



Client name: BBC
Project name: Editorial Standards Modules
Project number: 10275

Privacy
Secret Recording

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Purpose of this document

This is a script. We'd like you to review, in particular:

- the scope of the learning objectives covered
- the accuracy of the content
- any queries we may have added.

Please note that the comments in the 'notes' field of each screen are where Epic has suggested additional text or raised points for clarification. When the comment refers to text in the script, we have highlighted it yellow.

Single Video Audio Screen			
Screen ID	m35_s05_t15_005		
Skippable	N		
Next Screen ID	m35_s05_t15_010	Last Screen In Branch	Y/N
Title	Introduction		
Media Type	Video		
Initial Audio Transcript			
Initial Text	Secret recording is a valuable tool in investigative and consumer programming. It can capture evidence or behaviour which is in the public interest to expose and which our audiences would not otherwise be able to see or hear.		
Flash Initial Instruction	Select the play arrow to start the video.		
Text-Only Initial Instruction	A flash video player follows. Select the play button to start the video. A transcript of the dialogue can be accessed by selecting the Show transcript link.		
Screenreader Instruction			
Video Description	A video montage of clips on secret filming from Panorama, Whistle Blower, Secret Soldier, Rogue Traders, The Real Hustle and The Secret Tourist.	File name	m35_s05_t15_005.flv
Video Text-Only Scene Setter	A montage of clips showing BBC programmes that use secret filming.		
Video Alignment	L		
Video Transcript	<p><i>Clip from The Undercover Soldier.</i></p> <p>SOLDIER 1: Private Sharp three-zero-zero-three-seven-two-eight-six. Infantry soldier and undercover reporter.</p> <p><i>Cut to secretly filmed footage.</i></p> <p>MAN: A dog that is born in a barn, is still a dog... A Paki, born in Britain is still a ----- Paki.</p> <p><i>Clip from Britain's Homecare Scandal.</i></p> <p>WOMAN: Should I have had some like training and that, or something?</p> <p>WOMAN 2: (<i>Off camera.</i>) You'll get to watch a video and you should get... I basically should be training you up, but because we've got so many calls I can't train you up properly, so you're just gonna have to watch and grasp it.</p> <p><i>Clip from Rogue Traders. Secret Filming.</i></p> <p>MATT ALRIGHT: It's Abbas Ahmed. It's Abbas Ahmed. Who arrives to meet our undercover car lovers and it's definitely our car. But has it really been clocked?</p>		

MAN: What's the mileage on this one?
ABBAS: It's forty-something...
MAN: Forty-something?
ABBAS: Forty-six I think...
MATT: Corne on mate, you should know. You had it clocked.
ABBAS: Forty-seven.
MAN: Forty seven?
ABBAS: Forty-seven, yeah.
MATT: Forty-seven thousand. From 128 to 47 thousand miles. Just like that.
<i>Clip from Whistle Blower. Secret Filming.</i>
VOICEOVER: This is the trainer, demonstrating how to remove a sleeper clip.
MAN: Wrong way to do it. But that's the way everybody does do it. Now you're going to see the proper way to do it, and you're all going to have a go at this, right, and it's so f---ing awkward, it's unbelievable.
<i>Cut to another secretly filmed clip.</i>
WOMAN: And how you got to not speak to customers for too...
<i>Clip from The Real Hustle: High Stakes. Secret Filming.</i>
VOICEOVER: Hidden up Paul's sleeve was a pair of barbeque tongs. As they're long and thin, they allowed him to reach deep into the handbag without being noticed.
<i>Clip from Rogue Restaurants. Secret Filming.</i>
VOICEOVER: Let's show Lisa what's been lurking behind one of the freezers.
MAN 1: I dunno, what is that smell?
MAN 2: It's maggots.
MAN 1: It's maggots?
PRESENTERS AND LISA: Urgh.
<i>Cut to another secretly filmed clip.</i>
MAN: Did you have a recording device on your tie?
UNDERCOVER REPORTER: Er, yeah.

	<p>MAN: Have you got one on now?</p> <p>UNDERCOVER REPORTER: Yeah.</p> <p>MAN: Give me that now. Give me that.</p>		
Body Text	<p>However, secretly recording people is a breach of their privacy which is only justified if specific criteria are met.</p> <p>This module contains strong language.</p>		
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audi o	Y/N
Expert Type			
Additional Data	<p>BBC Editorial Guidelines Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> • the use of hidden cameras or microphones • the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded • the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video • recording telephone calls for possible broadcast without asking permission • deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. 		
Notes			

Text and Graphic			
Screen ID	m35_s05_t15_010		
Skippable	N		
Next Screen ID	m35_s05_t15_011	Last Screen In Branch	Y/N
Layout	TL		
Title	Your mission		
Initial Audio Transcript	In this hypothetical task you take the role of a producer on a popular undercover documentary series, Exposed .		
Initial Text	In this hypothetical task you take the role of a producer on a popular undercover documentary series, Exposed .		
BodyText	You'll need to make quick decisions about when and whether to go undercover and film secretly.		
	You're about to get an email that you'll need to investigate.		
BodyText Properties	Body Text Size 404,372	Body Text Coords 488,94	
Graphic Description	The red mission chair.	Filename m35_s05_t15_010	
Alt Text	The Mission Chair.	Graphic Coords 0,94	
Label			
Label Properties	Label Size 150,26	Label Coords 12,123	
Flash Final Instruction	Select NEXT to continue.	siz e	coord s
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audi o	Y/N
Expert Type	Email/Voicemail		

Additional Data	<p>BBC Editorial Guidelines</p> <p>Introduction</p> <p>7.1 The BBC respects privacy and does not infringe it without good reason, wherever in the world it is operating. The Human Rights Act 1998 gives protection to the privacy of individuals, and private information about them, but balances that with a broadcaster's right to freedom of expression. In regulation, the Ofcom Broadcasting Code states "Any infringement of privacy in programmes, or in connection with obtaining material included in programmes, must be warranted."</p> <p>(See Section 18 The Law: 18.5)</p> <p>Meeting these ethical, regulatory and legal obligations in our output requires consideration of the balance between privacy and our right to broadcast information in the public interest. We must be able to demonstrate why an infringement of privacy is justified.</p> <p>(See Section 7 Privacy: 7.1 - The Public Interest)</p> <p>An infringement is considered in two stages, requiring justifications for both the gathering and the broadcasting of material where there is a legitimate expectation of privacy.</p>
Notes	

Text and Graphic			
Screen ID	m35_s05_t15_011		
Skippable	N		
Next Screen ID	m35_s05_t15_015	Last Screen In Branch	Y/N
Layout	P		
Title	Your inbox		
Initial Audio Transcript			
Initial Text	You've just checked your inbox and found an interesting email for the Exposed team from an anonymous whistleblower.		
BodyText			
BodyText Properties	Body Text Size 404,372	Body Text Coords	488,94
Graphic Description	This will take up most of the screen as there will be no body text here, just initial text. A large graphic that resembles an email:		Filename
			m35_s05_t15_011
	From : Anonymous@trinellanursing.com		
	Subject : Abuse in nursing home		
	Dear Exposed,		
	I work in a local nursing home called Trinella and I'm worried about the residents.		
	I try making things better for them when I'm on shift, but I know most other staff don't bother.		
	They leave the residents and don't answer the help-cord alerts. This is mainly on nights when they are asleep instead.		
	Worst of all, the manager makes us drug them up so they are less hassle but I'm too scared of losing my job to say anything about it. You should get someone down here.		
Alt Text	An email:		Graphic Coords 0,94
	From : Anonymous@trinellanursing.com		
	Subject : Abuse in nursing home		
	Dear Exposed,		
	I work in a local nursing home called Trinella and I'm worried about the residents.		

<p>I try making things better for them when I'm on shift, but I know most other staff don't bother.</p> <p>They leave the residents and don't answer the help-cord alerts. This is mainly on nights when they are asleep instead.</p> <p>Worst of all, the manager makes us drug them up so they are less hassle but I'm too scared of losing my job to say anything about it. You should get someone down here.</p>			
Label	Label Properties	Label Size	Label Coords
		150,26	12,123
Flash Final Instruction	Select NEXT to continue.	size	coordinates
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audio	Y/N
Expert Type			
Additional Data	<p>BBC Editorial Guidelines Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> the use of hidden cameras or microphones the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video recording telephone calls for possible broadcast without asking permission deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. 		
Notes			

MCQ				
Screen ID	m35_s05_t15_015	Bank ID	Killer Question	N
Skippable	N			
Next Screen ID	m35_s05_t15_016	Last Screen In Branch	Y/N	
Assessment	N			
Number of Attempts	1	Show Marking	Y	
Title	An advert			
Question Text	You've looked into rumours about the way the massive Trinella Care Home chain treat their residents before, but you've never had enough evidence to investigate. By a stroke of luck, they're advertising for a care worker at the branch the whistleblower works in. Do you have enough evidence to apply for a job so you can secretly film?			
Initial Flash Instruction	Choose Yes or No , then select CONFIRM .			
Initial Text-Only Instruction	Review each option carefully then select the correct option and submit your answer.			
Screenreader Instruction				
Graphic Description	A newspaper mock-up on a desk showing an advert in the jobs section for a care worker at Trinella nursing home. The contact number is ringed in red pen.	Filename	m35_s05_t15_015	
Alt text	A section of a newspaper job section, there is an advert for a job as a Care Worker at Trinella nursing home, the contact number is ringed in red pen.			
Option 1 Text	Yes	Cautiousness		
Feedback 1	<p>I'm afraid not. So far you have a very serious allegation but absolutely no detail and nothing to back it up, yet what you are proposing is highly intrusive.</p> <p>You don't know anything about your whistleblower - they might be an ex employee with a grudge, or never even have worked there at all! At the moment you have a lot of additional work to do to establish whether there really is anything wrong with this care home.</p>			
Option 2 Text	No	Cautiousness		
Feedback 2	<p>That's the right answer. So far you have a very serious allegation but absolutely no detail and nothing to back it up. Starting to film undercover based on this would be highly intrusive.</p> <p>You don't know anything about your whistleblower - they might be an ex employee with a grudge, or never even have worked there at all! At the moment you have a lot of additional work to do to establish whether there really is anything wrong with this care home.</p>			
Option 3 Text		Cautiousness		

		SS	
Feedback 3			
Option 4 Text		Cautiousne SS	
Feedback 4			
Option 5 Text		Cautiousne SS	
Feedback 5			
Option 6 Text		Cautiousne SS	
Feedback 6			
Correct option no.	2		
First attempt feedback			
Reset Instruction	Select RESET to try the question again.		
Text-Only Reset Instruction			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audi o	Y/N
Expert Type	Email		
Additional Data	<p>BBC Editorial Guidelines Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> the use of hidden cameras or microphones the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video recording telephone calls for possible broadcast without asking permission deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. <p>7.4.10 Normally, the BBC will use secret recording only for the following purposes:</p> <ul style="list-style-type: none"> as an investigative tool where: <ul style="list-style-type: none"> there is clear existing prima facie evidence of behaviour, or intention to carry out behaviour, that it is in the public interest to reveal, and the recording is necessary to prove the behaviour, and there is no viable, alternative means of gathering the 		

	<p>evidence that proves the behaviour.</p> <ul style="list-style-type: none"> to obtain material outside the UK where a country's laws make the normal and responsible gathering of material extraordinarily difficult or impossible as a method of consumer, scientific or social research in the public interest, where no other methods could naturally capture the attitudes or behaviour in question for comedy and entertainment output where the secret recordings, and any deception involved, are an integral part of the programme. <p>(See Guidance online: Secret Recording and Secret Recording Forms) (See Section 8 Reporting Crime and Anti-Social Behaviour: 8.4.3 - 8.4.7 and 8.4.40 - 8.4.47)</p> <p>Secret Recording for News and Factual Output</p> <p>7.4.13 Secret recording must be justified by a clear public interest. It is a valuable tool for the BBC because it enables the capture of evidence or behaviour that our audiences would not otherwise see or hear. However, secret recording should normally be a method of last resort.</p> <p>The intrusion in the gathering and transmission of secret recording must be proportionate to the public interest it serves. Where there is a higher legitimate expectation of privacy, the BBC requires a higher public interest test to be achieved before recording secretly. Such situations include, but are not limited to:</p> <ul style="list-style-type: none"> Secret recording in a private place where the public do not have access Secret recording of medical treatments Secret recording of identifiable people in grief or under extremes of stress both in public and semi-public places.
Notes	

Text and Graphic			
Screen ID	m35_s05_t15_016		
Skippable	N		
Next Screen ID	m35_s05_t15_020	Last Screen In Branch	Y/N
Layout	P		
Title	The whistleblower replies		
Initial Audio Transcript	You check your inbox again and find that your whistleblower has responded to your reply in which you asked him for some proof. Here's the email:		
Initial Text	You check your inbox again and find that your whistleblower has responded to your reply in which you asked him for some proof. Here's the email:		
BodyText			
BodyText Properties	Body Text Size 404,372	Body Text Coords	488,94
Graphic Description	This will take up most of the screen as there will be no body text here, just initial text. A large graphic that resembles an email:	Filename	m35_s05_t15_016
	Hi		
	I was thinking about what you said in that last email and I've thought of a good way for you to get some proof.		
	One of our residents is celebrating his 100 th birthday soon and his family are organising a big party at the home. I reckon there are around 90 guests so far, and a couple of people from the local paper.		
	You could just come along as a guest – there's so many that nobody would notice. You could bring a camcorder and look like you were just filming the party. I can let you in the side gate straight onto the lawn so you don't have to come through reception.		
Alt Text	An email from the whistleblower:	Graphic Coords	0,114
	Hi		
	I was thinking about what you said in that last email and I've thought of a good way for you to get some proof.		
	One of our residents is celebrating his 100 th birthday		

soon and his family are organising a big party at the home. I reckon there are around 90 guests so far, and a couple of people from the local paper.			
You could just come along as a guest – there's so many that nobody would notice. You could bring a camcorder and look like you were just filming the party. I can let you in the side gate straight onto the lawn so you don't have to come through reception.			
Label	Label Properties	Label Size 150,26	Label Coords 12,123
Flash Final Instruction	Select NEXT to continue.	size	coords
Text-Only Final Instruction	Select Next Page to continue.	e	s
Related Learning			
Screen Resources	Res0		
Expert Text		Audio	Y/N
Expert Type		o	
Additional Data	<p>BBC Editorial Guidelines Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> • the use of hidden cameras or microphones • the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded • the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video • recording telephone calls for possible broadcast without asking permission • deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. 		
Notes			

MCQ				
Screen ID	m35_s05_t15_020	Bank ID	Killer Question	N
Skippable	N			
Next Screen ID		Last Screen In Branch	Y/N	
Assessment	N			
Number of Attempts	1	Show Marking	Y	
Title	An open invitation			
Question Text	So the whistleblower is suggesting a way in which you could get further evidence. It seems you'd be able to get into the party unnoticed to shoot some footage on a camcorder. Do you go ahead with the plan?			
Initial Flash Instruction	Choose Yes or No , then select CONFIRM .			
Initial Text-Only Instruction	Review each option carefully then select the correct option and submit your answer.			
Screenreader Instruction				
Graphic Description	A small camcorder.	Filename	m35_s05_t15_020	
Alt text	A small camcorder.			
Option 1 Text	Yes	Cautiousness		
Feedback 1	<p>That's a bad idea, you don't have sufficient prima facie evidence.</p> <p>This approach is classed as secret filming. Even though you would be using the camera openly, you would be giving the impression of recording for purposes other than broadcasting.</p> <p>Also, you can only justify the intrusion of secret filming if there is a real probability that you will be able to gather evidence of wrongdoing, and in this instance, there's insufficient indication that it is likely.</p> <p>Find out more by selecting THE GUIDELINES.</p>			
Option 2 Text	No	Cautiousness		
Feedback 2	<p>Yes, that's the right decision, as you don't have sufficient prima facie evidence.</p> <p>This approach is classed as secret filming. Even though you would be using the camera openly, you would be giving the impression of recording for purposes other than broadcasting.</p> <p>Also, you can only justify the intrusion of secret filming if there is a real probability that you will be able to gather evidence of wrongdoing, and in this instance, there's insufficient indication that it is likely.</p> <p>Find out more by selecting THE GUIDELINES.</p>			

Option 3 Text		Cautiousness	
Feedback 3			
Option 4 Text		Cautiousness	
Feedback 4			
Option 5 Text		Cautiousness	
Feedback 5			
Option 6 Text		Cautiousness	
Feedback 6			
Correct option no.	2		
First attempt feedback			
Reset Instruction	Select RESET to try the question again.		
Text-Only Reset Instruction			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audio	Y/N
Expert Type	Email		

Additional Data	<p>BBC Editorial Guidelines Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> the use of hidden cameras or microphones the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video recording telephone calls for possible broadcast without asking permission deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. <p>Secret Recording for News and Factual Output</p> <p>7.4.14</p> <p>We must not go on "fishing expeditions", i.e. secret recording on private property in search of crime or anti-social behaviour by identifiable individuals, or a group, when there is no clear prima facie evidence against them of that behaviour.</p>
Notes	

Text and Graphic			
Screen ID	m35_s05_t15_021		
Skippable	N		
Next Screen ID		Last Screen In Branch	N
Layout	P		
Title	An email		
Initial Audio Transcript			
Initial Text	Your whistleblower has been in touch again. Take a look at the email content.		
BodyText			
BodyText Properties	Body Text Size 404,372	Body Text Coords	488,94
Graphic Description	"Hi,	Filename	m35_s05_t15_021
	If you don't want to take my word about Trinella, then look at this video.		
	I took it on my mobile phone and had to be careful they didn't notice, but you can hear what they are saying clear enough while they put the tablets in the pill boxes.		
	You can see they're drugging them. You have to do something about this now, it's just not right."		
Alt Text	From: Anonymous@Trinellanursing.com		
	Subject: My evidence		
	An email:		
	From: Anonymous@Trinellanursing.com		
	Subject: My evidence		
	Hi,		
	If you don't want to take my word about Trinella, then look at this video.		
	I took it on my mobile phone and had to be careful they didn't notice, but you can hear what they are saying clear enough while they put the tablets in the pill boxes.		
	You can see they're drugging them. You have to do something about this now, it's just not right.		
	Graphic Coords	0,114	

Label	Label Properties	Label Size	150,26	Label Coords	12,123
Flash Final Instruction	Select NEXT to view the video attachment.		size	coord	
Text-Only Final Instruction	Select Next Page to continue.				
Related Learning					
Screen Resources	Res0				
Expert Text			Audi	Y/N	
Expert Type					
Additional Data	<p>BBC Editorial Guidelines Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> the use of hidden cameras or microphones the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video recording telephone calls for possible broadcast without asking permission deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. <p>Secret Recording for News and Factual Output</p> <p>7.4.14</p> <p>We must not go on "fishing expeditions", i.e. secret recording on private property in search of crime or anti-social behaviour by identifiable individuals, or a group, when there is no clear prima facie evidence against them of that behaviour.</p>				
Notes					

Video Audio MCQ Text Options					
Screen ID	m35_s05_t15_026	Bank ID		Killer Question	Y
Skippable	N				
Next Screen ID	m35_s05_t15_030	Last Screen In Branch	Y/N		
Assessment	N				
Number of Attempts	1	Show Marking	Y		
Title	The whistleblower's evidence				
Media Type	Video				
Question Text	This time the whistleblower has sent you some footage with their email. Do you have enough evidence for secret filming permission now?				
Initial Flash Instruction	Select the play button to view the footage, then choose the correct option and select CONFIRM .				
Initial Text-Only Instruction	A flash video player follows. Select the play button to start the video. A transcript of the dialogue can be accessed by selecting the Show transcript link. Then review each option carefully, select the correct option and submit your answer.				
Screenreader Instruction					
Initial Video Description	The video clip shows two members of care home staff sorting out tablets into boxes with names on. They can be heard saying it's their favourite time of the day.	Filename	m35_s05_t15_025.flv		
Initial Video Transcript	<p>CARE ASSISTANT 1: [...] getting them dosed up. Hurry up!</p> <p><i>Laughter.</i></p> <p>CARE ASSISTANT 2: Do it properly. You gotta do it properly.</p> <p><i>More laughter.</i></p> <p>CARE ASSISTANT 1: Best part of the day. All colourful.</p> <p>CARE ASSISTANT 2: All love it. Actually we should give them... She can have one of them. Let me give them three.</p> <p><i>More laughter.</i></p> <p>CARE ASSISTANT 3: Right we're done. Let's go.</p>				
Initial Video Text-Only Scene Setter	The video clip shows two members of care home staff sorting out tablets into boxes with names on.				
Option 1 Text	Yes	Cautiousness			
Option 2 Text	No	Cautiousness			

		ss	
Option 3 Text		Cautiousne ss	
Option 4 Text		Cautiousne ss	
Option 5 Text		Cautiousne ss	
Option 6 Text		Cautiousne ss	
Correct option no.	2		
Use Video Feedback	N		
Feedback 1 Video Description		Filename	
Feedback 1 Video Transcript			
Feedback 1 Video Text-Only Scene Setter			
Feedback 2 Video Description		Filename	
Feedback 2 Video Transcript			
Feedback 2 Video Text-Only Scene Setter			
Feedback 3 Video Description		Filename	
Feedback 3 Video Transcript			
Feedback 3 Video Text-Only Scene Setter			
Feedback 4 Video Description		Filename	
Feedback 4 Video Transcript			
Feedback 4 Video Text-Only Scene Setter			
Feedback 5 Video Description		Filename	
Feedback 5 Video Transcript			
Feedback 5 Video Text-Only Scene Setter			
Feedback 6 Video Description		Filename	
Feedback 6 Video Transcript			
Feedback 6 Video Text-Only Scene Setter			

Feedback 1 Text	<p>In fact, you don't have enough evidence yet. The video shows the staff members sorting out pills for the residents – something that is well within their job remit. You might not have liked the tone of their voices or even what they were saying, but that isn't enough to get permission for secret filming. Secretly filming in a nursing home is at the high end of the scale of intrusion so the prima facie evidence required before filming needs to be particularly strong.</p> <p>We have to be especially careful with secret recordings from outside sources. We don't know how this material was gathered, or what happened immediately before and after it was recorded. It doesn't prove anything.</p>		
Feedback 1 Graphic Description		Filename	
Feedback 1 Graphic Alt Text			
Feedback 2 Text	<p>Yes. That's the right choice - you still don't have enough evidence yet. The video shows the staff members sorting out pills for the residents – something that is well within their job remit. You might not have liked the tone of their voices or even what they were saying, but that isn't enough to get permission for secret filming. Secretly filming in a nursing home is at the high end of the scale of intrusion so the prima facie evidence required before filming needs to be particularly strong.</p> <p>We have to be especially careful with secret recordings from outside sources. We don't know how this material was gathered, or what happened immediately before and after it was recorded. It doesn't prove anything.</p>		
Feedback 2 Graphic Description		Filename	
Feedback 2 Graphic Alt Text			
Feedback 3 Text			
Feedback 3 Graphic Description		Filename	
Feedback 3 Graphic Alt Text			
Feedback 4 Text			
Feedback 4 Graphic Description		Filename	
Feedback 4 Graphic Alt Text			
Feedback 5 Text			
Feedback 5 Graphic Description		Filename	
Feedback 5 Graphic Alt Text			
Feedback 6 Text			
Feedback 6 Graphic Description		Filename	
Feedback 6 Graphic Alt Text			
First attempt feedback Text			
First attempt Graphic		Filename	

Description			
First attempt Graphic Alt Text			
Reset Instruction	Select RESET then attempt the question again.		
Text-Only Reset Instruction			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audi o	Y/N
Expert Type	Email		
Additional Data	<p>BBC Editorial Guidelines Secret Recordings from Outside Sources</p> <p>7.4.21 When we are offered secret recordings made by others, we should consider whether, under similar circumstances, the BBC would have considered it justifiable to carry out the recording. If it would not have been considered justifiable to gather the material, it should not normally be broadcast. Any proposal to use secret recordings made by others must be referred to Editorial Policy prior to approval by a senior editorial figure or, for independents, by the commissioning editor. If the BBC would not have considered it justifiable to gather the material under similar circumstances, approval will also be required from Director Editorial Policy and Standards. Approval will only be given if there is a public interest in broadcasting it, outweighing how it was obtained.</p>		
Notes			

Text and Graphic			
Screen ID	m35_s05_t15_030		
Skippable	N		
Next Screen ID	m35_s05_t15_031	Last Screen In Branch	Y/N
Layout	P		
Title	A letter to the team		
Initial Audio Transcript Initial Text	A few days after you get the video clip from your whistleblower, your team gets a letter from two sisters who need your help. Take a look at what they have to say.		
BodyText			
BodyText Properties	Body Text Size 404,372	Body Text Coords	0,-49
Graphic Description	A typed letter with two signatures on the bottom. The text must be legible, so suggest this image takes up the whole screen apart from the initial text (so no body text)	Filename	m35_s05_t15_030
	<p>The letter says:</p> <p>Dear 'Exposed' team,</p> <p>My sister and I write to ask you to investigate Trinella, our mother's care home, as we have reason to believe that the staff are drugging her and the other residents.</p> <p>In her previous home our mother was lively, but since the move to Trinella she has just gone downhill. At first we put this down to the upheaval of the move, but six months later she hasn't improved.</p> <p>Our suspicions were raised when we visited last weekend and saw her drugs on the nightstand next to her bed - there were too many tablets in the pot.</p> <p>As a nurse myself, I recognised the medication from the diamorphine group, which I know my mother's doctor has not prescribed. When the girl came back with some water we asked her about the extra pills and she was defensive and cagey.</p> <p>Please find out what's really going on in that place, as we have nowhere else to turn. We <i>know</i> there is something they aren't</p>		

	telling us, but without evidence we don't know how to stop it happening.		
	Yours sincerely, Sally and Josephine Greene		
Alt Text	The letter says: Dear 'Exposed' team, My sister and I write to ask you to investigate Trinella, our mother's care home, as we have reason to believe that the staff are drugging her and the other residents. In her previous home our mother was lively, but since the move to Trinella she has just gone downhill. At first we put this down to the upheaval of the move, but six months later she hasn't improved. Our suspicions were raised when we visited last weekend and saw her drugs on the nightstand next to her bed - there were too many tablets in the pot. As a nurse myself, I recognised the medication from the diamorphine group, which I know my mother's doctor has not prescribed. When the girl came back with some water we asked her about the extra pills and she was defensive and cagey. Please find out what's really going on in that place, as we have nowhere else to turn. We <i>know</i> there is something they aren't telling us, but without evidence we don't know how to stop it happening. Yours sincerely, Sally and Josephine Greene	Graphic Coords	0,94
Label			
Label Properties	Label Size	150,26	Label Coords
Flash Final Instruction	Select NEXT to continue.	siz	coord
		e	s

Text-Only Final Instruction		Select Next Page to continue.	
Related Learning			
Screen Resources	Res0,		
Expert Text		Audi o	Y/N
Expert Type			
Additional Data	BBC Editorial Guidelines Secret Recording 7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines: <ul style="list-style-type: none"> • the use of hidden cameras or microphones • the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded • the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video • recording telephone calls for possible broadcast without asking permission • deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. 		
Notes			

MCQ			
Screen ID	m35_s05_t15_031	Bank ID	Killer Question N
Skippable	N		
Next Screen ID	m35_s05_t15_040	Last Screen In Branch	Y/N
Assessment	N		
Number of Attempts	1	Show Marking	Y
Title	Gathering more evidence		
Question Text	That's the second person to contact you in regard to the Trinella Care Home chain. Furthermore, you've got hold of a post mortem report which says that one of their residents had unexplained, lethal levels of diamorphine in their blood. Do you have enough evidence to go undercover and secretly film now?		
Initial Flash Instruction	Choose Yes or No , then select CONFIRM .		
Initial Text-Only Instruction	Review each option carefully then select the correct option and submit your answer.		
Screenreader Instruction	Listen to each option carefully then pause to consider the answer. When you have finished, restart to hear the correct answer.		
Graphic Description	An image of Trinella care home.	Filename	m35_s05_t15_031
Alt text	Trinella care home.		
Option 1 Text	Yes	Cautiousness	
Feedback 1	<p>You're right to apply for permission to secretly film now. You have the whistleblower's testimony backed up by an apparently unrelated source. You also have the toxicology report which appears to be consistent with your suspicions. However, before you do, there is some work to be done.</p> <p>You should check the credentials of your two sources to make sure they are who they say they are and they are not connected.</p> <p>Any proposal to carry out secret recording must be referred to Editorial Policy and approved by the relevant senior editorial figure.</p> <p>As part of your process of getting permission to secretly film, you will need to fill out a secret filming form. Select MORE INFO to see an example of a well filled out form and a not so good example! It would also be advisable to consult your legal team at this stage.</p>		
Option 2 Text	No	Cautiousness	
Feedback 2	<p>Actually, given that you now have the whistleblower's testimony backed up by an apparently unrelated source you should now apply for permission to film in secret. You also have the toxicology report which appears to confirm your suspicions in this case. But before you apply for permission, there is some more work to be done.</p> <p>You should check the credentials of your two sources to make sure they are who they say they are and they are not connected.</p>		

	<p>Any proposal to carry out secret recording must be referred to Editorial Policy and approved by the relevant senior editorial figure.</p> <p>As part of your process of getting permission to secretly film, you will need to fill out a secret filming form. Select MORE INFO to see an example of a well filled out form and a not so good example! It would also be advisable to consult your legal team at this stage.</p>		
Option 3 Text		Cautiousness	
Feedback 3			
Option 4 Text		Cautiousness	
Feedback 4			
Option 5 Text		Cautiousness	
Feedback 5			
Option 6 Text		Cautiousness	
Feedback 6			
Correct option no.	1		
First attempt feedback			
Reset Instruction	Click RESET to try the question again.		
Text-Only Reset Instruction			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0,Res92,Res93,Res94		
Expert Text		Audio	Y/N
Expert Type			
Additional Data	<p>BBC Editorial Guidelines Approval of Secret Recording</p> <p>The following guidelines on Approval apply to any proposal to secretly record, whether for news, factual or comedy and entertainment purposes.</p> <p>7.4.11 Any proposal to carry out secret recording must be referred to Editorial Policy prior to approval by the relevant senior editorial figure in the division or, for independents, by the commissioning editor. The gathering and broadcast of secretly recorded material is always a two-stage process, requiring a justification for any intrusion at each stage. So, the decision to gather is always taken separately from the decision to transmit.</p> <p>A record must be kept of the approval process, even if the request is turned down or the material gathered isn't broadcast. Each division is responsible for maintaining its own secret recording records to enable the BBC to monitor and review its use across all output. Any deception required to obtain secretly recorded material (beyond</p>		

	<p>the concealing of recording equipment) should be the minimum necessary and proportionate to the subject matter and must be referred to the relevant senior editorial figure or, for independents, to the commissioning editor.</p> <p>(See Section 8 Reporting Crime and Anti-Social Behaviour: 8.4.40 - 8.4.47)</p> <p>When proposing to carry out secret recording outside the UK, we should be aware that the laws relating to privacy vary around the world. Any proposal to gather material illegally outside the UK by disregarding privacy or other similar laws in the relevant country must be referred to Director Editorial Policy and Standards. Programme Legal Advice may also be consulted.</p> <p>Finding Contributors</p> <p>3.4.7 We should make checks to establish the credentials of our contributors and to avoid being "hoaxed". The nature of these checks should be appropriate to the nature and significance of their contribution, the content and the genre.</p> <p>We should consider whether it is appropriate to make more in depth checks about people who are the main subject of, or who are to make a significant contribution to, the output. This may include ensuring they are interviewed, and if necessary checked by, more than one member of the production team using a combination of the following:</p> <ul style="list-style-type: none"> documentary evidence to validate their identity and story corroboration from people other than those suggested by the contributor self declaration of personal information that may bring the BBC into disrepute, for example, criminal convictions or political affiliation. <p>Asking some contributors to consent to a Criminal Records Bureau check may also be considered.</p> <p>(See Section 6, Fairness, Contributors and Consent: 6.4.1)</p>
Notes	

Single Video Audio Screen			
Screen ID	m35_s05_t15_040		
Skippable	N		
Next Screen ID	m35_s05_t15_045	Last Screen In Branch	Y/N
Title	Damning evidence		
Media Type	Video		
Initial Audio Transcript			
Initial Text	Your researcher has been undercover for two weeks at Trinella and has gathered a lot of damning material which shows the care assistants using double doses for the more troublesome residents. She has also recorded the following clip where she asks the owner of the care home if it's true that some residents are given more drugs than needed.		
Flash Initial Instruction	Select the play arrow to see the footage.		
Text-Only Initial Instruction	A flash video player follows. Select the play button to start the video. A transcript of the dialogue can be accessed by selecting the Show transcript link.		
Screenreader Instruction	Consider the following:		
Video Description	The care home owner, filmed in secret, talking to your researcher.	Filename	m35_s05_t15_040.flv
Video Text-Only Scene Setter	The care home owner, filmed in secret, talking to your researcher.		
Video Alignment	H		
Video Transcript	<p>CARE HOME OWNER: Do you know what? To be honest mate, you just gotta do what you gotta do, frankly. The way I see it, we should get award for what we do for these old dears. We're making they're last days really happy and, erm, just sort of pushing them along you know to the other side - giving them a little helpful nudge. Erm, but no, on a serious note, you know, these old dears, they're a real nuisance, they walk around and haven't got a clue, and I guess what we do, you know it's a win-win situation for everyone you know. There's a lot less of them after all. Less staff to have to worry about them and everyone's happy. End of.</p>		
Body Text			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audio	Y/N
Expert Type	Email/Voicemail		

Additional Data	<p>BBC Editorial Guidelines Secret Recording for News and Factual Output</p> <p>7.4.13</p> <p>Secret recording must be justified by a clear public interest. It is a valuable tool for the BBC because it enables the capture of evidence or behaviour that our audiences would not otherwise see or hear. However, secret recording should normally be a method of last resort. The intrusion in the gathering and transmission of secret recording must be proportionate to the public interest it serves. Where there is a higher legitimate expectation of privacy, the BBC requires a higher public interest test to be achieved before recording secretly. Such situations include, but are not limited to:</p> <ul style="list-style-type: none"> • Secret recording in a private place where the public do not have access • Secret recording of medical treatments • Secret recording of identifiable people in grief or under extremes of stress both in public and semi-public places.
Notes	

MCQ				
Screen ID	m35_s05_t15_045	Bank ID	Killer Question	N
Skippable	N			
Next Screen ID	m35_s05_t15_050	Last Screen In Branch	Y/N	
Assessment	N			
Number of Attempts	1	Show Marking	Y/N	
Title	Confronting the manager			
Question Text	You want to confront the owner with your allegations and show him this tape on camera. You know he'll be leaving the care home at 8pm tonight. It would make a terrific scene and you already have a crew booked at this time. Can you turn up and show him the tape?			
Initial Flash Instruction	Choose Yes or No , then select CONFIRM .			
Initial Text-Only Instruction	Review each option carefully then select the correct option and submit your answer.			
Screenreader Instruction	Listen to each option carefully then pause to consider the answer. When you have finished, restart to hear the correct answer.			
Graphic Description	A still image taken from the secret film of the care home manager.	Filename	m35_s05_t15_045	
Alt text	A still image taken from the secret film of the care home manager.			
Option 1 Text	Yes	Cautiousness		
Feedback 1	<p>In fact, you aren't able to do this without permission, much as you may wish to!</p> <p>This is known as doorstepping without prior approach, which must be approved by the Director of Editorial Policy and Standards. Permission will only be granted in certain circumstances.</p> <p>You need to offer the care home owner a right to reply in a considered manner before you can confront him. You would normally write to him, email him or even call him detailing your allegations.</p>			
Option 2 Text	No	Cautiousness		
Feedback 2	<p>Yes, that's the correct decision. You aren't able to do this without permission, much as you may wish to!</p> <p>This is known as doorstepping without prior approach which must be approved by the Director of Editorial Policy and Standards. Permission will only be granted in certain circumstances.</p> <p>You need to offer the care home owner a right to reply in a considered manner before you can confront him. You would normally write to him, email him or even call him detailing your allegations.</p>			
Option 3 Text		Cautiousness		
Feedback 3				
Option 4 Text		Cautiousness		

Feedback 4		SS	
Option 5 Text		Cautiousne SS	
Feedback 5			
Option 6 Text		Cautiousne SS	
Feedback 6			
Correct option no.	2		
First attempt feedback			
Reset Instruction	Select RESET to try the question again.		
Text-Only Reset Instruction			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audi o	Y/N
Expert Type			
Additional Data	<p>BBC Editorial Guidelines</p> <p>Doorstepping for Factual Programmes Without Prior Approach</p> <p>7.4.32</p> <p>Any proposal to doorstep an individual or organisation, whether in person or on the phone, where we have not previously tried to make an appointment for an interview, must be approved by Director of Editorial Policy and Standards. This does not apply to daily newsgathering.</p> <p>Approval will normally only be given if:</p> <ul style="list-style-type: none"> there is clear evidence of crime or significant wrongdoing, and it has not been possible to request an interview, or there is good reason to believe that an investigation will be frustrated or allegations avoided (for example, because those under investigation might become out of contact) if a prior approach is made. <p>(See Section 6 Fairness, Contributors and Consent: 6.4.25 - 6.4.27)</p>		
Notes			

Video Audio MCQ Text Options					
Screen ID	m35_s05_t15_050	Bank ID		Killer Question	N
Skippable	N:n				
Next Screen ID	m35_s05_t15_055	Last Screen In Branch	Y/N		
Assessment	N				
Number of Attempts	1	Show Marking	N		
Title	Contacting the council				
Media Type	Audio				
Question Text	You call the local council responsible for the care home and your line manager asks you to record it for note taking purposes. As luck would have it, the junior press officer mistakes you for someone else and inadvertently lets slip some brand new information. Can you use this recording in your programme?				
Initial Flash Instruction	Now choose the correct option, then select CONFIRM .				
Initial Text-Only Instruction	A flash audio player follows. Select the play button to start the audio. A transcript of the dialogue can be accessed by selecting the Show transcript link. Then review each option carefully, select the correct option and submit your answer.				
Screenreader Instruction					
Initial Video Description	Audio clip of a junior press officer answering the telephone and mistaking you for someone else.	Filename	m35_s05_t15_050.flv		
Initial Video Transcript	<p>UNDERCOVER REPORTER: Hi is that Tina?</p> <p>JUNIOR PRESS OFFICER: Hiya. Yes it is, erm. You were asking me earlier about the Trinella nursing home weren't you? Erm. I've had a word with my boss. He says we're still investigating the owner, but that should be finished in the next week or so. Hello?</p>				
Initial Video Text-Only Scene Setter	A junior press officer answers the telephone and mistakes you for someone they were speaking to earlier in the day.				
Option 1 Text	Yes, I can use the recording	Cautiousne SS			
Option 2 Text	No, I can't use the recording	Cautiousne SS			
Option 3 Text		Cautiousne SS			
Option 4 Text		Cautiousne SS			
Option 5 Text		Cautiousne SS			
Option 6 Text		Cautiousne SS			
Correct option no.	2				
Use Video Feedback	N				
Feedback 1 Video Description		Filename			

Feedback 1 Video Transcript			
Feedback 1 Video Text-Only Scene Setter			
Feedback 2 Video Description		Filename	
Feedback 2 Video Transcript			
Feedback 2 Video Text-Only Scene Setter			
Feedback 3 Video Description		Filename	
Feedback 3 Video Transcript			
Feedback 3 Video Text-Only Scene Setter			
Feedback 4 Video Description		Filename	
Feedback 4 Video Transcript			
Feedback 4 Video Text-Only Scene Setter			
Feedback 5 Video Description		Filename	
Feedback 5 Video Transcript			
Feedback 5 Video Text-Only Scene Setter			
Feedback 6 Video Description		Filename	
Feedback 6 Video Transcript			
Feedback 6 Video Text-Only Scene Setter			
Feedback 1 Text	<p>It's a great scoop but you can't use the audio recording in your programme. Secret recordings made for note taking purposes that you subsequently wish to broadcast must be cleared by the Director of Editorial Policy and Standards.</p> <p>You would be able to report however that there is an investigation underway.</p> <p>You should also ask the council for an interview about their investigation or for a statement.</p>		
Feedback 1 Graphic Description		Filename	
Feedback 1 Graphic Alt Text			

Feedback 2 Text	<p>Yes. It's a scoop, but you're correct to conclude that you can't use the audio recording in your programme. Secret recordings made for note taking purposes that you subsequently wish to broadcast must be cleared by the Director of Editorial Policy and Standards.</p> <p>You would be able to report however that there is an investigation underway.</p> <p>You should also ask the council for an interview about their investigation or for a statement.</p>		
Feedback 2 Graphic Description		Filename	
Feedback 2 Graphic Alt Text			
Feedback 3 Text			
Feedback 3 Graphic Description		Filename	
Feedback 3 Graphic Alt Text			
Feedback 4 Text			
Feedback 4 Graphic Description		Filename	
Feedback 4 Graphic Alt Text			
Feedback 5 Text			
Feedback 5 Graphic Description		Filename	
Feedback 5 Graphic Alt Text			
Feedback 6 Text			
Feedback 6 Graphic Description		Filename	
Feedback 6 Graphic Alt Text			
First attempt feedback Text			
First attempt Graphic Description		Filename	
First attempt Graphic Alt Text			
Reset Instruction	Select RESET then attempt the question again.		
Text-Only Reset Instruction			
Flash Final Instruction Text-Only Final Instruction	<p>Select NEXT to continue.</p> <p>Select Next Page to continue.</p>		
Related Learning			
Screen Resources	Res0		
Expert Text		Audi o	Y/N
Expert Type			
Additional Data			
Notes			

Text and Graphic			
Screen ID	m35_s05_t15_055		
Skippable	N		
Next Screen ID	m35_s05_t15_060	Last Screen In Branch	Y/N
Layout	TL		
Title	A statement from the council		
Initial Audio Transcript			
Initial Text	You decide to write to the council describing your investigation and outlining exactly what your team have discovered at the Trinella nursing home. You also ask them about their own investigation into the care home.		
BodyText	You ask them for a statement. Take a look at what was sent in reply.		
BodyText Properties	Body Text Size	Body Text Coords	488,94
Graphic Description	An image of a statement containing the following text: "We are extremely surprised at the allegations made against the Trinella care home and its owner. Mr Sanders has won the contract to run many homes within our county and all his homes have been awarded a five star rating by our inspectors. And the council denies any investigation is taking place into Trinella or its management."		Filename m35_s05_t15_055
Alt Text	An extract from the statement issued by the Trinella nursing home:	Graphic Coords	0,94
	<p>To whom it may concern, We are extremely surprised at the allegations made against the Trinella care home and its owner. Mr Sanders has won the contract to run many homes within our county and all his homes have been awarded a five star rating by our inspectors. And the council denies any investigation is taking place into Trinella or its management. Yours sincerely, James Smith</p>		
Label	Label Size	Label Coords	12,123
Label Properties			
Flash Final Instruction	Select NEXT to continue.	size	coord
Text-Only Final Instruction	Select Next Page to continue.	e	s
Related Learning			
Screen Resources	Res0		

Expert Text		Audi o	Y/N
Expert Type	Email/Voicemail		
Additional Data			
Notes			

Graphical MCQ					
Screen ID	m35_s05_t15_060	Bank ID		Killer Question	N
Skippable	N				
Next Screen ID	m35_s05_t15_062	Last Screen In Branch	Y/N		
Assessment	N				
Number of Attempts	1	Show Marking	N		
Title	Your response				
Question Text	You've read the statement from the council and you aren't happy with it. Nor with their outright denial that they are investigating Trinalla. Do you now go ahead and use the audio clip?				
Initial Flash Instruction	Choose Yes or No , then select CONFIRM .				
Initial Text-Only Instruction	Review each option carefully then select the correct option and submit your answer.				
Graphic Description	Two large pulsing buttons, one in green labelled 'Yes', one in red labelled 'No'.	File name	m35_s05_t15_060		
Alt Text	Two large industrial buttons, one in green labelled, 'Yes', one in red labelled, 'No'.				
Option 1 Label	Yes.	Coords	183,26		
Option 1 Alt Text	Yes.				
Option 1 Description	Yes button.	Cautiousness			
Option 1 Feedback	Although you do have a strong case to broadcast the recording following the council's denial of an investigation, you can't just go ahead and use it. You will need permission from the Director of Editorial Policy and Standards. You will only get permission to broadcast material recorded for note taking purposes if it reveals evidence of wrongdoing that you could not have anticipated getting when you made the call. You've got a good case here.				
Option 2 Label	No.	Coords	561,26		
Option 2 Alt Text	No.				
Option 2 Description	No button.	Cautiousness			
Option 2 Feedback	Yes. That's the right decision. Although you do have a strong case to broadcast the recording following the council's denial of an investigation, you can't just go ahead and use it. You will need permission from the Director of Editorial Policy and Standards. You will only get permission to broadcast material recorded for note taking purposes if it reveals evidence of wrongdoing that you could not have anticipated getting when you made the call. You've got a good case here.				
Option 3 Label		Coords			
Option 3 Alt Text					
Option 3 Description		Cautiousness			
Option 3 Feedback					
Option 4 Label		Coords			
Option 4 Alt Text					

Option 4 Description		Cautiousness	
Option 4 Feedback			
Option 5 Label		Coord s	
Option 5 Alt. Text			
Option 5 Description		Cautiousness	
Option 5 Feedback			
Option 6 Label		Coord s	
Option 6 Alt. Text			
Option 6 Description		Cautiousness	
Option 6 Feedback			
Correct option	2	Confirm coords	
First attempt feedback			
Reset Instruction	Select RESET and try the question again.		
Text-Only Reset Instruction			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0,		
Expert Text		Audi o	Y/N
Expert Type			

Additional Data	<p>BBC Editorial Guidelines Electronic Note taking</p> <p>7.4.22 It is often helpful to record conversations for note-taking purposes. We should normally do so openly and with the consent of the other party.</p> <p>However, where it would not be possible to do so openly and it is editorially justified, we may record our conversations secretly in both audio and video (for example, by using small cameras or telephone recording equipment) without obtaining consent or approval for secret recording. The intention of such recordings must be for note-taking and research, not for broadcast. Editorial justifications include, for example, ensuring accuracy in our reporting, integrity in our programme making, and enabling us to gather evidence to defend the BBC against possible legal action or complaints.</p> <p>Where it is practicable to do so, recording a conversation without consent should be discussed in advance with a line manager.</p> <p>(See Section 3 Accuracy: 3.4.10)</p> <p>7.4.23 We do not normally broadcast any recordings, including telephone calls, originally made for note-taking purposes. Any proposal to broadcast, without consent, recordings originally made for note-taking purposes must be approved by Director Editorial Policy and Standards. Permission to broadcast material gathered in this way will only be granted in exceptional circumstances.</p>
	Notes

Hot Text			
Screen ID	m35_s05_t15_062		
Skippable	Y/N		
Next Screen ID	m35_s05_t15_063	Last Screen In Branch	Y/N
Title	Right to reply		
Initial Audio Transcript			
Initial Text	You are now in a position to write to the care home and offer them a right to reply to the allegations you will be making. Out of these two letters, which one would you choose?		
Initial Flash Instruction	Select each of the headings to view the letters.		
Initial Text-Only Instruction	Consider the following:		
Initial Screenreader Instruction			
Initial Graphic Description	File name	m35_s05_t15_062	
Alt Text			
Hot text 1	Letter one		
Display text 1	<p>Dear Mr Sanders,</p> <p>I work on the BBC programme 'Exposed' and we have been investigating allegations against your care home, which is part of the Trinella chain, and which operates some 50 carer homes nationwide. We will be broadcasting complaints by relations of residents in your care home and an interview with one of your employees.</p> <p>As part of our programme we will be including the following allegations: that members of your staff deliberately administer unprescribed additional drugs to care home residents in order to sedate them; that you have a policy in the care home of sedating patients in order to make them easier to handle.</p> <p>Our programme will be broadcast on BBC Two on Dec 12th. We would like to offer you the opportunity to respond to these allegations. We would be grateful if you could inform us if you would like to exercise your right to reply which we would need to record within the next five days. You can email me on exposed@bbc.co.uk or call me on 020 4874 8370 if you would like to discuss this letter further.</p> <p>Yours sincerely,</p>		
Display Graphic 1 Description	File name		
Display Graphic 1 Alt Text			
Hot text 2	Letter two		

Display text 2	<p>Dear Mr Sanders,</p> <p>I work on an investigative programme at the BBC and I am writing to inform you that we have been investigating allegations against your care home, which is part of the Trinella chain, and which operates some 50 carer homes nationwide.</p> <p>We will be broadcasting complaints by relations of residents in your care home who accuse you of cynical management, and secret footage we have shot over the last few weeks in which your staff are clearly seen mistreating the residents of your care home by administering unnecessary drugs in an irresponsible way.</p> <p>We would like to offer you the opportunity to respond to these allegations. I will call your office tomorrow to discuss this letter and our allegations further and to arrange an interview.</p> <p>Yours sincerely,</p>		
Display Graphic 2 Description	File name		
Display Graphic 2 Alt Text			
Hot text 3			
Display text 3			
Display Graphic 3 Description	File name		
Display Graphic 3 Alt Text			
Hot text 4			
Display text 4			
Display Graphic 4 Description	File name		
Display Graphic 4 Alt Text			
Hot text 5			
Display text 5			
Display Graphic 5 Description	File name		
Display Graphic 5 Alt Text			
Hot text 6			
Display text 6			
Display Graphic 6 Description	File name		
Display Graphic 6 Alt Text			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res99		
Expert Text		Audio	Y/N

Expert Type	<p>BBC Editorial Guidelines Doorstepping for News and Factual Programmes With Prior Approach</p> <p>7.4.31 Any proposal to doorstep, whether in person or on the phone, where we have tried to make an appointment for an interview with the individual or organisation concerned must be approved by a senior editorial figure or, for independents, by the commissioning editor.</p> <p>Approval will normally only be given when there is evidence of crime or significant wrongdoing and for one, or more, of the following reasons:</p> <ul style="list-style-type: none"> the subject of a doorstep has failed to respond to repeated requests for interview in connection with the wrongdoing alleged a request for an interview has been repeatedly refused without good reason and substantial allegations of wrongdoing have been avoided there is a history of failure to respond to interview requests or refusal to be interviewed. <p>(See Section 6 Fairness, Contributors and Consent: 6.4.25 - 6.4.27)</p> <p>Proposals for doorstepping should be proportionate to any wrongdoing. Consideration should be given to the safety of production staff and the risk of infringing the privacy of third parties who are insufficiently responsible for any wrongdoing, such as family members or junior employees.</p>
Additional Data	
Notes	

MCQ				
Screen ID	m35_s05_t15_063	Bank ID	Killer Question	Y/N
Skippable	Y/N			
Next Screen ID	m35_s05_t15_064	Last Screen In Branch	Y/N	
Assessment	Y/N			
Number of Attempts	1	Show Marking	Y/N	
Title	Choosing a letter			
Question Text	Out of these two letters, which one would you choose? To read the letters again select MORE INFO .			
Initial Flash Instruction	Choose one of the letters, then select CONFIRM .			
Initial Text-Only Instruction	Review each option carefully then select the correct option and submit your answer.			
Screenreader Instruction	Listen to each option carefully then pause to consider the answer. When you have finished, restart to hear the correct answer.			
Graphic Description		Filename	m35_s05_t15_063	
Alt text	A blurred image of the two draft letters on BBC headed paper.			
Option 1 Text	Letter one	Cautiousness		
Feedback 1	<p>Yes, this is the more appropriate letter to send. Compared with the other letter this one:</p> <ul style="list-style-type: none"> gives them details of the programme name, broadcast date, time and channel. Not all programmes have a transmission date or time and it is acceptable in these cases to indicate the month or time of year — in the autumn for example explains the allegations against them in full is neutral in tone and does not pass judgement on their actions gives them enough time to respond and contact details to respond to. The appropriate response time is of course dependent on the nature and seriousness of the allegations and the type of programme. <p>Remember it's highly advisable that you pass right to reply letters by your legal team before you send them.</p>			
Option 2 Text	Letter two	Cautiousness		

Feedback 2	<p>In fact, this is not an appropriate letter to send. This letter:</p> <ul style="list-style-type: none"> • doesn't tell them the programme details – the programme's name, broadcast date, time or channel. Not all programmes have a transmission date or time and it is acceptable in these cases to indicate the month or time of year – in the autumn for example. However, you should include the name of the programme and channel • doesn't give them enough detail about what the allegations are • appears to pass judgement on their actions. The tone should be neutral and impartial • doesn't give them enough time to respond and contains no contact details for them to respond to. The appropriate response time is of course dependent on the nature and seriousness of the allegations and the type of programme. <p>Remember it's highly advisable that you pass right to reply letters by your legal team before you send them.</p>		
Option 3 Text		Cautiousne ss	
Feedback 3			
Option 4 Text		Cautiousne ss	
Feedback 4			
Option 5 Text		Cautiousne ss	
Feedback 5			
Option 6 Text		Cautiousne ss	
Feedback 6			
Correct option no.	1		
First attempt feedback			
Reset Instruction	Click Reset to try the question again.		
Text-Only Reset Instruction			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0,Res99		
Expert Text		Audi o	Y/N
Expert Type			
Additional Data			
Notes			

Text and Graphic			
Screen ID	m35_s05_t15_064		
Skippable	N		
Next Screen ID		Last Screen In Branch	N
Layout	P		
Title	An email arrives		
Initial Audio Transcript			
Initial Text	Two weeks later and after several unsuccessful attempts to get a response to your allegations from Trinella they finally send your researcher Matt a statement...		
BodyText	<p>Take some time to consider their statement.</p> <p>BodyText Properties Graphic Description</p> <p>Body Text Size 404,372 Please make the following into an email:</p> <p>Body Text Coords 488,94 Filename m35_s05_t15_064</p> <p>Hi, thought you should take a look at this:</p> <p>Statement:</p> <p>Trinella nursing home denies everything the BBC is saying and is furious that the BBC invaded the privacy of our residents. We will not dignify these shabby allegations and your investigation with a comment.</p> <p>[END]</p> <p>Cheers, Matt</p> <p>Alt Text</p> <p>An email from your researcher Matt:</p> <p>Graphic Coords 0,94</p> <p>From: matt@bbc.co.uk Subject: Trinella statement Hi, thought you should take a look at this: Statement: Trinella nursing home denies everything the BBC is saying and is furious that the BBC invaded the privacy of our residents. We will not dignify these shabby allegations and your investigation with a comment.</p>		

[END] Cheers, Matt			
Label	Label Properties	Label Size	Label Coords
		150,26	12,123
Flash Final Instruction	Select NEXT to continue.	size	coordinates
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Aud	Y/N
Expert Type			
Additional Data	<p>BBC Editorial Guidelines Doorstepping for News and Factual Programmes With Prior Approach</p> <p>7.4.31 Any proposal to doorstep, whether in person or on the phone, where we have tried to make an appointment for an interview with the individual or organisation concerned must be approved by a senior editorial figure or, for independents, by the commissioning editor. Approval will normally only be given when there is evidence of crime or significant wrongdoing and for one, or more, of the following reasons:</p> <ul style="list-style-type: none"> the subject of a doorstep has failed to respond to repeated requests for interview in connection with the wrongdoing alleged a request for an interview has been repeatedly refused without good reason and substantial allegations of wrongdoing have been avoided there is a history of failure to respond to interview requests or refusal to be interviewed. <p>(See Section 6 Fairness, Contributors and Consent: 6.4.25 - 6.4.27)</p> <p>Proposals for doorstepping should be proportionate to any wrongdoing. Consideration should be given to the safety of production staff and the risk of infringing the privacy of third parties who are insufficiently responsible for any wrongdoing, such as family members or junior employees.</p>		
Notes			

MCQ			
Screen ID	m35_s05_t15_065	Bank ID	Killer Question
Skippable	N		N
Next Screen ID		Last Screen In Branch	Y/N
Assessment	N		
Number of Attempts	1	Show Marking	Y
Title	A statement from Trinella		
Question Text	Think about the statement that Trinella has sent you. Can you doorstep the owner of the care home now, as he leaves the premises?		
Initial Flash Instruction	Choose the option to use, then select CONFIRM .		
Initial Text-Only Instruction	Review each option carefully then select the correct option and submit your answer.		
Screenreader Instruction	Listen to each option carefully then pause to consider the answer. When you have finished, restart to hear the correct answer.		
Graphic Description	The statement from Trinella printed out and on the desk. See notes in expert text this needs to be the graphic.	Filename	m35_s05_t15_065
Alt text	<p>The original email from Trinella containing the statement:</p> <p>From: official@trinella.co.uk Subject: Trinella response Statement: Trinella nursing home denies everything the BBC is saying and is furious that the BBC invaded the privacy of our residents. We will not dignify these shabby allegations and your investigation with a comment.</p>		
Option 1 Text	Yes	Cautiousness	
Feedback 1	<p>Yes, there is a good case for doorstepping. Criteria for justifying a doorstep are as follows:</p> <ul style="list-style-type: none"> The subject of a doorstep has failed to respond to repeated requests for interview in connection with the alleged wrongdoing. A request for an interview has been repeatedly refused without good reason and substantial allegations of wrongdoing have been avoided. There is a history of failure to respond to interview requests or refusal to be interviewed. <p>In this case, the care home has refused requests to be interviewed and their response does not address the substantial allegations of wrongdoing.</p>		
Option 2 Text	No	Cautiousness	

Feedback 2	<p>In fact, you can doorstep now. Criteria for justifying a doorstep are as follows:</p> <ul style="list-style-type: none"> The subject of a doorstep has failed to respond to repeated requests for interview in connection with the alleged wrongdoing. A request for an interview has been repeatedly refused without good reason and substantial allegations of wrongdoing have been avoided. There is a history of failure to respond to interview requests or refusal to be interviewed. <p>In this case the care home has refused requests to be interviewed and their response does not address the substantial allegations of wrongdoing.</p>		
Option 3 Text		Cautiousness	
Feedback 3			
Option 4 Text		Cautiousness	
Feedback 4			
Option 5 Text		Cautiousness	
Feedback 5			
Option 6 Text		Cautiousness	
Feedback 6			
Correct option no.	1		
First attempt feedback			
Reset Instruction	Select RESET to try the question again.		
Text-Only Reset Instruction			
Flash Final Instruction	Select NEXT to continue.		
Text-Only Final Instruction	Select Next Page to continue.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audio	Y/N
Expert Type			

Additional Data	<p>BBC Editorial Guidelines Doorstepping for News and Factual Programmes With Prior Approach</p> <p>7.4.31 Any proposal to doorstep, whether in person or on the phone, where we have tried to make an appointment for an interview with the individual or organisation concerned must be approved by a senior editorial figure or, for independents, by the commissioning editor. Approval will normally only be given when there is evidence of crime or significant wrongdoing and for one, or more, of the following reasons:</p> <ul style="list-style-type: none"> the subject of a doorstep has failed to respond to repeated requests for interview in connection with the wrongdoing alleged a request for an interview has been repeatedly refused without good reason and substantial allegations of wrongdoing have been avoided there is a history of failure to respond to interview requests or refusal to be interviewed. <p>(See Section 6 Fairness, Contributors and Consent: 6.4.25 - 6.4.27)</p> <p>Proposals for doorstepping should be proportionate to any wrongdoing. Consideration should be given to the safety of production staff and the risk of infringing the privacy of third parties who are insufficiently responsible for any wrongdoing, such as family members or junior employees.</p>
Notes	

Graphical Select From List					
Screen ID	m35_s05_t15_066	Bank ID		Killer Question	N
Skippable	N				
Next Screen ID		Last Screen In Branch	N		
Assessment	Y/N				
Number of Attempts	1	Show Marking	Y		
Number Of Options To Select	1				
Title	Trinella's staff				
Initial Audio Transcript					
Question Text	Consider these people in the documentary footage you've obtained. Whose identity should you protect?				
Initial Flash Instruction	Choose whose identity you should obscure then select CONFIRM .				
Initial Text-Only Instruction	Review the people in the image then select one or more options and submit your answer.				
Screenreader Instruction					
Graphic Description	5 different thumbnails: 1. the manager/owner 2. another cleaner that your researcher worked with 3. one of the care assistants who wasn't responsible for giving any drugs but was lazy and didn't do her job very well 4. the day manager who said she didn't agree with giving all these drugs, but it's what she was paid to do so she had to. 5. A resident asleep in the background.	Filename	m35_s05_t15_066		
Alt Text					
Option 1 Label	The owner	Correct	N	Coordinates	13,115
Option 1 Alt Text	The owner				
Option 1 Description	The owner	Cautiousness			
Option 2 Label	Another cleaner that your researcher worked with.	Correct	Y	Coordinates	194,3
Option 2 Alt Text	Another cleaner that your researcher worked with.				
Option 2 Description	Another cleaner that your researcher worked with.	Cautiousness			
Option 3 Label	One of the care assistants who wasn't responsible for giving any drugs but was lazy and didn't do her job very well.	Correct	Y	Coordinates	382,78
Option 3 Alt Text	One of the care assistants who wasn't responsible for giving any drugs but was very lazy.				
Option 3 Description	One of the care assistants who	Cautiousness			

	wasn't responsible for giving any drugs but was lazy and didn't do her job very well.	ss			
Option 4 Label	The day manager who said she didn't agree with giving all these drugs, but it's what she was paid to do so she had to.	Correct	N	Coordinates	573,15
Option 4 Alt Text	The day manager who didn't agree with giving the drugs, but did it to keep her job.				
Option 4 Description	The day manager who said she didn't agree with giving all these drugs, but it's what she was paid to do so she had to.	Cautiousness			
Option 5 Label	A resident asleep in the background.	Correct	Y	Coordinates	773,98
Option 5 Alt Text	A resident asleep in the background.				
Option 5 Description	A resident asleep in the background.	Cautiousness			
Option 6 Label		Correct	Y/N	Coordinates	
Option 6 Alt Text					
Option 6 Description		Cautiousness			
Confirm Coordinates					
Totally Correct	Yes, those were the right people to obscure.				
First Attempt Partly Correct					
First Attempt Totally Incorrect					
Final Attempt Partly Correct	Actually that wasn't the best choice.				
Final Attempt Totally Incorrect	No, that wasn't the right decision to make.				
Reset Instruction					
Text-Only Reset Instruction					
Model Answer Instruction					
Text-Only Model Answer Instruction					
User Answer Instruction					
Text-Only User Answer Instruction					
Flash Final Instruction	Select NEXT to find out why.				
Text-Only Final Instruction	Select Next Page to find out who's identity you must obscure in the programme.				
Related Learning					
Screen Resources	Res0				
Expert Text					Audio Y/N
Expert Type					

<p>Additional Data</p>	<p>BBC Editorial Guidelines 1.2.8 Privacy</p> <p>We will respect privacy and will not infringe it without good reason, wherever in the world we are operating. Private behaviour, information, correspondence and conversation will not be brought into the public domain unless there is a public interest that outweighs the expectation of privacy.</p> <p>Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> • the use of hidden cameras or microphones • the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded • the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video • recording telephone calls for possible broadcast without asking permission • deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. <p>7.4.10 Normally, the BBC will use secret recording only for the following purposes:</p> <p>as an investigative tool where:</p> <ul style="list-style-type: none"> • there is clear existing prima facie evidence of behaviour, or intention to carry out behaviour, that it is in the public interest to reveal, and • the recording is necessary to prove the behaviour, and • there is no viable, alternative means of gathering the evidence that proves the behaviour. • to obtain material outside the UK where a country's laws make the normal and responsible gathering of material extraordinarily difficult or impossible • as a method of consumer, scientific or social research in the public interest, where no other methods could naturally capture the attitudes or behaviour in question • for comedy and entertainment output where the secret recordings, and any deception involved, are an integral part of the programme.
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Text and Graphic			
Screen ID	m35_s05_t15_070		
Skippable	N		
Next Screen ID		Last Screen In Branch	Y/N
Layout	TL		
Title	Obscuring identity		
Initial Audio Transcript			
Initial Text	When you are editing footage that has been secretly recorded it's important to obscure the faces of those who are innocent bystanders.		
BodyText	<p>In this case you need to obscure the faces of the following:</p> <ul style="list-style-type: none"> • The cleaner that your researcher worked with • The care worker who wasn't responsible for giving drugs but was lazy • The resident who was asleep in the background <p>You have no evidence of any wrongdoing against these people so their identity should be protected.</p> <p>If you had consent from these people then you could show them. However, you can only gain consent by revealing that you've secretly filmed them.</p> <p>Because you have evidence that the owner and the day manager have been administering extra drugs to the patients they have no right to privacy.</p>		
BodyText Properties	Body Text Size	404,372	Body Text Coords
Graphic Description			488,94
Alt Text	A collage showing the cleaner, the lazy care worker, and the resident.	Graphic Coords	m35_s05_t15_070 0,94
Label			
Label Properties	Label Size	150,26	Label Coords
Flash Final Instruction	Click NEXT to continue,	siz	coord
Text-Only Final Instruction	Select Next Page to continue.	e	s
Related Learning			
Screen Resources	Res0		
Expert Text		Audi	Y/N
Expert Type		o	

Additional Data	<p>BBC Editorial Guidelines</p> <p>1.2.8 Privacy</p> <p>We will respect privacy and will not infringe it without good reason, wherever in the world we are operating. Private behaviour, information, correspondence and conversation will not be brought into the public domain unless there is a public interest that outweighs the expectation of privacy.</p> <p>Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> • the use of hidden cameras or microphones • the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded • the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video • recording telephone calls for possible broadcast without asking permission • deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. <p>7.4.10 Normally, the BBC will use secret recording only for the following purposes:</p> <p>as an investigative tool where:</p> <ul style="list-style-type: none"> • there is clear existing prima facie evidence of behaviour, or intention to carry out behaviour, that it is in the public interest to reveal, and • the recording is necessary to prove the behaviour, and • there is no viable, alternative means of gathering the evidence that proves the behaviour. • to obtain material outside the UK where a country's laws make the normal and responsible gathering of material extraordinarily difficult or impossible • as a method of consumer, scientific or social research in the public interest, where no other methods could naturally capture the attitudes or behaviour in question • for comedy and entertainment output where the secret recordings, and any deception involved, are an integral part of the programme.
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Notes

Video Audio Tabbed			
Screen ID	m35_s05_t15_071		
Skippable	Y		
Next Screen ID		Last Screen In Branch	N
Title	Behind the scenes		
Media Type	Video		
Initial Text	Lisa Ausden is the editor of the BBC's Consumer Unit and the Executive Producer of Rogue Traders , an investigative programme that started in 2001. Here she talks about what is involved when putting together a programme based around secret recordings.		
Initial Flash Instruction	Select all three headings to view the available clips, choose each thumbnail to play the clips.		
Initial Text-Only Instruction	Video clip thumbnails are shown with each heading. Select each thumbnail to reveal a flash video player then select the play button to start the video. A transcript of the dialogue can be accessed by selecting the Show transcript link.		
Screenreader Instruction	Filename		
Initial Graphic Description	The BBC Academy logo.		
Initial Graphic Alt Text	The Programme		
Tab One Title	Clips from Rogue Traders		
Tab One Video 1 Title		Filename	m35_s05_t15_071_1
Tab One Video 1 Thumbnail Description	Still of Rogue Traders introduction titles.		
Tab One Video 1 Thumbnail Graphic Alt Text			
Tab One Video 1 Video Description		Filename	m35_s05_t15_071_1.flv
Tab One Video 1 Video Text-Only Scene Setter	In the first clip a plumber is secretly recorded attempting to con a customer. In the second clip the show's presenter, Matt Ayrton confronts another rogue trader.		
Tab One Video 1 Video Transcript	<p>Rogue Traders title sting.</p> <p><i>Secret filming:</i></p> <p>MATT: Lee Wakling has just walked through the door. He's come to clear a blockage in Beryl's kitchen sink. Plumbing expert Mike Griffin is watching the footage. Clearing the u-bend that he's blocked should only take minutes and cost less than £100.</p> <p>LEE: The blockage is actually past the u-bend.</p> <p>MIKE: That's not possible.</p> <p>LEE: And this pipe goes through the wall. Comes out here and down into the floor. And the blockage is sort of under here or in the pipe between the wall, or this point here.</p> <p>MIKE: Now, he already knows there's no water in that pipe. He's tapped it and heard it.</p>		

LEE: So to clear that, I'm going to use a mechanical machine.

MATT: Here comes the extra equipment.

LEE: The hire charge comes quite high. They charge it at £375.50, for half an hour.

MIKE: Ouch. That's expensive.

LEE: And also, you would need to use an enzyme agent on it which is charged at seventy five. Now, what I'll do, I'll put on the system that you're an OAP. The plant is charged per half an hour.

BERYL: Yeah.

LEE: But what happens with that is that they'll put it as a fixed price, which is one hour's labour, one half-an-hour's plant and one application of enzyme, as a fixed price, and if anything else is required, the charge doesn't change. OK?

BERYL: Ok. Thank you.

MATT: Is anyone else confused? He's trying to make it sound like a bargain, when in fact he's now tied Beryl into one hour's labour for a job that could be done in half that time and half an hour's use of a piece of unnecessary equipment. He's a plumber, he's a salesman, he's a mathematician. He's the full package.

Cut to next clip.

MATT: Cue the choir, cue the choir, over. And here they come, the massed red jerseys of the Cardiff Arms Park male voice choir, instantly recognisable to Welshmen everywhere.

NICKY: Who are they?

Men's choir start singing

MATT: Nicky doesn't know who they are, or what's going on. He probably doesn't get the significance of the song either. Time to bring him into the picture.

Woman's voice:

They're in your garden? I didn't...

Men's choir sing

MATT: Hello Nicky, Matt Alright, BBC Rogue Traders, How you doing?

NICKY: Ok.

MATT: Recognise that old Welsh tune? It's the Ashgrove. But of course, with you, it becomes the Trashgrove because what you do is you fly tip.

NICKY: No, this is going to Heels.

MATT: Unfortunately the ones we've seen have ended up either in someone else's skip or down a back alley like that.

NICKY: No...

MATT: Yeah. That's the ones that we know that you, you have actually fly tipped. Of course you've been convicted for it in the past. You're still at it so many years later.

Matt places a magnetic sign that says 'I'M RUBBISH' on the back of the white van.

MATT: Nicky that's what you are, you're a fly tipper. How can you deny it when we've filmed it, we've seen it, we've tracked it? We know that's what you do. Look that's the stuff we gave you. That's where it ended up. We tracked it all the way.

NICKY: Ok, can you...

MATT: You did that, didn't you Nicky? That was you.

Nicky turns on van engine.

NICKY: No, that's not me. What have I got to talk to you for?

Nicky turns off van engine.

MATT: Hey?

NICKY: What have I got to speak to you for?

MATT: Well, because I'm sure there are loads of people who pay for all of this trash to be removed -

NICKY: Yeah...

MATT: -through their council taxes, would love to know how you can justify making a living from cluttering up their towns, cities and countryside.

Tab One Video 2 Title		
Tab One Video 2 Thumbnail Description		Filename
Tab One Video 2 Thumbnail Graphic Alt Text		
Tab One Video 2 Video Description		Filename
Tab One Video 2 Video Text-Only Scene Setter		
Tab One Video 2 Video Transcript		
Tab One Video 3 Title		
Tab One Video 3 Thumbnail Description		Filename

Tab One Video 3 Thumbnail Graphic Alt Text			
Tab One Video 3 Video Description		Filename	
Tab One Video 3 Video Text-Only Scene Setter			
Tab One Video 3 Video Transcript			
Tab One Video 4 Title			
Tab One Video 4 Thumbnail Description		Filename	
Tab One Video 4 Thumbnail Graphic Alt Text			
Tab One Video 4 Video Description		Filename	
Tab One Video 4 Video Text-Only Scene Setter			
Tab One Video 4 Video Transcript			
Tab One Video 2 Title			
Tab One Video 5 Thumbnail Description		Filename	
Tab One Video 5 Thumbnail Graphic Alt Text			
Tab One Video 5 Video Description		Filename	
Tab One Video 5 Video Text-Only Scene Setter			
Tab One Video 5 Video Transcript			
Tab One Video 6 Title			
Tab One Video 6 Thumbnail Description		Filename	
Tab One Video 6 Thumbnail Graphic Alt Text			
Tab One Video 6 Video Description		Filename	
Tab One Video 6 Video Text-Only Scene Setter			
Tab One Video 6 Video Transcript			
Tab Two Title	Evidence Needed		
Tab Two Video 1 Title	Justifying secret filming		
Tab Two Video 1 Thumbnail Description		Filename	m35_s05_t15_0 71_5
Tab Two Video 1 Thumbnail Graphic Alt	A still of Lisa Ausden about to answer a question.		

Text			
Tab Two Video 1 Video Description		Filename	m35_s05_t15_0 71_5.flv
Tab Two Video 1 Video Text-Only Scene Setter	Lisa Ausden discusses what we need to ask ourselves when justifying the use of secret filming.		
Tab Two Video 1 Video Transcript	<p>Lisa Ausden: We have to ask ourselves, 'Are we prepared to do this?' because secret filming is the last resort. Is there any other way that we could have gathered this material? What would have happened if we had filmed openly? Now, rogues, if you look at the dictionary definition, are dishonest or unprincipled people. They are liars and they are motivated by money. If I said to them, 'Would you mind if we openly filmed you displaying the tricks of your trade?' I think I know the answer. And I think they would not behave in the same way. It's a really, really important tool to expose people who are guilty of antisocial behaviour and it's in the public interest to do that.</p>		
Tab Two Video 2 Title	Prima facie evidence		
Tab Two Video 2 Thumbnail Description		Filename	m35_s05_t15_0 71_2
Tab Two Video 2 Thumbnail Graphic Alt Text	Still of Lisa Ausden about to answer a question.		
Tab Two Video 2 Video Description		Filename	m35_s05_t15_0 71_2.flv
Tab Two Video 2 Video Text-Only Scene Setter	Lisa Ausden discusses the importance of prima facie evidence.		
Tab Two Video 2 Video Transcript	<p>Lisa Ausden: The most important thing is prima facie evidence, and that is the testimony, the documentation, the experience of individuals who may have suffered at the hands of a rogue trader, of anti-social or criminal behaviour. But over and above that, I would look also for an MO, a modus operandi, the way that this rogue may operate. So, you're looking for a pattern of behaviour. Do they turn up at someone's house and immediately say they have to go off and get a part? Are they really good at wasting time? Do they always want to use an expensive piece of kit to solve a problem? You're looking for things that make you more confident about the idea that this isn't a one-off, the experience you've been told about - it's something this person does habitually, time and time again. Then over and above that, I would look for other sources of a problem with that particular person, that rogue. Are trading standards aware of that person? Are there trade organisations who know about them? Has that person got CCJs, that's county court judgements, against them? These are all things that build up a picture about someone that make you think, 'Well I think that person has the potential to be a rogue' and that this isn't a one-off. The last thing you want to do is film someone who's just had a bad day, because you won't get the result if it's who in a one-off situation underperformed.</p>		
Tab Two Video 3 Title	Whistleblowers		
Tab Two Video 3 Thumbnail Description		Filename	m35_s05_t15_0 71_4
Tab Two Video 3	Still of Lisa Ausden about to answer a question.		

Thumbnail Graphic Alt Text	
Tab Two Video 3 Video Description	Filename m35_s05_t15_071_4.flv
Tab Two Video 3 Video Text-Only Scene Setter	Lisa Ausden discusses important considerations when using a whistleblower.
Tab Two Video 3 Video Transcript	<p>Lisa Ausden: When a whistleblower comes forward purporting to have worked for a particular company, you do need to do a few basics, actually, and one of those is to check that they really did work for that company, so that may mean asking to look at a wage slip, or a P45 just to satisfy yourself that they really, really did work there. It's also very important to try to get another whistleblower on board to corroborate what they're saying, and preferably someone that they don't know, because if it's someone who they do know, they may have had a conversation together. It's much stronger evidence if you can get independent testimony from someone else who worked at the company as well. You also need to understand the whistleblowers motivation for coming forward. You know, 'Why has someone come to us now? Why have they got it in for the company?' if you like. 'Do they have an axe to grind? Did they leave the company under dubious circumstances?' They might actually tell you that they left the company, but you might find out further down the line that actually they were sacked. And if you were to find that out late in the day, and maybe they were sacked for dishonesty, then that can effect the strength of the programme, because that calls into question the integrity of that person and what they're saying. So you need to have a really honest conversation with them, not necessarily right at the beginning, because you don't want to scare them off, but at some point you do need to say to them, 'Look this could be quite tough, because the company could attempt to discredit you. So, you need to tell us what's the worst thing that that company's going to say about you? You know, be completely upfront with us about everything that happened and the nature of your departure, because it's better that we all know it and talk about it now, than further down the line.'</p>
Tab Two Video 4 Title	
Tab Two Video 4 Thumbnail Description	Filename
Tab Two Video 4 Thumbnail Graphic Alt Text	
Tab Two Video 4 Video Description	Filename
Tab Two Video 4 Video Text-Only Scene Setter	
Tab Two Video 4 Video Transcript	
Tab Two Video 2 Title	
Tab Two Video 5 Thumbnail Description	Filename
Tab Two Video 5 Thumbnail Graphic Alt Text	

Tab Two Video 5 Video Description	Filename
Tab Two Video 5 Video Text-Only Scene Setter	
Tab Two Video 5 Video Transcript	
Tab Two Video 6 Title	
Tab Two Video 6 Thumbnail Description	Filename
Tab Two Video 6 Thumbnail Graphic Alt Text	
Tab Two Video 6 Video Description	Filename
Tab Two Video 6 Video Text-Only Scene Setter	
Tab Two Video 6 Video Transcript	
Tab Three Title	Secret Filming
Tab Three Video 1 Title	Secret filming is unpredictable
Tab Three Video 1 Thumbnail Description	Filename m35_s05_t15_071_3
Tab Three Video 1 Thumbnail Graphic Alt Text	A still of Lisa Ausden about to answer a question.
Tab Three Video 1 Video Description	Filename m35_s05_t15_071_3.flv
Tab Three Video 1 Video Text-Only Scene Setter	Lisa Ausden discusses the unpredictable nature of secret filming and its impact.
Tab Three Video 1 Video Transcript	<p>Lisa Ausden: What you secretly film and what you end up broadcasting are two completely different parts of the equation. The one thing you can know for sure about secret filming is that you don't know what's going to happen. You might go along and secretly film, you might get exactly what you were hoping for, you might get very little at all, you might get nothing. You might get loads more than you thought you were going to get, or you might get something that you completely don't understand. So what you have to do is take stock of all of that, come away from the situation, and look at the material and think really hard about the strength of what you've got. What is it that you've actually got from that secret filming exercise?</p> <p>We were filming some television aerial fitters in a house who we believed to be rogues, and our householder had left the room, and the two aerial men were in the sitting room. There was a bit of whispering going on, then one of the aerial men went behind the television and did something, then he left the house and he threw something into a bush. And, at the time, none of us really knew what had happened, so it was only afterwards when we could go back and look at the rushes, zoom in on the shot, replay it, listen to it again, get a better idea of what it was, that we realised this guy had gone behind the television, opened a can of Red Bull, poured it over the television socket to put it</p>

	out of action and as he left the house to go to his van, chucked the evidence in a big bushy conifer, which you would never have known. I mean of all the things we expected to happen in that scene on that day, it certainly didn't involve a tin of Red Bull.		
Tab Three Video 2 Title			
Tab Three Video 2 Thumbnail Description		Filename	
Tab Three Video 2 Thumbnail Graphic Alt Text			
Tab Three Video 2 Video Description		Filename	
Tab Three Video 2 Video Text-Only Scene Setter			
Tab Three Video 2 Video Transcript			
Tab Three Video 3 Title			
Tab Three Video 3 Thumbnail Description		Filename	
Tab Three Video 3 Thumbnail Graphic Alt Text			
Tab Three Video 3 Video Description		Filename	
Tab Three Video 3 Video Text-Only Scene Setter			
Tab Three Video 3 Video Transcript			
Tab Three Video 4 Title			
Tab Three Video 4 Thumbnail Description		Filename	
Tab Three Video 4 Thumbnail Graphic Alt Text			
Tab Three Video 4 Video Description		Filename	
Tab Three Video 4 Video Text-Only Scene Setter			
Tab Three Video 4 Video Transcript			
Tab Three Video 5 Title			
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Tab Three Video 5 Thumbnail Graphic Alt Text			
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Video Description			
Tab Three Video 5 Video Text-Only Scene Setter			
Tab Three Video 5 Video Transcript			
Tab Three Video 6 Title			
Tab Three Video 6 Thumbnail Description		Filename	
Tab Three Video 6 Thumbnail Graphic Alt Text			
Tab Three Video 6 Video Description		Filename	
Tab Three Video 6 Video Text-Only Scene Setter			
Tab Three Video 6 Video Transcript			
Flash Final Instruction Text-Only Final Instruction	Select NEXT to continue. Select Next Page to see the final page and send your completion email.		
Related Learning			
Screen Resources	Res0		
Expert Text		Audi o	Y/N
Expert Type			
Additional Data	<p>BBC Editorial Guidelines 1.2.8 Privacy</p> <p>We will respect privacy and will not infringe it without good reason, wherever in the world we are operating. Private behaviour, information, correspondence and conversation will not be brought into the public domain unless there is a public interest that outweighs the expectation of privacy.</p> <p>Secret Recording</p> <p>7.4.9 The following techniques are considered secret recording for the purposes of the BBC's Editorial Guidelines:</p> <ul style="list-style-type: none"> • the use of hidden cameras or microphones • the general use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, when people are unaware they are being recorded • the deliberate use of audio-video equipment including long lenses, small video cameras, mobile phone cameras, webcams and radio microphones, either to conceal the equipment from targeted individuals or to give the impression of recording for purposes other than broadcasting, for example a holiday video 		

	<ul style="list-style-type: none"> recording telephone calls for possible broadcast without asking permission deliberately continuing a recording when the other party thinks that it has come to an end, or starting it before the other party thinks it has begun. <p>7.4.10 Normally, the BBC will use secret recording only for the following purposes:</p> <p>as an investigative tool where:</p> <ul style="list-style-type: none"> there is clear existing prima facie evidence of behaviour, or intention to carry out behaviour, that it is in the public interest to reveal, and the recording is necessary to prove the behaviour, and there is no viable, alternative means of gathering the evidence that proves the behaviour. to obtain material outside the UK where a country's laws make the normal and responsible gathering of material extraordinarily difficult or impossible as a method of consumer, scientific or social research in the public interest, where no other methods could naturally capture the attitudes or behaviour in question for comedy and entertainment output where the secret recordings, and any deception involved, are an integral part of the programme. <p>Approval of Secret Recording</p> <p><i>(The following guidelines on Approval apply to any proposal to secretly record, whether for news, factual or comedy and entertainment purposes.)</i></p> <p>7.4.11 Any proposal to carry out secret recording must be referred to Editorial Policy prior to approval by the relevant senior editorial figure in the division or, for independents, by the commissioning editor.</p> <p>The gathering and broadcast of secretly recorded material is always a two-stage process, requiring a justification for any intrusion at each stage. So, the decision to gather is always taken separately from the decision to transmit.</p> <p>A record must be kept of the approval process, even if the request is turned down or the material gathered isn't broadcast. Each division is responsible for maintaining its own secret recording records to enable the BBC to monitor and review its use across all output.</p> <p>Any deception required to obtain secretly recorded material (beyond the concealing of recording equipment) should be the</p>
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	<p>minimum necessary and proportionate to the subject matter and must be referred to the relevant senior editorial figure or, for independents, to the commissioning editor.</p> <p>When proposing to carry out secret recording outside the UK, we should be aware that the laws relating to privacy vary around the world. Any proposal to gather material illegally outside the UK by disregarding privacy or other similar laws in the relevant country must be referred to Director Editorial Policy and Standards. Programme Legal Advice may also be consulted.</p> <p>7.4.12 The re-use of secretly recorded material must be referred before broadcast to a senior editorial figure or, for independents, to the commissioning editor. A record must be kept of the decision.</p> <p>Secret Recording for News and Factual Output</p> <p>7.4.13 Secret recording must be justified by a clear public interest. It is a valuable tool for the BBC because it enables the capture of evidence or behaviour that our audiences would not otherwise see or hear. However, secret recording should normally be a method of last resort.</p> <p>The intrusion in the gathering and transmission of secret recording must be proportionate to the public interest it serves. Where there is a higher legitimate expectation of privacy, the BBC requires a higher public interest test to be achieved before recording secretly. Such situations include, but are not limited to:</p> <ul style="list-style-type: none"> Secret recording in a private place where the public do not have access Secret recording of medical treatments Secret recording of identifiable people in grief or under extremes of stress both in public and semi-public places. <p>7.4.14 We must not go on "fishing expeditions", i.e. secret recording on private property in search of crime or anti-social behaviour by identifiable individuals, or a group, when there is no clear prima facie evidence against them of that behaviour.</p> <p>7.4.15 We must never use unattended recording equipment on private property without consent of the owner, occupier or agent unless for the purpose of gaining evidence of serious crime. Any proposal to do this must be referred to Director Editorial Policy and Standards. Programme Legal Advice must also be consulted.</p> <p>7.4.16 Secret recording may be used as a method of consumer, scientific or social research in the public interest, where no other methods could naturally capture the attitudes or behaviour in question. In such cases, although there may be no evidence against known individuals, there should normally be a prima facie indication that the behaviour to be researched exists in general. The results of the research should be edited to provide a fair and accurate</p>
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	representation of the research. Consent should normally be obtained retrospectively from individuals or organisations to be included in our content, or their identities should be appropriately obscured. Any proposal in these circumstances to identify individuals or organisations without their consent should be referred to Editorial Policy.
Notes	

Text and Graphic			
Screen ID	m35_s05_t15_075		
Skippable	N		
Next Screen ID		Last Screen In Branch	Y/N
Layout	P		
Title	Summary		
Initial Audio Transcript			
Initial Text	You've completed this task on privacy and secret filming . You've found out when it is appropriate to get permission for secret filming.		
BodyText	<p>These are the main points to remember from this task:</p> <ul style="list-style-type: none"> Any proposal to carry out secret recording must be referred to Editorial Policy. Normally, the BBC will use secret recording only as an investigative tool where there is clear existing prima facie evidence that it is in the public interest to reveal, and where there is no other way of gathering this evidence. Any proposal to doorstep, with or without prior approach, must be approved beforehand. We don't normally broadcast any recordings, including phone calls, originally made for note taking purposes. The level of intrusion has to be proportionate to the seriousness of the allegations. <p>Remember, difficult decisions should always be referred up. Some of the referrals are mandatory. Editorial Policy advice is available 24/7 internally on ext 02 81819 or externally on 020 800 81819. If you would like to access further Guidance select MORE INFO.</p>		
BodyText Properties	Body Text Size	580,435	Body Text Coords
Graphic Description	The red mission chair.		0,69
Alt Text	The Mission Chair.		Filename
Label			m35_s05_t15_075
Label Properties	Label Size	150,26	Graphic Coords
			560,-60
Flash Final Instruction	Select EXIT to return to the learning menu and choose another task.	siz e	coord s
Text-Only Final Instruction	Select Home to return to the menu and choose another task.		
Related Learning			
Screen Resources	Res0		
Expert Text			Audi o Y/N
Expert Type	Email/Voicemail		

<p>Additional Data</p>	<p>BBC Editorial Guidelines 7.4.10 Normally, the BBC will use secret recording only for the following purposes:</p> <ul style="list-style-type: none"> • as an investigative tool where: <ul style="list-style-type: none"> ◦ there is clear existing prima facie evidence of behaviour, or intention to carry out behaviour, that it is in the public interest to reveal, and ◦ the recording is necessary to prove the behaviour, and ◦ there is no viable, alternative means of gathering the evidence that proves the behaviour. • to obtain material outside the UK where a country's laws make the normal and responsible gathering of material extraordinarily difficult or impossible • as a method of consumer, scientific or social research in the public interest, where no other methods could naturally capture the attitudes or behaviour in question • for comedy and entertainment output where the secret recordings, and any deception involved, are an integral part of the programme. • <p>(See Guidance online: Secret Recording and Secret Recording Forms)</p> <p>(See Section 8 Reporting Crime and Anti-Social Behaviour: 8.4.3 - 8.4.7 and 8.4.40 - 8.4.47)</p>
<p>Notes</p>	