



What types of communication support are available?

The type of communication support required will depend on the person who requires it, and on whether the event is virtual or in-person.

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What types of captioning are available for online events?

- Automatic captioning is generated electronically by software. Zoom, Microsoft Teams, and Google Meet provide automatic captions as an integrated feature.





How do I enable automatic captioning?

- **Zoom:** event organisers must enable captions in their Zoom settings for attendees to be able to use them. See this [guide on enabling captions in Zoom](#). Be aware that live transcription currently has limited language options and is not yet enabled in breakout rooms.
- **Microsoft Teams:** no action is required from the host, each attendee can turn on the captions for themselves. See this [guide on using captions in Microsoft Teams](#).
- **Google Meet:** no action is required from the host, each attendee can turn on the captions for themselves. See this [guide on using captions in Google Meet](#). Be aware that live transcription has limited language options.
- **Google Chrome:** offers live captioning in English for in-browser media. See this [guide to enabling Live Caption in Chrome](#).
- Organisers or attendees can also use external captioning software, such as [Otter.ai](#), to generate captions.

Are captions saved in recordings?

- Whether captions are saved in recordings is dependent on the platform. For example, Zoom displays a transcript next to recordings saved to and viewed in the Zoom cloud, and YouTube displays captions for recordings hosted and social media sites. See this [YouTube guide to adding captions and transcripts](#)





How much does communication support cost?

- Cost will depend on various factors such as provider, type of support, funding scheme (see [VY`ck ŁZgdYWj\] WU\]cb`Yj Y`cZHYfa \]bc`c\[mi gYXZUa ci bh`cZdfYdUfUj\]cb`bYXYXZUbx`Yj Ybh`Yb\[h`"](#))
- For events lasting over an hour, more than one communication support worker will usually be necessary.

What funding is available to cover communication support costs?

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