



Arrangements for delivering remote interviews

Morrisby has a subscription to Zoom. If you are booked on a school contract that is going to use Zoom then Katherine or Jo at Morrisby will ensure you are licensed to use the Morrisby Pro Zoom account for that contract.

These are the Zoom arrangements:

- We will set up your interview meeting in Zoom
- It will consist of one 8 hour meeting
- You will use the meeting all day long and you will admit students from the zoom waiting room at their interview time
- The school ensures students get to their meeting at the arranged time
- We will arrange a practice session in Zoom before your first Zoom contract if required

If a school would rather use another platform, such as Microsoft Teams or Google Meet, then we will accommodate this. We will ask schools that do not wish to use Zoom to set up and host the interviews over their preferred platform. We will ask them to run a short training session with advisers if required, ideally on the morning of the interviews. These details will be included in MIMS.

In preparation for remote interviews:

- Check your video and microphone work well
- We recommend you use an ethernet cable plugged into your router or a powerline adapter to give you a stable internet connection
- Check the information about the contract in MIMS
- View your student's profiles prior to the interviews
- Ask for or attend any training on the remote interview platform as required

Communications with the school:

- Prior to the interview day we will send your name and mobile number to the school contact (and your email address if the school is hosting the interviews)
- Where a team of advisers is involved we will suggest the school contact sets up a WhatsApp group to make it simple to contact all advisers on a contract at the same time

- Alternatively, some school contacts may prefer to simply ring you if they need to contact you on the day, for example about a student absence
- If a student hasn't shown up 5 minutes after their interview is due to start you should send the school contact a WhatsApp message (if they have created a WhatsApp group for your use) or call them using the contact details for the day in MIMS
- the school contact will chase up the student for you

On the day:

- Please set up in plenty of time to receive your first student
- We recommend advisers use headphones with inbuilt mic to reduce the risk of sound interference
- Any technical issues related to Zoom or Morrisby Manager or the student site should be reported to Morrisby, by calling 0330 500 5000; someone is on the phones from 8.30 am
- Any technical issues with platforms other than Zoom should be reported to the school
- Prior to the student entering the room please ensure you are logged into Manager and have their profile up on the screen
- You can share your screen with the student when you are ready to view their profile with them
- Please ensure you only ever have one student in the online room at one time.

What to do if the audio or internet fail:

- If the sound quality deteriorates during an interview try to remove the video to see if the audio improves
- Please do not give your mobile number to a student to continue an interview by phone
- If it's not possible to continue with an interview because of poor audio or because the internet fails please communicate with the school contact as soon as possible to inform them that the interview has been abandoned.