



Video Interview and Generation Policy

REVIEWED: December 2025

NEXT REVIEW DATE: December 2026

REVIEWED BY: Olivia Bakewell

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

In order to safeguard the safety of any children and young people who come into contact with our staff we thoroughly vet everyone who registers as supply staff, 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 either a face-to-face registration or video interview with every candidate prior to them being placed on any assignment with a client. 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 Education 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.

Consultants must only use Microsoft Teams for interviews with a secure invitation link emailed only to the applicant before their meeting. The recording of interviews is solely for audit purposes to verify original documents which will provide a secure stream link once the recording has finished. This link will be saved within a candidate record which as mentioned above is a password protected CRM system giving only the consultant and relevant admin access to the candidate record.

Before any video calls take place, Smile staff 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 staff 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 APSCo+ 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.

Conclusion

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