

## BEFORE A SESSION:

### 48 HOURS BEFORE *Call the learner*

- ✓ Introduce yourself
- ✓ If required, ask them to send over any documents that are needed in the session
- ✓ Answer any questions they might have about remote support and how it works

### 24 HOURS BEFORE *Send a text*

- ✓ Reintroduce yourself, they may not have saved your number when you called them
- ✓ Ask how they are and whether they're still okay to go ahead with the session
- ✓ Reassure them that if needed, you can give them a call at the time of the session to talk them through the setup

### 5 MINUTES BEFORE *Be ready*

- ✓ Check your mic and camera work
- ✓ Make sure your computer is plugged in
- ✓ Have your phone ready to call the learner

### TIME OF SESSION *Check in*

- ✓ Check if the learner is ready
- ✓ If they're having problems connecting, stay on the phone and talk them through the process
- ✓ To begin with, we recommend having your webcam on just so the learner can put a face to the name and feel more comfortable in the session

## DURING A SESSION:



### *Speak clearly*

You and the learner will be relying a lot more on verbal cues. This can sometimes be challenging, especially if the internet connection isn't great. It is therefore extra important to speak slightly slower and clearer to make sure you are easily understood.



### *Listen*

It will be harder to use body language to judge a learner's mood, so it is important to actively listen. Focus on their tone of voice. A student asking a lot of enthusiastic questions indicates they are engaged whereas short or snappy responses indicate they are losing focus, in which case a change of tack might be required.



### *Stay calm*

Online support may be as new to you as it is for the learner. If you do encounter technical hiccups it is important to remain calm. These things happen and it does not mean that the session is wasted. Just give the learner a call and pick up from where you left off.



### *Be mindful*

It can be easy to lose track of time when providing remote support. Stay aware of the learner's engagement, understanding and energy levels, the session might not be going as fast for them as it is for you!



### *Open and honest*

Many more learners will seem quiet and shy because of the remote disconnect. It is important therefore that you keep the sessions engaging by asking questions and encouraging them to do the same. Their responses can give you a good indication of how they are doing which will, in turn, help you run the session more effectively.



### *Be prepared*

It is likely that the learner will be apprehensive ahead of their first remote session. It is extra important to have all the resources you require ready to go. It is also likely that at some point, the internet will drop, or a computer will run out of charge. Make sure you have your phone and the learner's number to hand just so you can reconnect with them if this does happen



### *Ask to record*

Ask the learner whether they'd like the session to be recorded. A common learner concern is that they won't be able to effectively absorb information remotely; they need someone to be there with them. However, by recording the session you allow the learner to go back and recap any sections they may have missed.



### *Stay secure*

Do spend time reading up on online webinar security. It is understandable that some learners will be anxious but reassure them that the platform you are using is safe and secure. If you use the screen sharing feature, clearly explain to the learner how it works and what it allows the other to see. By being knowledgeable, clear and honest you'll put the learner's minds at ease.

WE ALL HAVE  
ABILITY, THE  
DIFFERENCE  
IS HOW WE  
USE IT

DIVERSITY & ABILITY  
INFORM, ADVISE & LOCATE