".

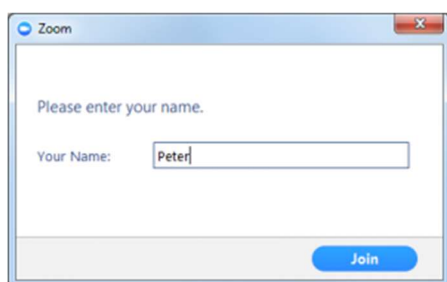
If you haven't downloaded the app you'll be automatically taken to a webpage asking you to download it. You can't join in browser on tablets or smartphones.

## Dialling in by phone

It's always best to try and join a meeting online using the Zoom app on your computer or smartphone/tablet if possible. This makes it a better experience for everyone and will allow you to view any resources being shared in the call, such as a presentation. Dialling in with mobile should be saved as a last resort, especially as some meetings may not support it.

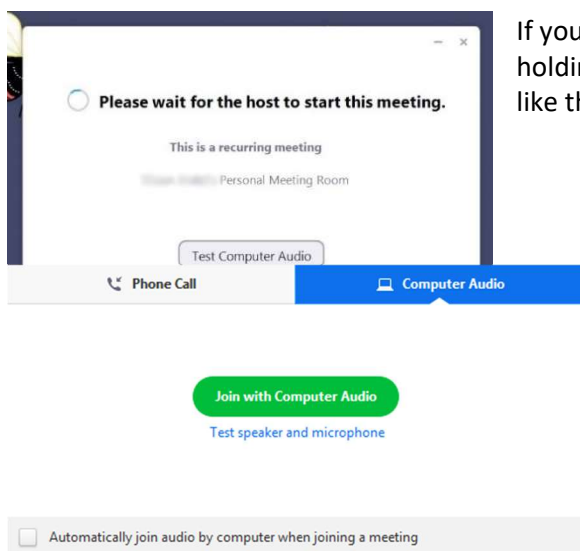
If you can join by dialling in, the organiser will have sent you the Meeting ID and number to call when they invited you. Calling into a meeting is simple: just dial the number you were given inside the meeting email and enter the Meeting ID when prompted. Assuming you're joining a UK call with a UK phone number, you will be charged your normal call rate with no extra fees.

## Display name



Just before entering the meeting you will be prompted to enter a display name. This name is simply to identify you in the meeting. If you are a witness and have been asked to join with a pseudonym such as *Witness A* please enter it here instead of your name.

## Once you're in the meeting



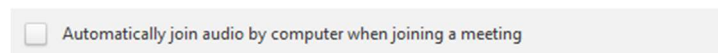
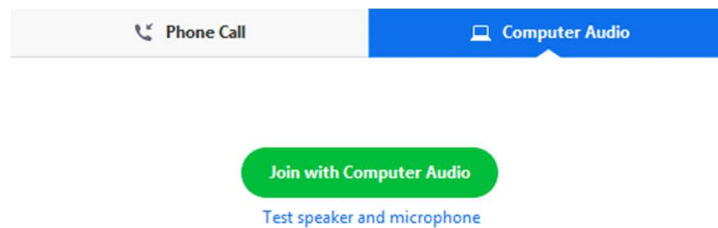
If you've joined the meeting before the host, you might be shown a holding screen until they join and start the meeting. It'll look something like this:

Once the meeting has started you'll be asked how you'd like to join the meeting audio if you're on a computer. You should select 'join with computer audio' as below: You might also be prompted to let Zoom or your browser access your microphone and webcam. This is necessary for Zoom to work and you should allow it to do so.

# Testing audio before joining a meeting

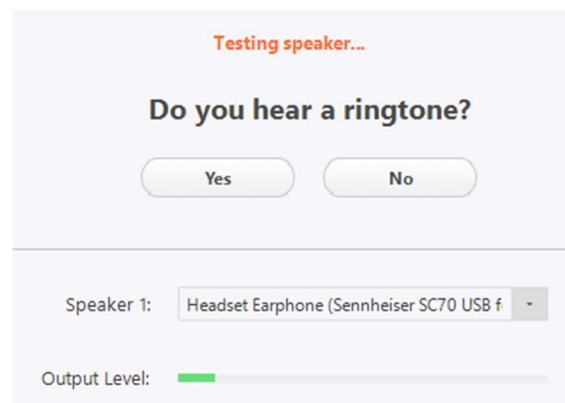
If you haven't enabled the setting to automatically join by computer audio, you can test your speaker and microphone before joining any meeting:

After clicking the link to a meeting, click *Test speaker and microphone* as shown below.

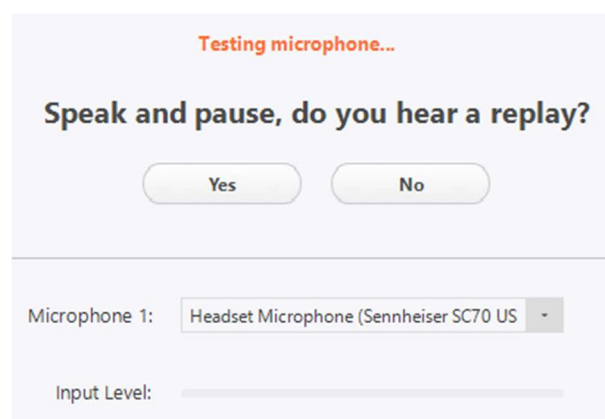


The meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click No to switch speakers until you hear the ringtone.

Once you can hear the ringtone: Click **Yes** to continue to the microphone test.



If you don't hear an audio replay, use the drop-down menu or click No to switch microphones until you hear the replay. Click Yes when you hear the replay.



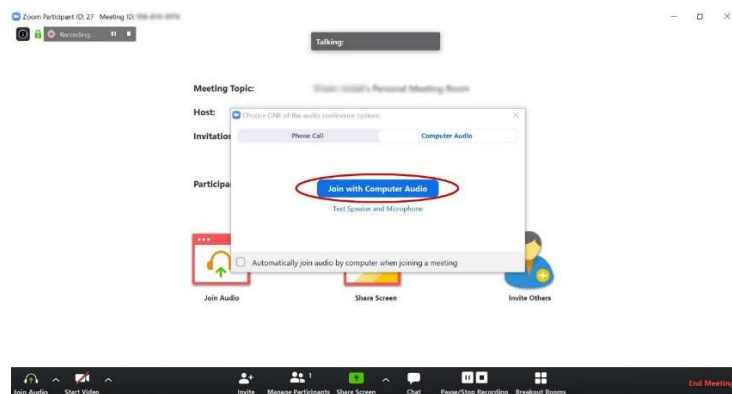
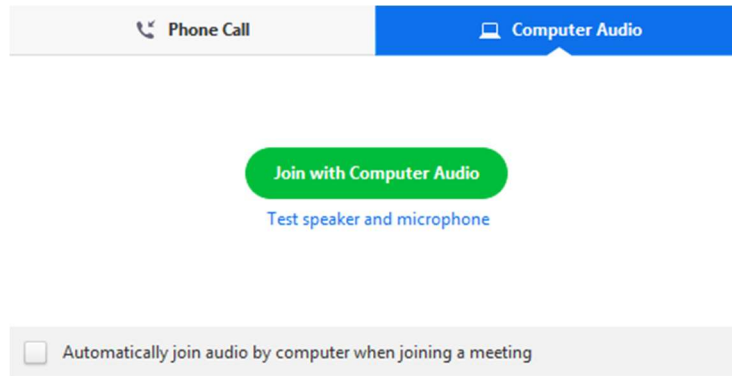
You will then get confirmation of your settings: Click *Join with Computer Audio* to continue

## Speaker and microphone looks good

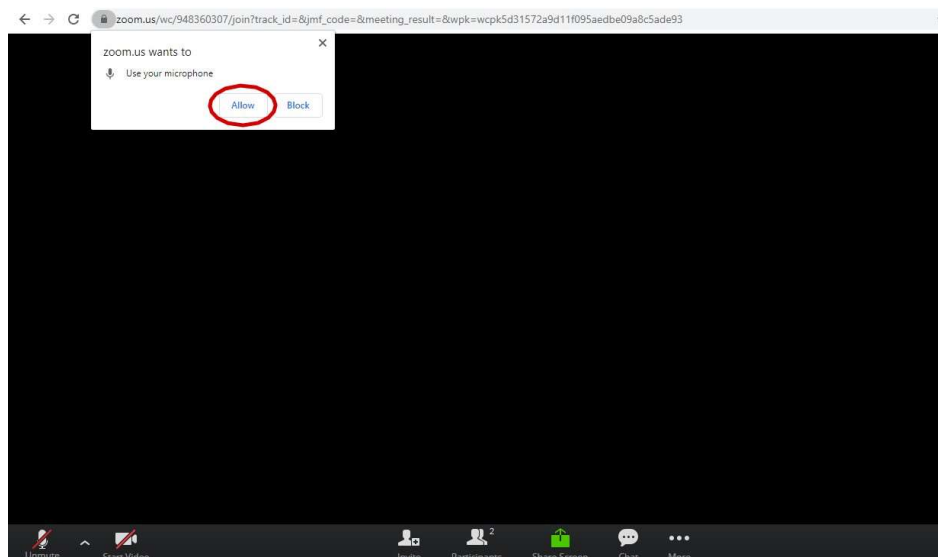
Speaker: Headset Earphone (Sennheiser SC70 USB for I  
Microphone: Headset Microphone (Sennheiser SC70 USB for I

Join with Computer Audio

Click Join with Computer Audio to join the test meeting with the selected microphone and speakers.

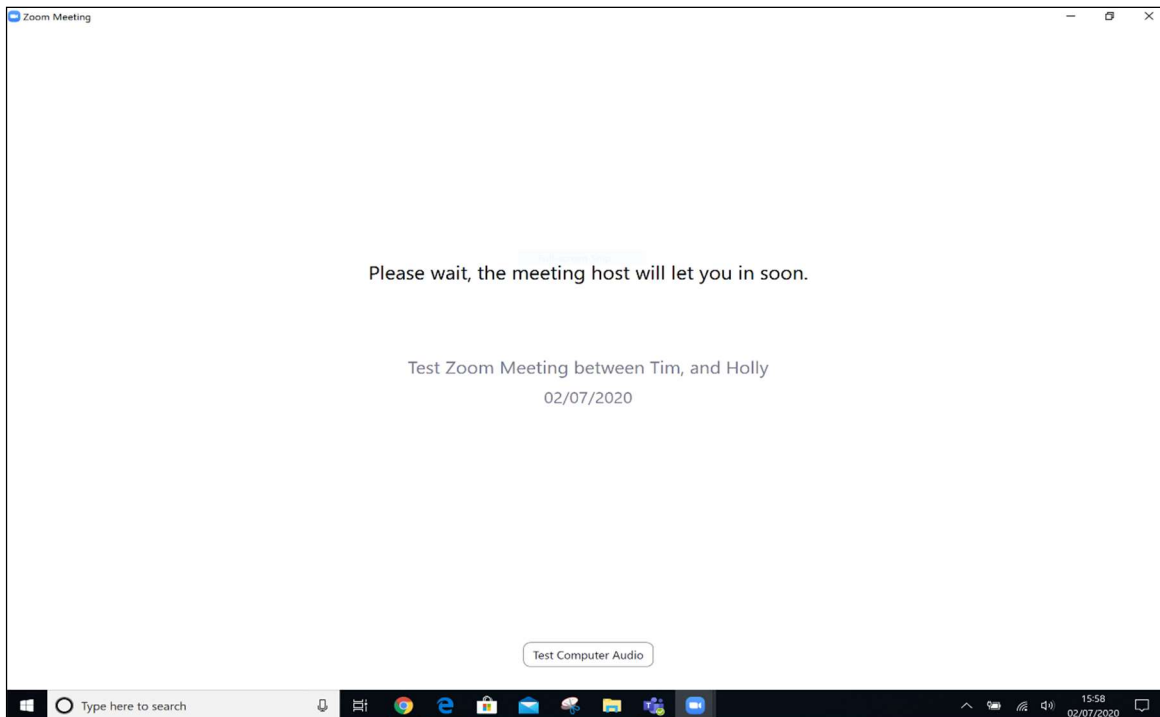


You might also be prompted to let Zoom or your browser access your microphone and webcam. This is necessary for Zoom to work and you should allow it to do so.

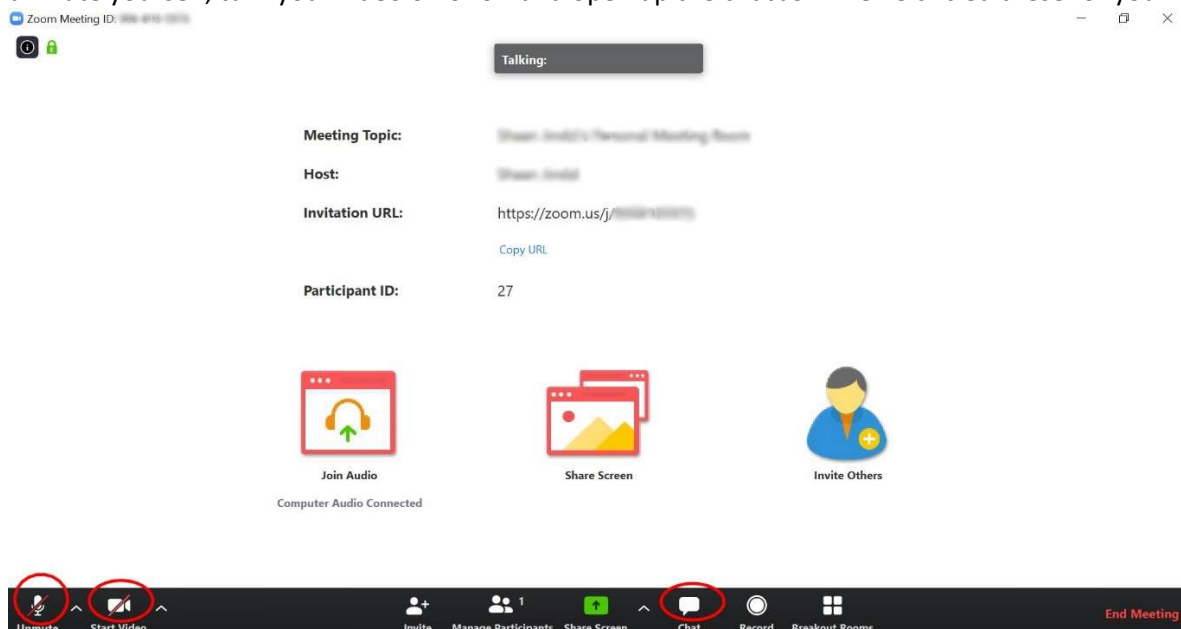


# Waiting room

EWC hearings are set-up to not admit attendees straight into the meeting room. You will be put into a waiting room where you will stay until you are admitted by a member of staff. Whilst in this waiting room you cannot speak or hear anyone but you are able to use the chat function. If you leave the meeting (by accident or design) when you reconnect then you will not be admitted straight back into the meeting but instead will be put back into the waiting room.



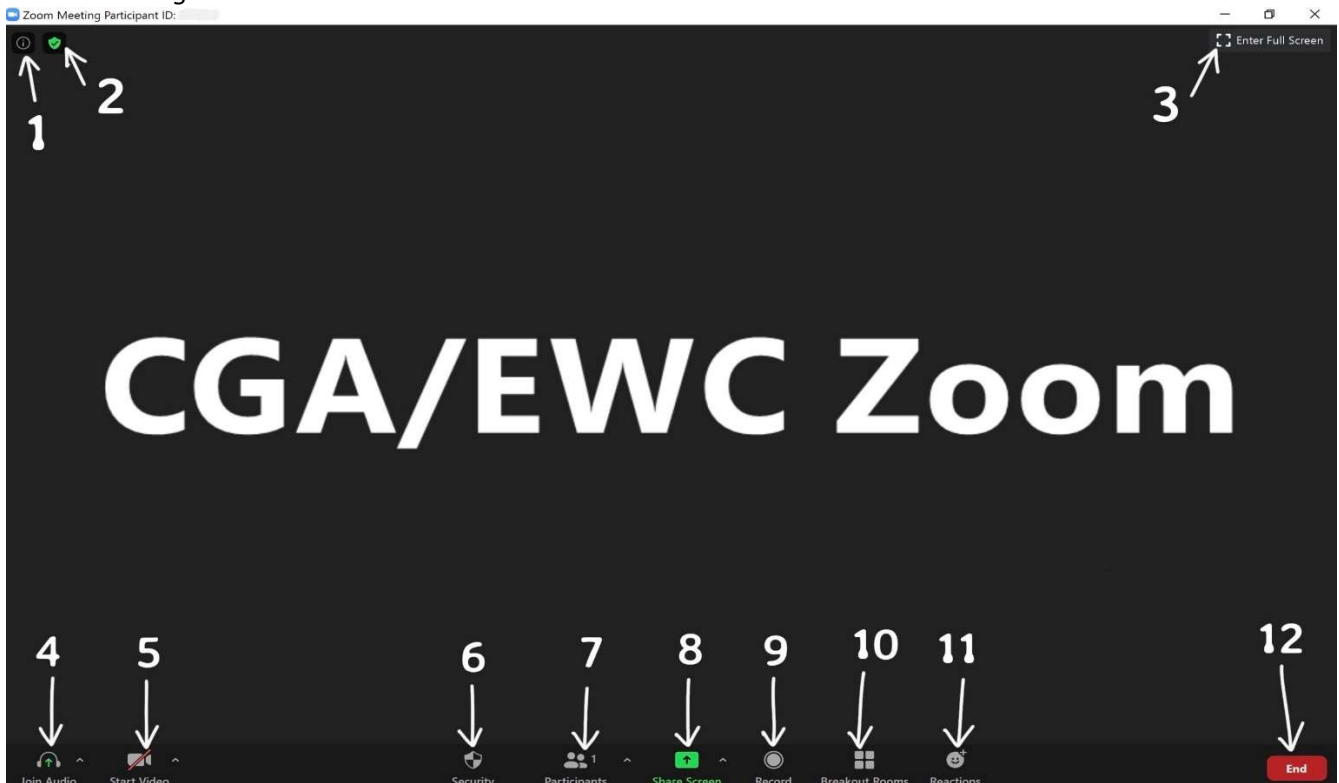
Finally, there are some basic controls that are good to know when you're in a meeting, such as how to mute or unmute yourself, turn your video on or off and open up the chatbox. We've circled these for you in the image below.



When you join a call it's a good idea to open the chatbox and then unmute yourself to test that everyone can hear you and that you can hear them. You can use that chatbox to communicate if you're having any problems hearing or getting your mic to work. Once you've tested your mic it's a good idea to put yourself back on mute until you need to talk again. This helps reduce background noise, feedback, and people hearing themselves.

# During the meeting

You may not have all the icons at the bottom of your screen. Some of the icons are only available if you are running the zoom meeting.

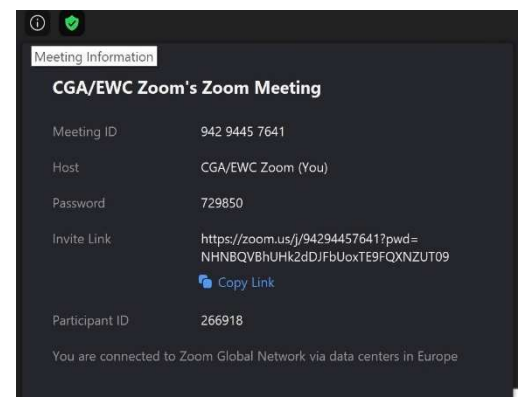


## 1. Meeting information

This tells you:

- the meeting ID
- who the host is
- the password (if one is set for the meeting)
- your participant ID

It also contains the invite link for you to send to participants



## 2. Meeting Encryption

The green shield tells you that your meeting is secure and encrypted

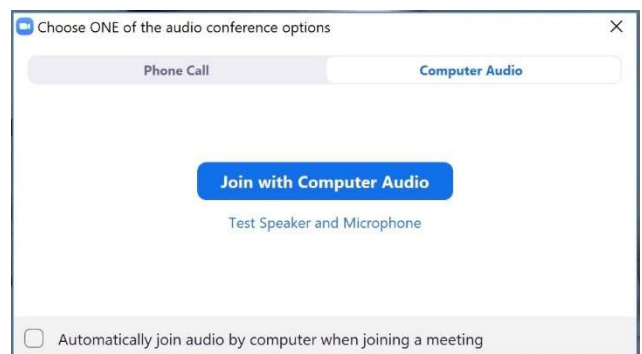
## 3. Enter/Exit Full Screen

## 4. Join Audio (This will also come up automatically at the start of the meeting)

Clicking the icon gives you the option to dial in by phone or computer audio:

- *"Join with computer audio"*  
uses your computer's microphone

- *"Test speaker and microphone"*  
helps you to confirm that they are both working



You can also tick to automatically join audio by computer (using your PCs microphone)

You can also open the advanced audio settings by clicking the up arrow to the right of the icon to test your **speakers**, change the **volume**, test your **microphone** or set it to **mute** when you join a meeting

## 5. Start Video

This will start your video if your meeting starts without your camera on. Click this to start/stop your camera/video feed. Clicking the up arrow to the right of the icon will bring up your video settings where you can adjust the settings for meetings to your preference

## 6. Security Shield

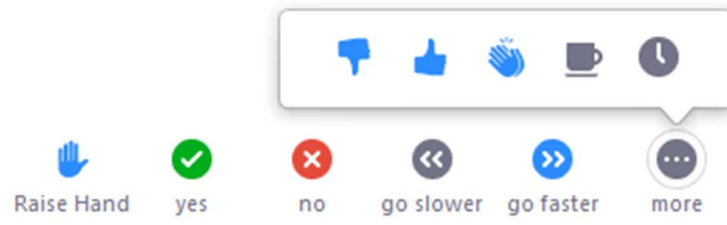
The security shield opens a menu where you can:

- lock the meeting
- enable a waiting room (participants have to wait before you allow them into the meeting)
- Allow participants to *share* their screen, *chat*, *rename* and *unmute* themselves

## 7. Participants Icon

Clicking on the participants icon will bring up a white column on the right, showing you who is currently in the meeting.

You can react to the meeting if required with the reactions tab on the bottom right:



- Raise Hand / Lower Hand
- yes
- no
- go slower
- go faster
- Additional icons are available by clicking the more button:
  - agree
  - disagree
  - clap
  - need a break
  - away

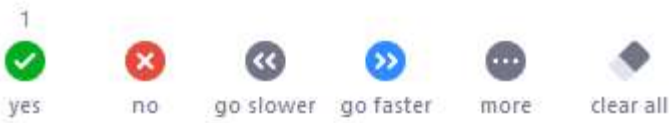
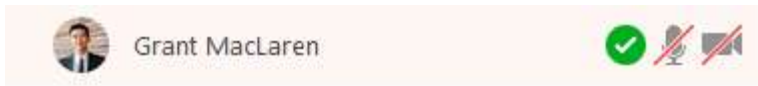
The icon will appear next to your name in the participants list.



### Managing nonverbal feedback (hosts)

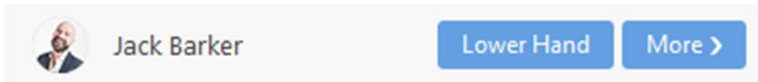
Click the **Participants** button to see a list of participants and their nonverbal feedback.





In the participants list, you can view and manage feedback using these features:

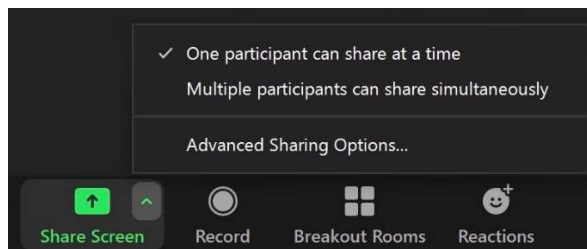
- If a participant clicked on a feedback icon, you'll see that icon beside their name.
- The number above each feedback icon shows the how many participants have clicked on that icon.
- If a participant clicked raise hand, you can lower their hand by hovering over their name and clicking **Lower Hand**.



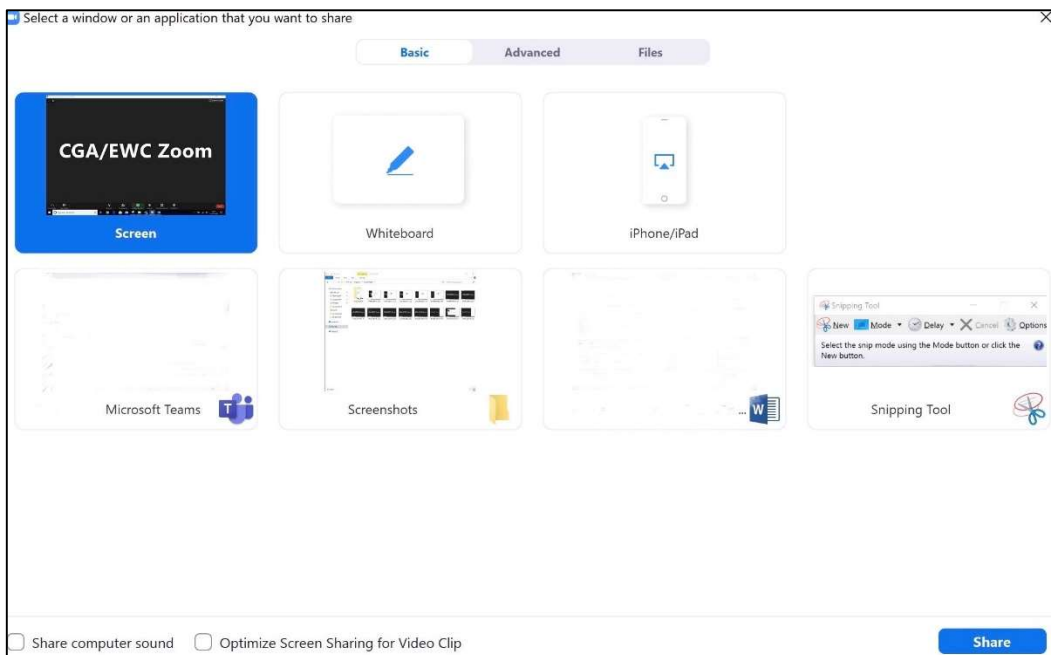
- Click **clear all** to remove all nonverbal feedback icons.

### 8. Share Screen

You can click the arrow next to the Share Screen icon to choose who can share their screen:



When you click the Share Screen icon, a window will appear asking you what you want to share:



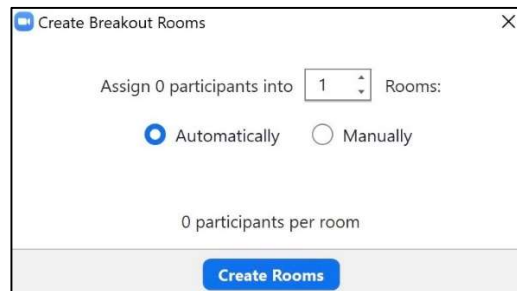
### 9. Record

This icon allows you to record the meeting. Participants will be aware as a small “recording” icon will appear at the top left of the screen. Only the host can record the meeting. **Please ensure** that you save the recording

locally on your computer – this option comes up when you click the record icon.

## 10. Breakout Rooms

Breakout rooms allow you to split your zoom meeting into separate sessions, for example if the meeting has 10 people and 2 need to discuss something away from the main meeting, they can be put into a breakout room together.



The meeting host can split people into breakout rooms automatically or manually, and can switch between sessions at their will.

The people in the breakout rooms have full audio, video and screen sharing abilities as normal

The limit to breakout rooms is 50 different sessions.

## 11. Reactions

You can quickly react to something in the meeting with a thumbs up or a clapping icon which will appear inside your video feed. Everyone can see this.

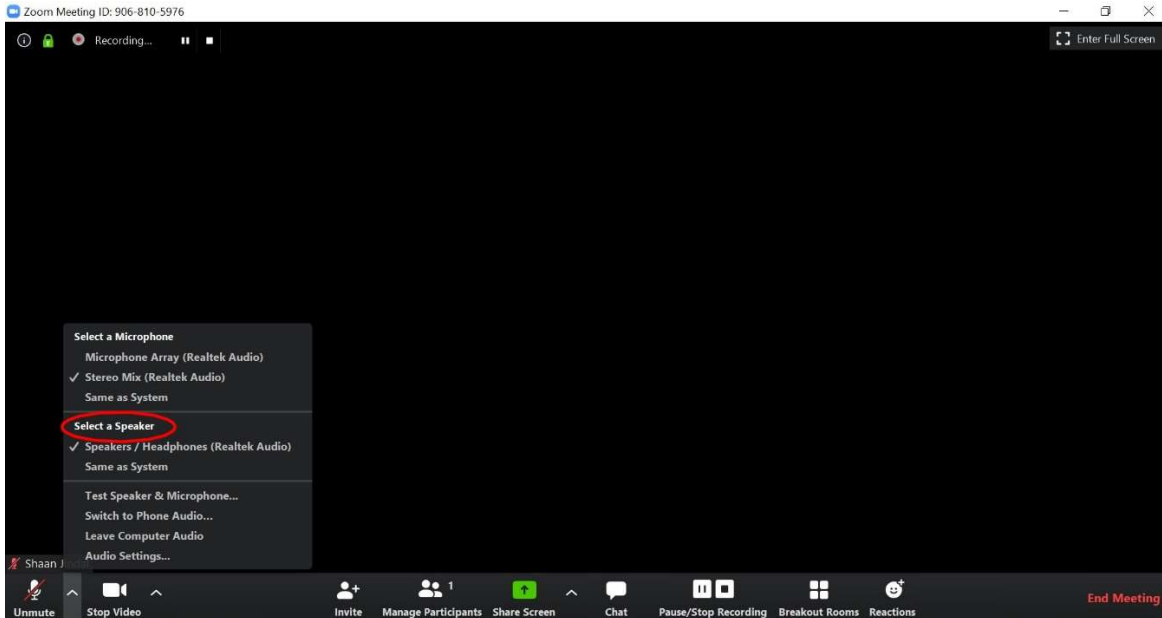
## 12. End

This ends the meeting. You can choose to “**End meeting for all**” or just “**Leave meeting**” yourself. You can also bring these options up by clicking the X to close the window.

# Troubleshooting

## “I can’t hear anything”

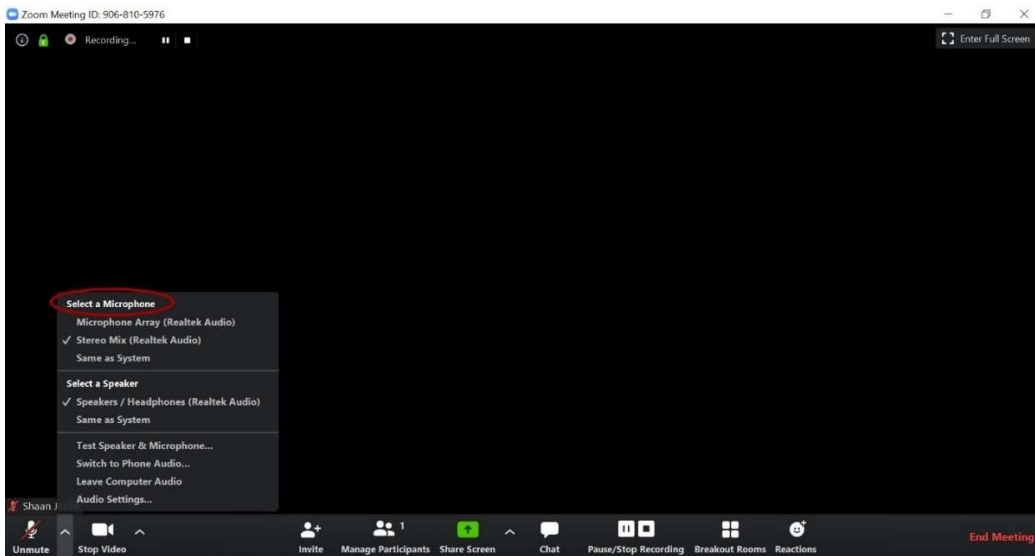
- Click the little arrow next to the microphone icon. From this menu you can select where you want your sound to come from, whether that be an external speaker, headphones, your computer’s internal speaker or something else.



- You can test your audio settings whilst in the meeting – please see *Testing audio using audio settings whilst in a meeting room* below.
- Make sure the other participants are not on mute: Ask them to unmute themselves or do it for them (click “manage participants” and then “unmute” next to their name.)
- Can you hear any other applications? If not, you may be on mute or the volume may be low, check your volume settings.
- Make sure there are no Bluetooth devices connected to your computer.
- Make sure you have no applications open that may be using or controlling your speakers (if in doubt, close all applications that you are not using)

## “My mic isn’t working and people can’t hear me”

- Click the little arrow next to the microphone icon. From this menu you can select which sound input option you want to use, whether that be on your computer’s internal microphone, a headset, or something else.



- You can test your audio settings whilst in the meeting – please see *Testing audio using audio settings whilst in a meeting room* below
- Make sure you have no external microphones, speakers or audio equipment plugged into your computer that you do not intend on using.
- Make sure you have no applications open they may be using or controlling your webcam (ie. Facetime, skype, etc)
- Make sure you have given Zoom permission to access your microphone:
  - On Mac: instructions [here](#).
  - On Windows: instructions [here](#).
- Restart your machine and re-join the meeting using the link provided.
- If this is still not working, try an alternative device (eg. Zoom for mobile)
- More help can be found on the zoom website [here](#).

## “My video/audio has frozen”

This is an unfortunate fact of life. Before you do anything, wait 30 seconds. If the computer is temporarily stalling, it may resolve itself and anything you do in the meantime may make the situation worse. Failing that:

- Try to leave the meeting and rejoin. Before doing so, make sure all applications that you are not using are closed.
- If the application has frozen: try to close it as normal, then reopen and rejoin. If it does not respond, force-quit it:

Windows: press ctrl-alt-del, select “Task Manager”, select “Zoom”, click “End Task”

Mac: press cmd-option-esc, select “Zoom” from the “Force-Quit” program, click “Force Quit”

## “Participants cannot see me”

- Make sure you have clicked the “start video” button in the bottom left corner.
- If you are using an external webcam, check the connection with the computer/laptop.
- Make sure there is no cover obstructing your camera’s lens.
- Make sure you have no applications open they may be using or controlling your webcam (ie. Facetime, skype, etc)
- Make sure you have given Zoom permission to access your camera:

On Mac: instructions [here](#).

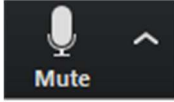
On Windows: instructions [here](#).

- Restart your machine.
- If this is still not working, try an alternative device (eg. Zoom for mobile)

- More help can be found on the zoom website [here](#).

## “We are getting echoes/audio feedback”

- Mute your microphone click on the micro phone icon on the main zoom screen



- if you are the meeting host you can mute EVERYONE’s microphone by clicking “Manage participants” then clicking “Mute all” in the bottom left corner
- Echoes or audio feedback is normally caused by one of the following:
  - A participant has both the computer and telephone audio active  
Please leave the telephone or computer audio so that only one is active.
  - Participants with computer or telephones speakers that are too close to each other  
Please move the speaker and microphone further away from each other – or use headphones
  - Multiple computer with active audio in the same conference room  
Disable the audio on all but one of the computers or all use headphones.

# Testing audio using audio settings whilst in a meeting room

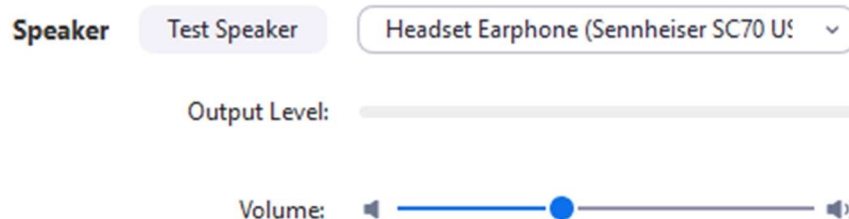
To test your audio, navigate to your audio settings before or during a meeting:  
You can access your audio settings and test your audio when you are already in a meeting.  
In the meeting controls, click the arrow next to Mute/Unmute.



Click Audio Options. This will open your audio settings.

## Testing your Speaker

Click Test Speaker to play a test tone.  
If you cannot hear it, select a different speaker from the menu or adjust the Volume.



## Testing your Microphone

In the Microphone section, you will see the green Input Level bar move when Zoom is picking up audio.  
Click Test Mic to test your microphone.  
Your audio will start recording. Click Recording when you are done and it will play back. You can select another microphone from the menu or adjust the input level.  
Check *Automatically adjust volume* if you want Zoom to adjust the input volume automatically.

