Below are some of the frequently asked questions that we receive during our webinar training with the answers that we provide.

**Webinar FAQ’s**

**What do I do if I have not received my confirmation email?**

Once you have registered an account for the Compass BUZZ webinars, you will need to make sure that you go back to the training session that you would like to attend and book a place for the booking to be processed. Please make sure that you book onto each individual training session you would like to attend, **particularly if it is split into Part 1 and 2**, to receive the confirmation email for each session with the individual link in. If you have not received a confirmation email in 24 hours (business hours, Monday – Friday 9-5), a technical issue may have occurred so please try booking on again. If this does not work, please contact [SchoolMentalHealthProject@compass-uk.org](mailto:SchoolMentalHealthProject@compass-uk.org) and we will help sort this issue for you.

**What do I do with the questionnaires that I have been sent?**

A combined pre and post questionnaire will be sent out to attendees the day before training, this is to be completed following training and sent back to [SchoolMentalHealthProject@compass-uk.org](mailto:SchoolMentalHealthProject@compass-uk.org)This allows us the opportunity to know how helpful the training was for you and any areas of improvement needed. Once received, we can then send you all the course materials and certificate. If you have not received the questionnaires they will be available in the handouts section of your webinar control panel for you to access.

**Is there the ability to ask questions and comments throughout the training?**

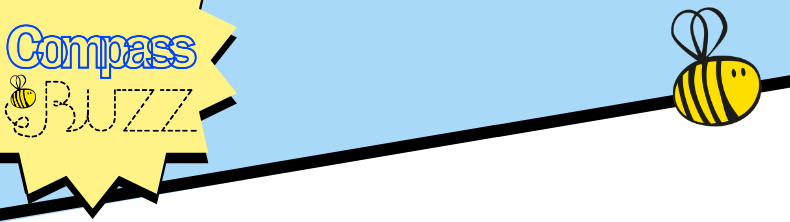
Yes, during the webinar you will have access to a ‘Questions’ tab, you can use this to ask any questions as well as giving you the chance to answer any questions that the facilitator may pose to you or make comments. If you are struggling to see what has been written, you can enlarge this box to make it easier as well as providing the chance to see what others are contributing.

**I can’t hear the webinar, what can I do?**

If you experience sound issues whilst on the webinar, please ensure that your audio is on for the device you are using as well as inside the webinar. If the issue persists, go to the audio tab on your webinar control panel and click ‘sound check’ then click on the settings button and confirm that the right speakers are in use.

**My connection or ability to see the facilitator has gone, what can I do to help?**

If your connection has gone, it may be due to your internet connection, particularly if other people are using it at the same time. For this reason you may wish to ask other people to refrain from using streaming services such as Netflix and YouTube as this could slow your connection. If the issue persists or you lose the ability to view the facilitators webcam then come out of the webinar and then go back in, this should reset the problem.

**What do I do with the handbook that was sent?**

**Webinar FAQ’s**

Prior to every training session you will receive a handbook along with the questionnaire. This handbook is yours to keep and is for you to make notes in as you wish as you go through the webinar.

**Will I receive the slides from the training?**

Yes, following the training sessions and on receipt of your completed questionnaire, you will receive all the slides from the training session along with a selection of handouts and a certificate for completing the training. These will normally be sent to you 48 hours after completing the training session to allow you the chance to send the completed questionnaire back to us.

**Can you see me during this training?**

No, throughout the webinar you will only be able to see and hear us, we will not be able to see or hear you. For this reason, we have added the ‘Questions’ tab to allow you to interact in the session.

**I can see that it is recording, are you recording me?**

Compass BUZZ record every webinar we deliver but we will not be able to hear or see you in this recording. This is a recording of the facilitation of the session. We do to keep a record of who has attended each session and any questions/comments you asked during the session.

**Can we access recordings rather than attending the webinar?**

Unfortunately not, staff need to engage live as this way they have the opportunity to ask questions and interact through the questions tab. We have added new dates to try to be as flexible as possible, including split sessions, so hopefully you will find some to suit you.

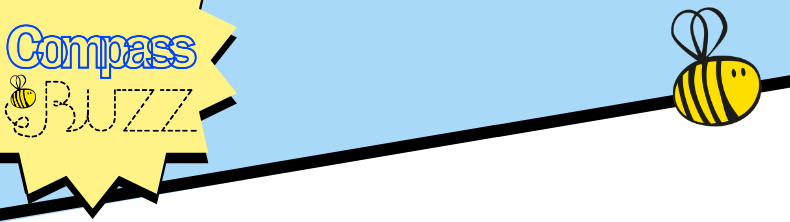
**Is there are charge for attending the webinar?**

All services provided by Compass BUZZ, including the webinars, are free of charge to all schools in North Yorkshire.

**Is anyone able to access this training?**

Any member of staff from education settings (covering ages 5-18 years) in North Yorkshire is eligible to access the level 1 training. Levels 2 and 3 training are targeted at those staff directly working with and supporting young people. The Wellbeing Champions package is aimed at those staff that will be responsible for setting up or supporting a Wellbeing Champions programme in their school.

We have also opened our training up further to allow GP services and partner agencies such as Early Help and the Healthy Child Team to access the training as well.

**I have booked onto training but now wish to cancel it, what should I do?**

**Webinar FAQ’s**

If you wish to cancel training booking there is a link to do so at the bottom of the email booking confirmation. You will then be able to book onto a new training date that is suitable for you.

**What do I do if I can’t see the videos?**

During the training a few different videos will be shown to you regarding the issues being discussed. If you cannot view them then you can watch all of our videos on the Compass Buzz YouTube page <https://www.youtube.com/results?search_query=compass+buzz>

**Can I pause the webinar?**

No, the webinars are live and therefore can not be paused, however for longer sessions you will be given breaks.

**What happens if I do not complete the full webinar training session?**

Our records show how long you attended a particular session; therefore if you do not complete the training you will not receive the course material and certificate. You can however book on another date via the website https://www.compass-uk.org/compass-buzz-training-webinars/

**I would like to speak to someone about a specific case in more detail, who can I speak to?**

Following training, if you would like to speak to a worker to discuss a certain case in more detail we would encourage you use our Request for Support telephone consultation line which offers advice, guidance and resources to school staff who are working to support a child/ young person/ group around mild to moderate mental health and wellbeing issues. You can call up our administrator, Rob, who will schedule a time for you to chat over the phone with a wellbeing worker. This service is temporarily being operated via mobile rather than our office land line. Please call 07860 438486..

Each school has a designated Wellbeing Worker who can help you with your school needs, for contact details of your Wellbeing Worker email [SchoolMentalHealthProject@compass-uk.org](mailto:SchoolMentalHealthProject@compass-uk.org)

**What information will you hold about me and will it be shared?**

By registering to attend a webinar training session you will be consenting for Compass to hold your information on our systems. We will to keep a record of who has attended each session and any questions/comments you asked during the session. Confirmation of your attendance on this webinar training may be shared with your school.