

Speaker guide for dental course provision

Welcome to NHS England Workforce Training and Education Directorate (WT&E). We are committed to delivering high quality evidence informed dental education and training. We aim to help GDC registrants to meet their individual educational needs, develop their skills and maintain high standards to enable them to provide the best possible care for patients.

Thank you for your part in helping us achieve our aims and for agreeing to run a course. You will receive a letter confirming your agreement with the day, date, and timings of the course along with details of pay and claiming expenses. You will also have details of the people you may need to contact if you have any problems. It is important that you keep in contact with the course administrator/ tutor (referred here as tutor throughout the document) especially if you have queries or need to make any changes to the agreed programme. The tutor will work with you to establish the aims, objectives, and learning outcomes for the session. All course delivery will follow the COPDEND Quality Assurance Framework:

<https://www.copdend.org/wp-content/uploads/2019/05/Quality-Assurance-Framework-April-2019-final-version-8.pdf>

After the course, it is helpful to us if you would take the time to tell us of your experiences using the feedback form which will be provided.

WT&E standards

WT&E have strict guidance about equality and diversity, respect, and inclusion, therefore we would remind you to show respect to all delegates in terms of their opinions, cultural differences, and behaviour. When planning the session please think carefully about your audience and how to engage them with the course content. Choose language that is appropriate to their learning needs, trying to avoid jargon and acronyms, above all please maintain a professional manner and do not use inappropriate language at any time. If you think your session is likely to have controversial or emotive content, please email the Tutor in advance of the lecture to discuss how this may be handled.

We encourage you to mention any conflicts of interest during your talk if they are relevant to the content of the course. If you educate through other organisations or on other platforms, please mention this to the tutor. As a speaker for WT&E you should not promote training delivered outside of WT&E in your session or use the WT&E event to gather contact information such as email addresses, or details for WhatsApp that can subsequently be used to do this. Speakers will be expected to follow professional standards when using social media, please see guidance from the General dental Council:

<https://www.gdc-uk.org/information-standards-guidance/standards-and-guidance/gdc-guidance-for-dental-professionals/guidance-documents>

WT&E assumes that speakers will ensure that any material that is subject to copyright that is used in a presentation, has permission from the copyright owner(s), or a licensing agreement that extends to those materials being used. The relevant legislation relating to copyright is available in the Copyright, Designs and Patents Act 1988 <https://www.legislation.gov.uk/ukpga/1988/48/contents>.

There should not be any patient identifiable information or pictures included in the presentation. Images and personal data relating to individual cases should be modified to maintain anonymity and comply with the Data Protection Act 2018 <https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted>. If you wish to share identifiable information about patients, you must have their explicit consent. When obtaining consent, you should specify to the patient how exactly the information you propose to share will be used, for what purpose and where it will be available. This consent process should be recorded in the patient's records. The photograph must then not be used for purposes beyond the scope of the original consent, without consulting the patient.

Presentation format

- A good practical guide is to allow no more than one PowerPoint slide per minute of your allocated time if the slide is mainly text, and no more than two slides per minute if it is a picture.
- For shorter courses, ideally concentrate on putting across about three main messages or ideas and construct your talk around these.
- Keep to your allotted length for the session, including allowing appropriate time for discussion.
- A rough guide is no more than seven lines per slide and no more than seven words per line. Information should be conveyed in bullet points not paragraphs.
- Slides should be easily readable, but not highly decorated with quirky backgrounds or graphics. Remember, it can be difficult for delegates to read a busy slide and listen to you speak at the same time.
- The best colours for backgrounds are blue, black, and white. For text, white and yellow are good with dark backgrounds, and black or blue text can be used with a white background. Avoid red and green because they are difficult for people who are colour-blind to read. Choose a single sans serif font for your presentation, and never use smaller than the 24-point size.
- If the slide includes a table, try to arrange that it has no more than three columns and three rows.

Making handouts available to delegates

We no longer provide delegates routinely with paper handouts but instead make PDF versions of any handouts available for delegates to access prior to the event. The PDF will be saved in such a way so that only those attending the course can access it. Alternatively, please let us know if you would prefer the tutor to email delegates any relevant information after the event instead.

Face to face course - practical issues

How many people will attend?

Delegate numbers vary for each course depending on the size of the venue. The maximum number of delegates should be discussed when you are booked to deliver the course. The tutor will contact you in advance of the meeting to give an idea of the numbers booked, however some participants book on the day so this may be a rough guide only.

Microphones

Most venues do not have separate microphones (your tutor will let you know if there is one available). The rooms are set up for training and the acoustics are fit for purpose.

Projector

PowerPoint slides are moved forwards/backwards in one of two ways. Either the speaker controls their presentation from the lectern/ laptop, or they use their own a remote-control handset, if they have one.

Using your own laptop

You may supply your own laptop computer. Please confirm that it has a VGA or a HDMI socket for external signal. If your computer has a USB-C output or a mini HDMI socket, you may need to bring and adapter. If not, some venues have a PC that can show presentations from a memory stick or an WT&E laptop may be provided for you to use (please check with your course Tutor before the event).

Please note: The computers cannot access Mac-formatted files, so anything prepared on a Mac should be saved in PC-compatible format. Whatever computer you use, it is wise to save your presentation with the fonts embedded, as otherwise when presented on a difference computer, some aspects of the presentation may be presented differently.

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Please come early to check that your presentation works, no later than 30 minutes before the session starts.

Not all venues have Wi-Fi, so please discuss beforehand if your presentation contains a video. If combining video films with PowerPoint, please make sure to check it in the lecture room before the presentation begins.

Webinars

The tutor will ask to set up a WhatsApp group for use on the day. This allows both parties to liaise with one another before and during the webinar and can be used to communicate if there are any technical issues regarding sound etc. during the session.

The tutor will explain how to set up the meeting, and if this is the responsibility of the speaker please:

- Set up the meeting using your chosen online format (many of our speakers use Zoom, Skype, and MS Teams). Guidance notes are provided in Appendix 2. If present use the 'enable waiting room' setting. Do not press 'enable join before host' setting i.e. make sure this setting in "Meeting Options" is left blank. This setting will keep visitors on hold before you arrive.
- If the function is present, control screen sharing by clicking the up arrow next to the "Share Screen" icon, and under "Who can share?" select "Only host."
- Send the link, ID and password to the tutor who will forward these with the relevant access codes to all the registered delegates.

The tutor will send out the remote learning protocol to delegates before the webinar (Appendix 1).

Practical issues

Delegates will book onto the course via the online booking system (using the 'waiting room' or 'lobby' function allows only people listed on the register i.e. booked attendees to access the webinar). On the day, the tutor and speaker will log on to the chosen video platform at least 10 minutes before the start of the webinar.

How many people will attend?

Delegate numbers can range up to 500 people depending on the webinar operating system. The maximum number of delegates should be discussed when you are booked to deliver the course and will depend on the topic and degree of interaction.

Housekeeping at the start of a webinar

Before the start of the webinar- check your appearance and background. Ideally you should have a blank wall behind you with no paintings etc. as they can be distracting. The tutor should be made a co-host, if possible, so that they can mute anyone who forgets to do this, they will listen in and help if required during the session. If the tutor is a co-host, they can admit latecomers to the webinar, triage any questions submitted using the chat function and share their desktop. When there are two speakers, the second speaker can perform the co-host role. Any second speaker should have a copy of the presentation so they can continue the webinar if the first speaker experiences any technical problems, such as loss of internet connection.

There may be some 'dead time' at the start of the webinar while you wait for delegates to sign in. This is a good time for the speaker to engage the audience and identify any specific learning needs.


Delegates should be advised:

- To enter their full name into the instant messenger (chat box) facility, at both the beginning and the end of the session
- To mute their microphones (the host/co-host are also able to do this).

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- To keep their camera on to ensure engagement, unless there is a reason why this is not possible, in which case they should use the chat facility to sign in and let the speaker know, and sign out again at the end.
- To close down any other applications as this may affect the quality of the webinar.
- How they are able to interact with the speakers. This could be via the chat function, polling etc. With a smaller group, delegates could be unmuted for a discussion.
- That anything entered in the chat box may be visible to all delegates and can be saved.
- That CPD certificates are only provided to those who have booked onto the course and on completion of the evaluation form.
- That they will not be provided with a CPD certificate unless they are present for the entire webinar.

The speaker should explicitly state that they do not consent to any recording of the webinar and if the course content is likely to change in the short term. Please use the content provided here by WT&E in a slide at the beginning of your talk and then give the presentation as usual.



Before we start

**This course is for your personal learning and development.
The content MUST NOT be shared with other via any medium including social media**

- Participants will not audio or video record online session. Photos of slides may be taken only with the Presenter's consent
- As a default, webcams should be switched on, but the microphone should be muted.
- The speaker will describe how to ask a question and the process for interaction during the session.

Monitoring attendance during the Webinar

The speaker/co-host/tutor will take a screenshot of attendees at the start of the course, midway through and just before the end, as evidence of attendance. Where you notice a camera is off, the speaker or the co-host could ask that delegate a direct question to ensure their presence and engagement on the course, if you wish. The tutor will update the attendance on the booking system within 24 hours of the end of the course.

Webinar Tips

- The speaker should look at the camera on their laptop not the computer screen.
- It is useful for the co-host/tutor to have some pre-prepared questions in case there is limited delegate interaction
- It is advisable to introduce an interactive activity every 20 minutes to ensure delegate engagement. Examples include group discussions in breakout rooms or polling if your software platform allows, use of the 'Chat' option to get participants to ask or answer questions or using an app such as Slido for a group poll or quiz.
- The speaker/co-host/tutor should try to maintain the 'Chat' box and ensure questions are answered throughout the course (please see Appendix 2 to see how to do this in Zoom).
- It is advisable to undertake a quiz or assessment at the end to capture the educational engagement of the participants. If available, please send this alongside the saved 'Chat' from the session to the tutor/ WT&E contact.

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WT&E, by separate negotiation may arrange to record and replay the webinar. Data protection law will apply to all identifiable individuals (participants and lecturers). Personal data must be processed in line with the Data Protection Act 2018 and General Data Protection Regulation. Prior to the start of the session, everyone attending should know that it is being recorded, why it's being recorded, where it will be stored and who will have access to it. A recording-free zone might be set up to accommodate those who wish to opt-out e.g. these delegates turn off their video cameras.

Consent

Record only with the consent of all the participants in the session. The digital platforms used should clearly indicate that recording is occurring, and should request an affirmative action to provide consent to that recording (e.g. the “recording disclaimer” on zoom).

All rights relating to the lecture content will need to be cleared before a recording takes place.

What should NOT be recorded

To avoid risks around data protection and distress to participants, recordings should not be made of sessions that use individual patient data, or where there may be emotive content (e.g. safeguarding).

Thank you for your cooperation and valuable contribution to making the course a success.

If you have any questions or require further information, please contact: england.dwd.eoe@nhs.net

Appendix 1: Protocol for Remote Learning 2020

As we will be delivering this course via videoconferencing it is important that we set out some guidance that will facilitate learning for all the participants. Please take a moment to read the following before the start of the course. **This course is for your personal learning and development. The content MUST NOT be shared with others via any medium including social media.**

Software and connecting

- Most video platforms do not need you to have an account to join as you can join as a guest.
- We recommend using Google Chrome or Edge as browsers (e.g. MS Teams is not yet fully supported by Safari for Apple devices)..
- Check you can join by following the link 5 minutes before the start of the webinar, so you have time to overcome any IT issues. You may have to wait in the 'Lobby' until the speaker lets' you in.

Before the course

- Check your internet and Wi-Fi connection.
- Check your audio, headset, and the camera are working.
- Check your lighting and camera positioning
- Turn off any other applications that are running to conserve bandwidth

Please note:

- Participants must join the session on time, if you are late it may affect the CPD time recorded on your certificate; if you join late, join quietly, and do not interrupt the conversation or presentation.
- Participants will be responsible for their own behaviour and conduct when accessing remote learning.
- Sessions will be conducted with the same levels of formality and respect as one would expect on a physical study day.
- Participants must not audio or video record online sessions unless they have express permission from the speaker and all delegates. Photos of slides may be taken only with the speakers' consent.
- Participants should be aware that usage associated with online learning platforms may be monitored, logged, and made available for inspection if needed. Remember conversation history and chats stay around even after closing the application. For this reason, **do not share personal or patient identifiable data in the chat area.**

Guidelines (the following key principles of good online 'netiquette' should always be followed when communicating online in a remote learning environment):

- Delegates should find a quiet, well lit, and comfortable place for attendance; ensure there is nothing offensive or inappropriate on display (both in terms of what you are wearing and what is visible behind you on your webcam). No personal data should be visible on your webcam for the safety of both yourself and the people you may live with. You can blur the background in Teams and Zoom.
- Delegates must ensure their face is clearly visible (focus from shoulder up).
- Delegates may drink liquids during online sessions but no eating of food; this is impolite and not pleasant for the other participants.
- As a default, delegates' webcams should be switched on, but their microphone should be muted to ensure minimal background noise. If there is a reason why the camera cannot be on, please use the chat facility to sign in and let the speaker know and sign out again at the end.
- The speaker will describe how to ask a question and the process for interaction during the session at the beginning of the course.
- **If you are having issues during the session or cannot hear well, please use the instant messaging/chat function.**

We hope that you enjoy the session, remember to complete the online evaluation to get your certificate and to complete a reflection on the course content for your CPD records.

Appendix 2: Online Platforms

Microsoft Teams – this shows you how to use MS Teams

<https://youtu.be/CH2seLS5Wb0>

How to install MS Teams:

- Go to [Get Teams for free](#) and choose the **Sign up for free** button. If you don't see the **Sign up for free** button, scroll down (nearly to the bottom of the page) to **Get Microsoft Teams for your organization today**, and then select **Sign up for free**.
Enter the email address you want to use with Microsoft Teams free.
- On the next screen, answer the question about how you want to use Teams.

If you choose 'For school', you'll be prompted to enter your school email address to see if you have access to Teams through your school. If you choose 'For friends and family', you'll be directed to sign up for Skype.

If you choose For work, you can continue to the next step.

- You'll be asked to verify your information again in this step. If you have multi-factor authentication enabled, you may be prompted on your phone. Otherwise you'll need to provide your password here.
- After that, fill in your name and the other requested info, and then click Set up Teams.
- Then wait patiently while Microsoft creates your Teams account and then sets it up for you to use. (This process can take up to a minute. You'll see two loading screens.)
- Finally, you'll be prompted to download the Teams desktop app.

How to join MS Teams meeting or event:

The WT&E host will send a calendar invitation to all meeting or event participants with a MS Teams meeting link. The below provides step by step guides and video tutorials on how to join MS Teams:

- How to join a MS Teams meeting video tutorial - <https://support.office.com/en-us/article/join-a-Teams-meeting-078e9868-f1aa-4414-8bb9-ee88e9236ee4>
- How to join a MS Teams meeting guide - <https://support.office.com/en-us/article/join-a-meeting-in-Teams-1613bb53-f3fa-431e-85a9-d6a91e3468c9>
- How to attend a MS Teams live event guide - <https://support.office.com/en-us/article/attend-a-live-event-d837ad8d-ce34-44d0-9744-9beb50e943ac>
- How to download MS Teams app guide - <https://www.microsoft.com/en-gb/microsoft-365/microsoft-Teams/download-app>

Zoom - have tutorials for just about anything, available here

- <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

How to log into Zoom and Start the Webinar (Meeting)

Once you have started the meeting using the below steps, you can assign hosting rights to a co-host. If you are not the speaker, and have started the meeting you can 'leave meeting' (but do not 'end meeting') once you have assigned the host.

- Use the following link to access Zoom, <https://zoom.us/>
- Go to 'Sign in' top right
- Enter email address and password
- Select 'meetings' on the left-hand side
- Then 'start' next to the webinar you wish to launch

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Zoom Tips

- To assign a host, once you have started the meeting, hover over the name of the person you wish to assign, select 'more' and then assign host. Same action for assigning a co-host.
- Please watch this 10-minute video to learn the in-meeting controls:
- <https://support.zoom.us/hc/en-us/articles/201362603-Host-and-co-host-controls-in-a-meeting>
- The chat window will not normally be visible to the speaker when they deliver the webinar. If the speaker would like to view the chat window this can be accessed using the menu that appears either at the top or the bottom of the screen, select the three dots (...) and then select chat. The chat will then show in a pop-up window which is visible only to you, delegates will still only view the presentation.
- If you want all questions to go to one specific person, around 8 minutes into the above video it explains how you can privately chat with an individual. You could request the delegates privately message the co-host with any questions. They can then compile the questions for you and provide those that are appropriate to you.