

# Remote interviews using Webex

## Consultant Guide



**career**analysts

# Overview:

This guide has 3 main sections:

Webex requirements:

Steps that are required prior to being deployed for video conferencing interviews

Preparing for online interviews:

Steps involved in starting an interview, establishing audio and video connection, screen sharing and admitting students.

Troubleshooting, Expectations and Support:

This section looks at support models for technical and/or other issues that may occur in video conferencing situations. It is also outlines the expectations required by consultants in conducting interviews.

# Webex requirements prior to conducting interviews

## 1: *Consultant has viewed the Webex Training Video*

Link to recording of video available here:

<https://www.youtube.com/watch?v=uxOVBFu3NMQ&feature=youtu.be>

## 2: *Consultant has been provided with Webex access*

## 3: *Webex must be downloaded on IT device*

The following slide steps through how to download Cisco Webex Meetings. The installer will automatically save a 'Webex Meetings' icon to the desktop.


We also suggest that prior to your practice run through with a Regional Coordinator that you may want to have a practice run using this link. This is a link to a test meeting in Webex.

<https://help.webex.com/en-us/nti2f6w/Webex-Meetings-Join-a-Test-Meeting>

# Download and then install Webex Meetings

Visit <https://www.webex.com/downloads.html/>


Get the Webex you need.





### Webex Meetings


Looking for real time video conferencing?

- HD video for face-to-face meetings
- Flexible audio-only conference call options
- Easy screen sharing
- Meet across any device



Also available here:






### Webex Teams



Looking for messaging and team collaboration?

- One-on-one or group messaging
- Digital two-way whiteboarding
- Rich content and file sharing
- Video calling



Download Teams VDI (Coming soon)

Also available here:

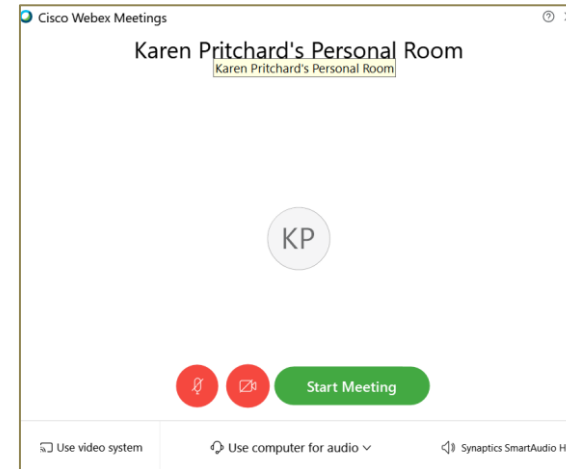
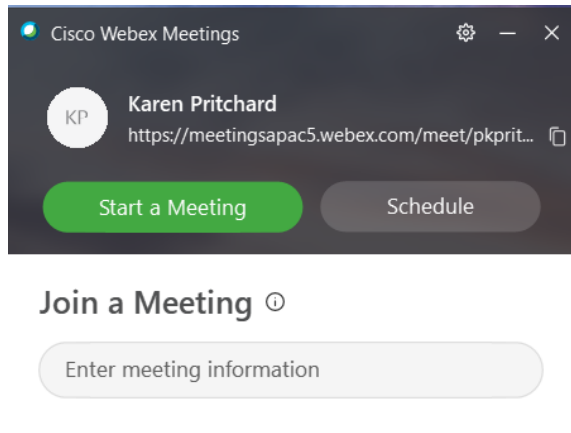


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# Preparing for your remote student interviews

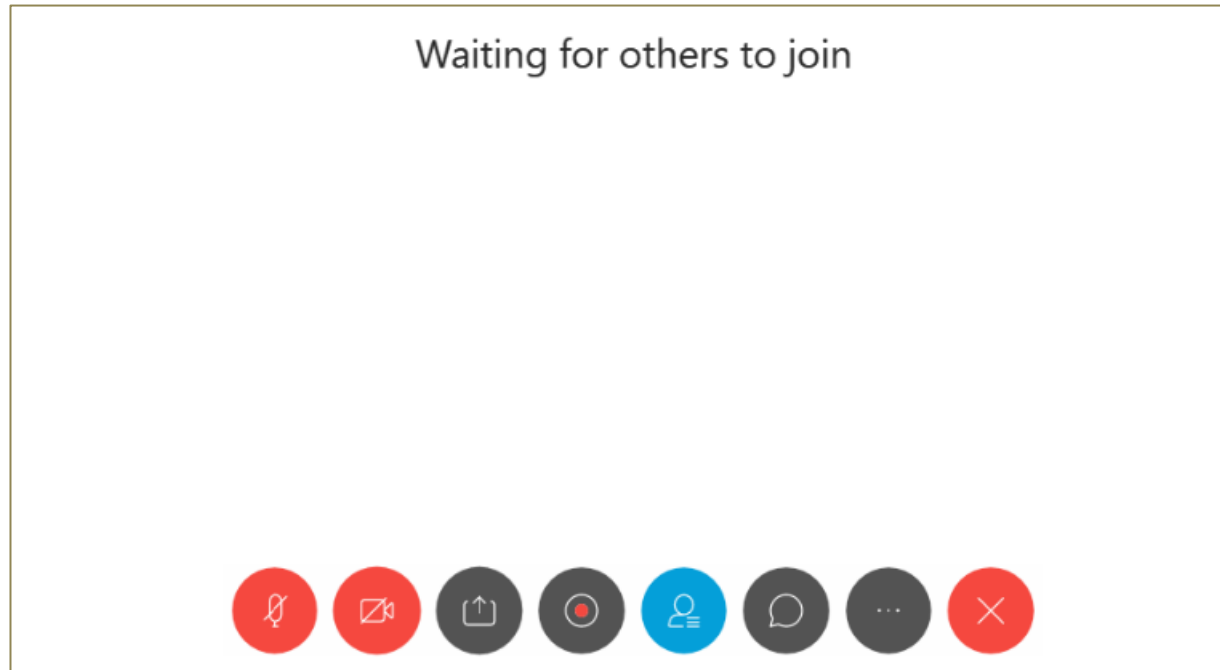
To access your Webex session when booked for student interviews:

1. Open your Webex application from your desktop, sign in (we recommend that you leave yourself signed in).
2. Click on 'Start Meeting'. You will then need to click start meeting again on the next window.



We recommend that you do this at least 10 minutes before the first interview. Use this time to open your Morrisby manager and select the school and candidates tab. Leave this open on your screen or minimised on your task bar. Close any other applications.

Once the meeting has been started, make sure that your microphone and camera are on (black not red). If you cannot see these icons, hover your mouse over the screen until this shows up at the bottom:



Microphone

Video

Screen share

Chat

End Meeting

# Admitting the student to the interview:

When you are scheduled for Webex interviews, your Regional Co-ordinator will email the school Key Contact with your Webex URL and your mobile phone number.

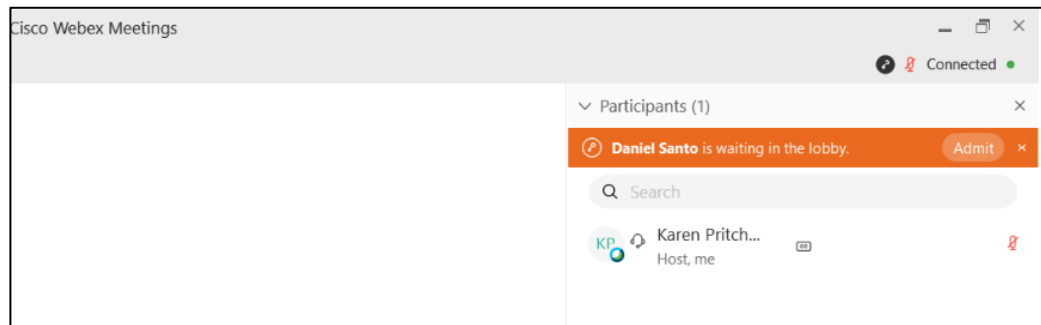
The URL (Webex link) will then be forwarded to only those students scheduled with you.

You will be provided a phone number for the key school contact. You may also be provided with a list of students who will be interviewed online. There will be differences in how each school rolls out remote delivery.

At the scheduled interview time the student will use your link to join the meeting.

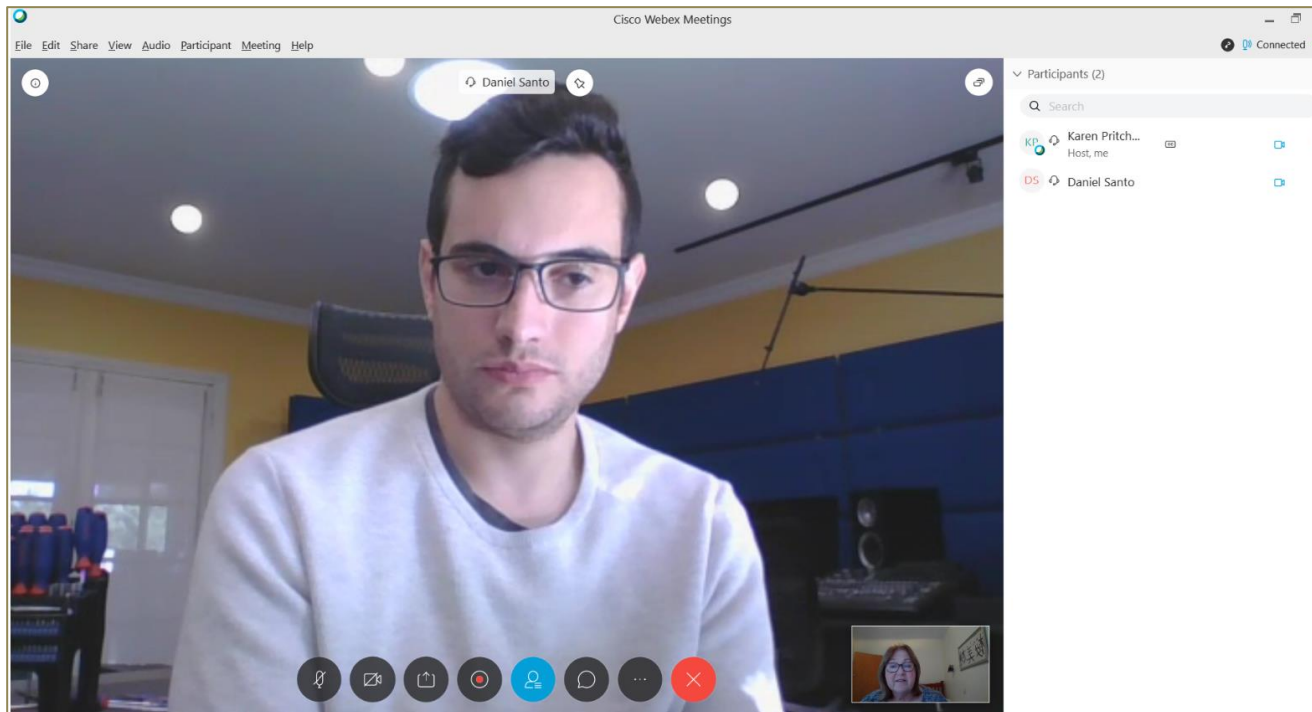
The student will enter what is known as the 'lobby'. You will see an orange notification at the top right of your screen that a participant is waiting.

Check that the student name matches that on the schedule if one has been provided and when you are ready click Admit.



The student will now be in the room. If you cannot see the student please ask them to click Share video in the bottom left of their screen, or if you cannot hear them make sure they click the microphone icon so that it is black not red. They may have to select the correct webcam or audio device. **Students will receive instructions on how to do this.** You can also use the chat function to make suggestions to the student if they cannot hear you.

If connection with the student cannot be made, reach out to the nominated school contact and let them know that a connection was not possible for a viable interview.





# Use of Video and Individual School Requirements

In a similar way to 'face to face' interviews, each school may have specific requirements that we need to abide by.

In some cases it may be that there is a strict requirement that only screen sharing of the profile and audio is to be used – **no video of yourself and/or student.**

It is important that we operate under the prescribed conditions that will be set out in MIMs and clearly explained to you by your Regional Coordinator.

If you are asked not to use video, make sure that your camera is off before admitting the student. If the student has their camera on when they enter, please ask them to turn the camera off and explain that the interview will be via audio (conversation only) however, you will screen share the students profile so that they can work along with you as you explain certain features.

If the student refuses to abide by the 'no video' rule that the school has requested, you must suspend the interview and contact the school 'key contact staff member' and also send an email to your Regional Coordinator.

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# Commencing the Morrisby Interview

**Step 1:** Once you have admitted the student, established communication and introduced yourself, detail the agenda for the session and verify the student's identity by asking for their full name and DOB. Match these with a candidate in Morrisby Manager.

**Step 2:** Advise student that notes will be taken during the session and recorded in the profile. These notes will be available for the student and school once the notes are completed following the interview.

**Step 3:** Now that the process has been explained. Seek permission from the student to proceed with the interview. You can now select the student's profile and assign this to yourself ready for sharing

# Sharing your Screen

Only after you have the profile for the student that you are currently interviewing open should you begin to share your screen.

To share your screen click share screen (from the icons at the bottom of your screen).

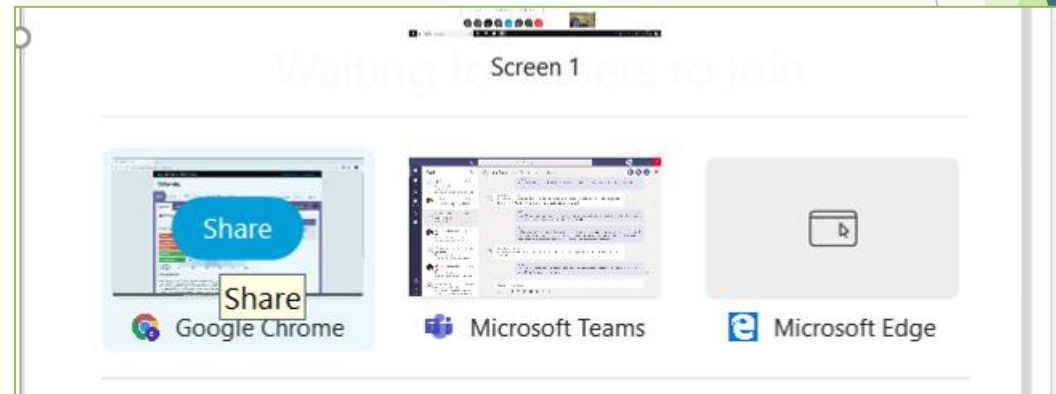


Screen share icon



Your screen will then show any documents that you have open. (Ideally you will only have the Profile open). If other items appear hover over the Profile and then click the blue share tab.

Confirm with the student that they can see the profile and that it is theirs. You are now ready to begin to 'unpack the profile.'



1: Gather a brief narrative from the student and initial reflections on the results

2: Unpack the Morrisby report covering Aptitudes, Interests, Work Style, Personality and Learning Style

## **Unpacking the Morrisby Report**

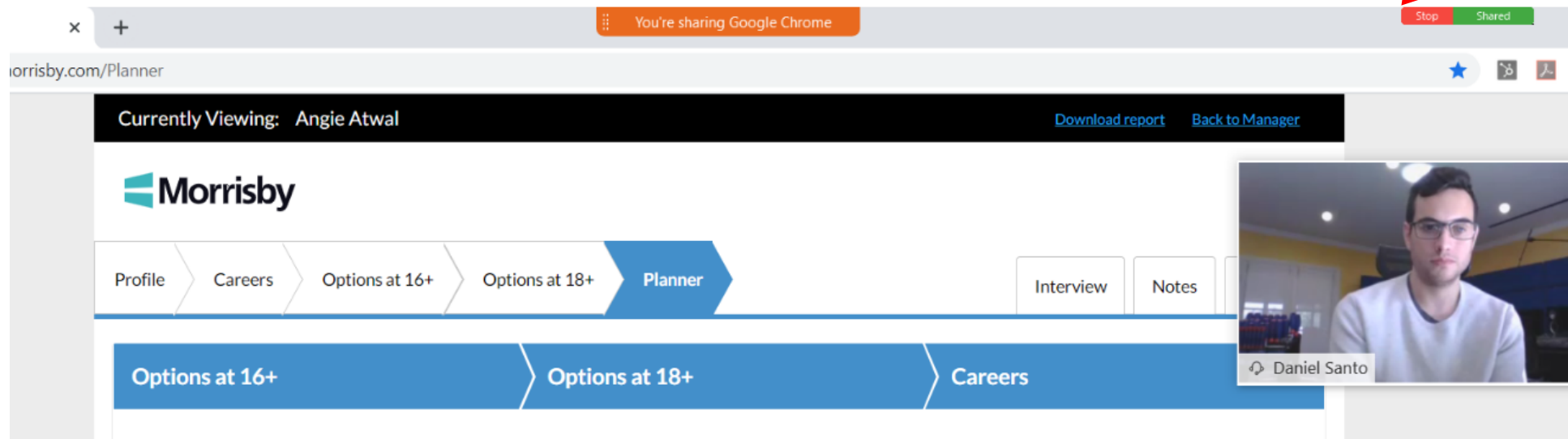
3: Reflect and explore career recommendations, 'favouriting' preferred careers and subjects that interest the student. Adjust study/qualification levels as required

4: As per the interview template, summarise and reflect with the student and develop next steps

**Please be aware:** In the event that during the interview you become **logged out of Morrisby Manager** (due to an internet interruption, etc) or if you accidentally click **Back to Manager** you must immediately **Stop Sharing**.

This is to prevent the student from seeing the list of other students which may reveal ipsatisation, EAL status or learning disabilities.

The red stop button can be found in the top right hand corner of the screen.



**It is also important to keep track of the interview time:**

In order to keep to schedule, we suggest that you set a stop watch once the student enters the room and any technical issues are resolved. Interviews will be scheduled one hour apart to accommodate for technical issues.

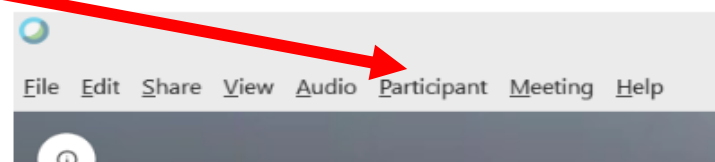
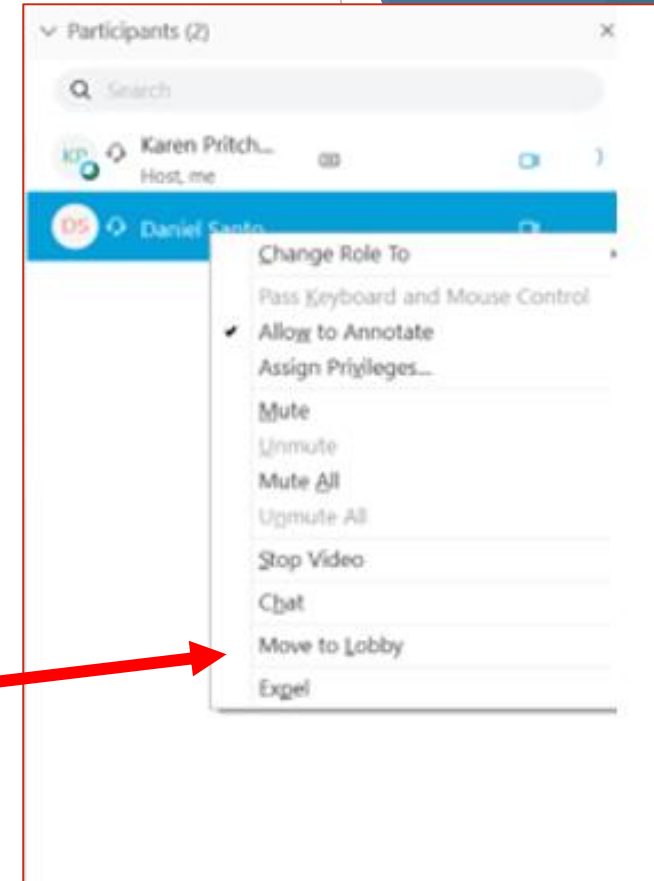
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# Making use of the lobby and exiting students

The lobby (or waiting room) is where students and any other participants will wait until you enter them into the meeting room. If the next student enters the lobby before you complete the current interview, they can wait until the current interview is completed. You should only admit the next student once the current student has exited the meeting.

So how do you exit a student without exiting the meeting?

On the right hand side of your screen you will see the participants list. If you right click on the students name the options shown will appear. You have the option of 'move to lobby' or 'expel'. While expel sounds harsh, it will remove the student from the meeting but keep the meeting room open for your next interview. This can also be done by clicking participants from the tools at the top of your screen. You will get the same options clicking 'participant' here.



# Admitting other participants into the meeting

As has been mentioned, each school may have specific requirements. For some schools they may want the option of a staff member joining the meeting. You will be advised if this is likely to occur. The process to use if a staff member is joining the interview is as follows.

If the staff member joins before the student. Please confirm that they are from the school and the role if any they will play. For example: EAL or Learning support, silent observer, etc.

If the staff member is joining after the interview has started, please move the student to the lobby (explaining this will just be temporary), admit the staff member, confirm their identity and role and then re- admit the student to the meeting. Once again, this can be done by clicking on participants and selecting 'move to lobby'. When ready, click on participant again and click admit.

This is needed to ensure that the third person is in fact a school member and not someone that should not be in the meeting. As the URL is sent to the student there is a remote possibility that they have given this to someone else.

## Conclude Morrisby Interview

- Allow student to ask questions and clarify any area of their report that they do not understand
- Remind student that the interview notes will be available soon after the interview session

## Thanks and farewell

- Inform the student about the Morrisby survey, they will receive, how to log into their profile and also about the log in for life!
- Thank and farewell the student by exiting the student from the meeting



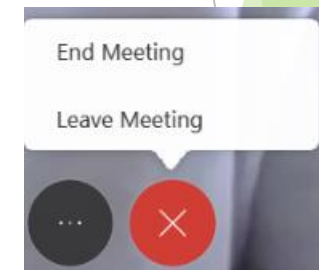
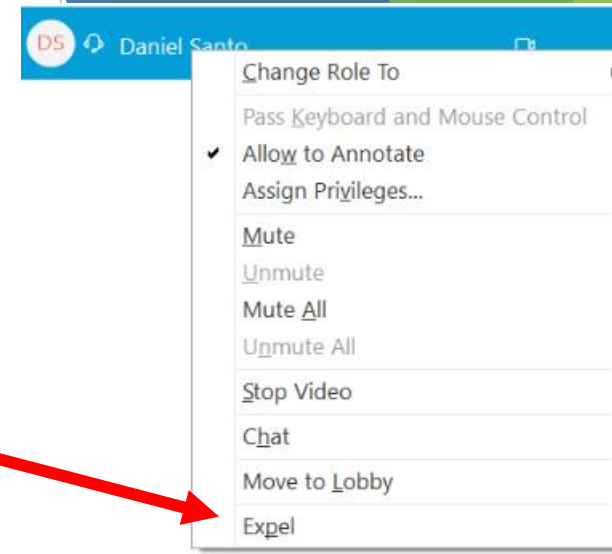
# Exiting student from the interview

As has been explained earlier, you can either return a student to the lobby or expel the student from the meeting.

1. If there is another student waiting, rather than 'end meeting', click on the student's name in your participant list (right of screen) and click on 'Expel'. Once that student is no longer in the meeting you may admit the next student once you have confirmed they are next on your list.
2. If there are no other students in the lobby you may end the meeting by clicking the red X and then **End Meeting**. Use this time to write your notes.

Please be aware if you have ended the meeting, you will need to restart prior to the next interview.

You may find it easier to stay in the meeting for the duration of the day so you are always aware of the next student joining. We advise that you mute your microphone and stop your video in between interviews.



## Trouble Shooting, Interview Expectations and Support

As always your Regional Coordinator, IT Support and the My Career Insights Team are here to support you through this phase of the project.

In the main we will follow the standard procedures that we use for face to face interviews in schools, in regard to following up on any issues that occur prior to, during and following an interview.

We expect that online videoconferencing in remote locations may have challenges that we have not anticipated in this guide. Please make sure that your first point of contact is your Regional Coordinator in regard to school/student issues or the IT support team in regard to technical issues involving your use of remote technology.

Communication between the student, key school contact, Regional Coordinator and consultant is paramount to making this delivery model work.

To enable this we will be asking the school contact to ensure that they have direct phone contact between themselves and the student. **Note: Regional coordinators and consultants cannot directly contact students.**

Regional coordinators will establish mobile phone connection between themselves and the school contact and we will also establish mobile connection with you and the school contact.

The table on the last slide looks at potential issues and a contact model.

# Expectations and Etiquette for Webex interviews

The video conferencing model, while similar in many ways to a face to face interview, has obvious discrepancies. As it is conducted in two separate locations it is paramount that careful consideration is given to the following.

In regard to the consultant:

- ▶ Location – this must be a quiet, private place with stable internet connectivity. Ideally in a neutral space, that is, the background scene is free of personal items.
- ▶ Privacy must be paramount, separate room if others are around, use of headset with microphone if possible.
- ▶ Stable internet connection, audio and video capabilities on your device

In regard to the interview which may be conducted at school settings or within the student home awareness of ...

- ▶ The students location. This may be in a room with others, if a parent/guardian wants to sit in, this is okay.
- ▶ Sound and background noise. You may be working with lots of background noise. We will recommend that students find a quiet place for their interview, but this may not always be possible.

# Compliance with the Child Safe Standards

To create and maintain a child safe organisation, all Victorian schools must comply with Ministerial Order No. 870 - Child Safe Standards.

<https://www.vrqa.vic.gov.au/childsafe/Pages/documents/Min%20Order%20870%20Child%20Safe%20Standards.pdf>

The CEAV has a zero-tolerance approach to child abuse. We are committed to ensuring a safe and supportive environment for all students.

This Child Safety Code of Conduct sets out the standards of behaviour and expectations held by the CEAV for all employees and contractors involved with the My Career Insights program when engaging with students either face-to-face or in an online environment.

We ask that the Child Safety Code Of Conduct and MCI Child Safe Standards Overview, that will be sent to you, is read by each Career Consultant prior to engaging in remote interviews using Webex.

Issue	Contact
Consultant unavailable for interview	Regional Coordinator as early as possible, if on day of interview also call nominated school contact
Student unavailable for interview	Student to contact school. School to contact consultant and/or regional coordinator to advise of potential replacement or missed interview
Student does not join meeting	After 5 minutes, call or email school contact or Regional Coordinator if school contact not available
Student has joined the meeting, however, connection issues are preventing the interview from proceeding	Call school contact, as IT support cannot directly contact student. The school will need to troubleshoot. If issue cannot be resolved, end meeting and call/email school contact. Let Regional Coordinator know why interview did not occur.
Student acts in a disrespectful manner	Inform student that you are ending the meeting. Call Regional Coordinator and explain issue. RC will call school contact
Student discloses concerning information	Follow the practices as set out in MIMS for student interviews. At end of interview phone Regional Coordinator. If Regional Coordinator cannot be contacted, send an email and then call or email school contact explaining concerns regarding student