香　港　銀　行　學　會
The Hong Kong Institute of Bankers

FLEX LEARNING

Dear FLEX Learning Participants,

As many of you know, we are currently using Zoom, the video conferencing software, for our FLEX Learning programmes. To ensure the learning can be smoothly and effectively delivered under the stated programme requirements, your experience is free from harassment, and your personal data is well protected, the following measures have been put in place:

1. Meeting ID and password controls – unique for each class
2. "Waiting Room" – participants are only allowed to enter after they have been vetted.
3. Only the Host can share their screen.
4. File sharing in the Chat is not permitted.
5. Sessions are 100% monitored by up to two co-Hosts (Virtual Classroom Teaching Assistants).
6. Sessions are not recorded.

We explain these security measures in further detail below. Thank you and enjoy your FLEX Learning experience. If there are any other concerns we are here to help.

Your HKIB Team

Control of the Zoom Facilities

1. We use the Business version of Zoom that is a paid subscription with better protection to the users.
2. We issue the unique participant identifiers to every participant. You can input this as your Zoom name to identify yourself to the Instructor and the other participants.
3. The Meeting ID is automatically assigned by Zoom, so it changes for each class. We do not use the Personal User Meeting ID for setting up classes.
4. We send a unique password for each class to the user's primary contact email address on file.
5. To access our classes, the participants must have both the Meeting ID and the password.
6. Participants are kept in the "waiting room" before the identification and verification (ID&V) process is done. Participants are let into the meeting only after ID&V is satisfactory completed.
7. The ID&V of each participant takes place over mobile phone which is separate from the Zoom meeting log in.
8. The sessions are **not** recorded.
9. Our default setting allows only the Host to share presentation material, [Sharing screen set to "Only Host"] to prevent inappropriate material from being uploaded.

Virtual Class Management

1. The Virtual Classroom Teaching Assistant (VTA) and Instructors have gone through extensive training before they are assigned to ensure the learning is delivered under a safe and protected environment.
2. The VTA is responsible for verifying each access request and conducting the identity verification for all the participants before allowing the participants to join the meeting.
3. The VTAs will only ask for the first 4 digits of your HKID card, as they are not given your full HKID Card numbers.
4. We require all participants to use video and our VTAs monitor these throughout the class. This is not only to satisfy attendance requirements that come with CPD/CPT recognition, but also allows us to monitor for any unauthorised attendees.
5. We ask participants to mute themselves unless they have a question to avoid any unnecessary distraction.
6. We do not allow participants to share their own files, unless the Instructor requests the participants to do so for learning purpose.
7. The Instructors are requested to deliver the class in our HKIB office for better support and control of the tools and materials.

There are also certain steps participants can take to better protect themselves:

1. Use the latest version of Zoom Mobile App to log in, rather than the website.
2. If you must use the website to log in, sign in with an account specifically created for Zoom and avoid logging in with existing accounts (eg your Facebook account) whenever possible to reduce the risk of personal data being transferred or leaked. Actually, with the Meeting ID, you do not even need to log into the website, just simply join a meeting and type in the Meeting ID.
3. Do not share the Meeting ID and password with others, especially by posting in social media.
4. Participants should log in separately and not share a device. That is, two people using the same mobile phone. This helps us track attendance, and when there are questions or polls, each participant gets a chance to answer.
5. Use the “raise hand” and chat features to interact with Instructor and each other. The VTAs are there to monitor this and alert the Instructor.
6. Try to access Zoom from a private room to avoid shoulder surfers.
7. Try to access Zoom via secured wifi networks or person mobile data plans, and avoid free wifi networks that are unsecured.
8. Try to use earphones to avoid disrupting others around you and to respect the Instructors.

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