Amy Packwood:  
My name is Amy Packwood. I'm from Birmingham and I work for the BBC. And I'm here at TechShare just to spread the word about the good content that we're making and how we're making sure that our content is accessible for everyone who works for the BBC.  
  
Speaker 2:  
And you've just been on the panel talking about accessible content creation. And one of the questions that came through via Slido was how you choose between using open and closed captions. Can you explain your criteria for this at BBC?  
  
Amy Packwood:  
Yes, it's flexible criteria, but the main thing that we do is we like to give people the preference whether they prefer to have subtitles or not and how big they want it and where they want it on their video. So for that we use the closed captions. We often use that on our intranet so, depending on their environment or a disability, they can amend the subtitles to help suits them.  
  
Amy Packwood:  
For open captions, so this is where we use it in environments where sound is going to be a struggle no matter who you are. So usually that will be on our digital screens, or that'll be by lifts, by receptions, very busy, not going to hear the sound, so those subtitles are then an absolute must. And also on our social media, our internal social media, so when people are scrolling down, rather than having to click through and eventually find the content, we can put the video there and they can watch it straightaway and we imagine most of them will be at their desks and it will be quite busy, quite open plan. And so then we keep the subtitles open.  
  
Speaker 2:  
Fantastic. And are there any key learnings that you've taken away so far from TechShare Pro or that you're hoping to find out about?  
  
Amy Packwood:  
Well, for me, I'm not quite a techie person and I would say that was the biggest kind of area where I needed to learn coming from a content background. So it's been absolutely fascinating to the kind of work that's been done from a technological point of view and from a very sort of high level as well, and pioneer in stuff. Not completely understood it, but it's good to chat to people and find out more about it. And the technology effectively enables us as content creators to make it more accessible anyway, so it's great that I can know more about that and share that knowledge with people in the team back in the BBC.