



Video Interview and Generation Policy

REVIEWED: May 2020
NEXT REVIEW DATE: May 2021
REVIEWED BY: Laura Omelchuk

The purpose of this policy is to outline how Smile Leadership Limited works to protect children and young people who receive Smile Leadership Limited's services.

In order to safeguard the safety of any children and young people who come into contact with our temporary workers, we thoroughly vet everyone who registers with us as a temporary worker, completing ongoing checks and monitoring to ensure continuing suitability, being fully compliant at all times with the DFE Keeping Children Safe in Education statutory guidance. We continue to have robust procedures in place for candidate registrations ensuring we record and store all information securely. We provide comprehensive training for our employees (recruitment consultants and administration staff).

We are required to undertake a face to face registration interview with every candidate prior to them being placed on any assignment with a client, unless in exceptional circumstances. As an exceptional circumstance, we will allow other steps to be taken, that remains in line with our compliance and safer recruitment expectations. Where candidates are physically unable to attend face-to-face registrations at Smile offices, video interviews surrounding relevant fact-finding information may take place following these guidelines. Due to our commitment to safeguarding candidates must be able to answer all safeguarding related questions. It is mandatory that all original documents provided by the candidate must be reviewed in person by a member of the Smile Leadership team and checked for legitimacy during the registration interview and prior to any assignment.

The registration interview will assess the candidate's experience to establish congruency with the candidate's application form/CV and will enquire into their motivations for working in education and with young people.

Video call interview guidelines

Smile employees can interview candidates and record these calls digitally by video, using the following platforms:

- Hinterview - Videos can be recorded (with candidate consent)
- ZOOM
- Phone Facetime
- WhatsApp video calls (accessible on both smart and android phones)
- Skype

Before any video calls take place, Smile Leadership employees must ensure they have received consent to do so by all candidates and must also obtain consent to be recorded, if this is necessary. All consent must be logged and recorded on Smile's internal CRM software. Recorded interviews will be added to Smile's internal drive for future reference and a screenshot of this video will be added to the candidate's online compliance profile. All recorded videos will be stored under the candidate's current name. All information gathered during video calls will also be documented and recorded on Smile's internal CRM software. To ensure all video calls are successful, candidates will be required to have at least one of these platforms set up on their personal devices i.e. mobile phones, laptops, etc. Smile Leadership employees will need to ensure that all attendees are situated somewhere where a good signal connection can be utilised to avoid any disruptions and good lighting to meet face-to-face registration requirements and to review documentation.

During video calls, this will be a great opportunity to refer to fact-finding questions to gather information suitable to represent your candidate. This is also an opportunity to fact-find other useful information which shall benefit Smile as a business, such as candidate referrals, lead generations and preferred methods of payment (payroll). An interview sheet has been provided for this action. It is mandatory that questions surrounding safeguarding and motivations to work with children are addressed in person or face-to-face via video.

Candidates should be made aware that offers of employment will not be finalised until we have met them face-to-face following safer recruitment and our guidelines. Candidates may begin the first stages of their registration through Smile's online compliance portal i.e. adding documents, providing referee details but cannot be offered employment or placed in any setting until original documents have been verified and a face-to-face meeting has taken place.

If a DBS is required for candidates, we will allow them to show proof of their documentation throughout the video interview call, however, the original versions of these must be reviewed before being placed in any assignment. For successful DBS applications, candidate's documents must be valid and in line with DBS document specifications.

If candidates are not able to attend video interview calls due to connection issues, or similar or due to GDPR then the following steps will be taken:

Candidates may begin the online registration using Smile's online compliance portal. This will ensure all candidates can begin this process whilst awaiting confirmation of the face-to-face registration with an employee from Smile Leadership. A face-to-face meeting must be conducted to ensure that candidates are required to answer safeguarding questions, found on Smile interview profile sheets and signed by both the candidate and Smile Leadership employee. Other fact-finding information in relation to experience, skills, etc. can be conducted over the phone. There are existing guidelines within Smile's candidate generation process and should be followed in line with these established requirements.

Candidates may manually upload documents and necessary information on to their online compliance profile, whilst the interview itself and document verification will be done in person and reviewed by Smile Leadership employees.

Conclusion

Once all compliance criteria have been met in line with our guidelines and candidate documentation/information has been authorised by Compliance Manager, candidates may be placed in assignments through Smile Leadership Limited.