SECAD

Accessing Virtual Instructor-Led Training using Zoom.

Contents

Introduction and Welcome

This Participant Guide is designed to provide you with all the information you will need for a successful and rewarding learning journey with SECAD Partnership CLG. Please ensure that you read this document thoroughly.

If you are unable to find the information you require or have any questions which do not appear to be addressed in this document, please contact us and we'll be delighted to help you.

We hope that you enjoy all the courses you decide to complete!

Course Attendance

It is expected that you will attend the 'live' online session. In the even that you are unable to attend please note that the session will record of the session will be made available to you. However, it is recommended that you attend the live session as there will be opportunity to learn and develop through the live discussion feedback.

It is advisable that you log onto the workshop session at least 10 - 15 minutes early to ensure there is time to resolve any audio or connection issue should it arise.

Course Materials

You are free to take notes during the session, however, please note that as the session is recorded you will have access to the recordings when they are made available on the online learning hub.

Equipment and Facilities Needed

In order to attend the course and later present an online session, you will need the following:

- ✓ **A quiet, comfortable place to work.** This includes a comfortable chair, plenty of light and privacy. We recommend that you do not attend from the ward station as this can be noisy and distracting.

- ✓ **A computer.** It is obviously a requirement to have a computer to attend the course. If you're using a laptop, make sure that is plugged into the mains - don't rely on your batteries. You will need a need a browser to connect to the software and a good sound card.

- ✓ **High-quality headset with microphone.** This is a must – we recommend a USB connection. This is often a neglected part of online classroom events, but it can make the difference between a successful and an unsuccessful session. If the quality of the sound is poor, the learners will soon switch off. It is recommended you avoid using a Bluetooth headset. These can suffer from interference generated by other Bluetooth devices nearby, such as SmartPhones

- ✓ , laptops, keyboards or possibly other medical devices in the area etc.

- ✓ **Broadband Internet Connection.** If you are accessing this course from within the hospital, as you will be logged on the hospital system you should have a good connection. However, be sure to participate in the tech check to ensure there are no issues. For those accessing broadband via a wireless connection, it is recommended that you use a direct wired connection between your computer and router.

  Please be aware, if you opt to use a wireless connection, this is likely to result in the sound dropping in and out as the session progresses.

Course Ground Rules | Netiquette

Netiquette rule for online communications help guide appropriate interaction and create a pleasant learning environment. The following lists what is expected from all participants on the live sessions.

- ✓ Be punctual – if possible, log on 10-15 minutes before the scheduled start time to resolve any technical issues.

- ✓ Turn off your phones, disable all background programs and clear other distractions away to enable you to concentrate fully on the session.

- ✓ Participate, interact and be prepared to be called on to speak at any time during a session.

- ✓ Use the chat feature to ask constructive questions. Please don't hold back or wait until the end of a session to ask a question.
- ✓ Be patient whilst waiting for a response to your question or chat message.

- ✓ If you have to leave your desk for any reason, please enter this information into chat.

- ✓ If you have any concerns throughout the course contact your Course Facilitator offline so that they can address your concern and help you

- ✓ Provide honest opinions, constructive feedback and support for others always. Respect all contributions, experiences and opinions from your fellow participants.

Equally, the following lists what you can expect from your Course Facilitator:

- ✓ Your facilitator will listen to your views and needs and will adjust the course, wherever possible, in order to meet those needs.

- ✓ Your facilitator will be supportive and give you honest and objective feedback. Your facilitator will respect your confidentiality about anything which is discussed or takes place during each of the workshops or discussed offline.

How to Log-in to the Live Sessions (Zoom)

Click on the link in your email, this will take you to a virtual waiting room where you will be informed that the host is aware you have logged in and will give you access to the workshop shortly.

Your microphone will automatically be on mute when you enter the virtual meeting. You are encouraged to enable the video function – especially during the introductory phase. **It is strongly advisable that you log in at least 10-15 minutes prior to the start of the session so you can perform your audio** checks and chat with the facilitator.
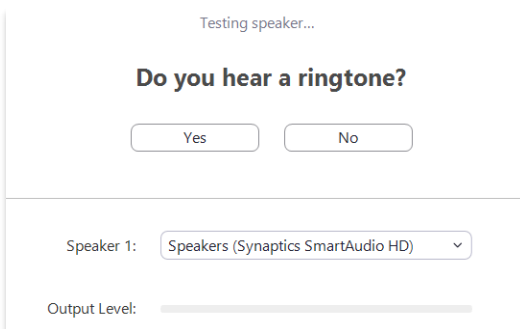
Setting up your Audio (Zoom):

For the best audio reception you should carry out this audio check when you attend a live session.
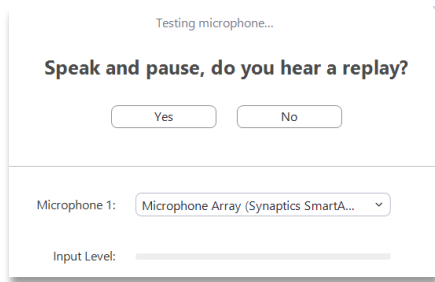
- Click on **Mute icon** on the lower left side of the screen, Select Test Speaker & Microphone.
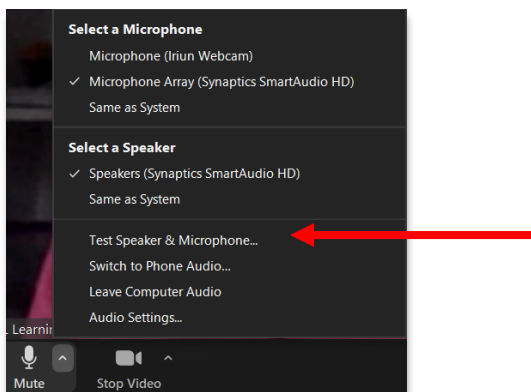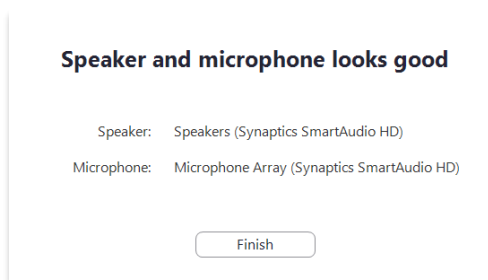

- **Testing speaker** dialog box is displayed. You should hear a ringtone – click Yes

- The **Speak and pause** dialog box is displayed. Check that the correct headset and microphone are connected to your Zoom set -up.

- If the speaker and microphone are good, then you are set up for the best possible reception.


Interacting in Session (Zoom)

This course is participative and interactive, and we will be using the tools within the software to communicate and interact in session. If you are new to the online environment this may seem a little strange at first, but you will very soon 'get the hang' of what to do and we will explain carefully in the first session.

Microphones – as standard microphones are muted in session. This avoids any unwanted background noise disturbing the session. It will be explained to you how to ask for your microphone to be un-muted.

Chat – we actively encourage chat comments and questions during the course. It is important that you send your chat comments to the 'All Participant' option

Emoticons – within zoom we have 2 emoticons, raise hands to ask a question or clap hands to applaud a comment, suggestion. These emoticons will appear on your screen and can be used during the course as another means of communicating with the Facilitator.
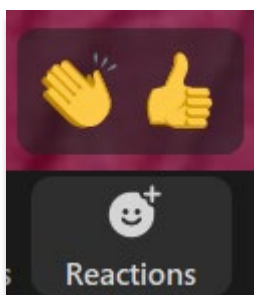
Annotation Tools – the use of these tools will be explained at the start of the workshop but can be used to write, draw or mark-up PowerPoint slides or whiteboards.
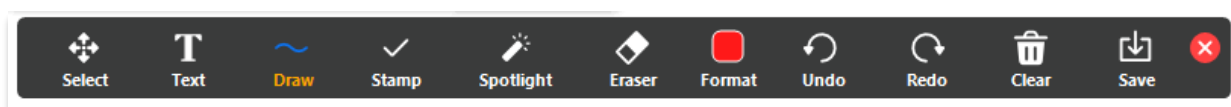
What to do if things go wrong

We would always advise you to ensure that you log onto each workshop session at least 10 - 15 minutes early to ensure there is time to resolve any audio or connection issue should it arise.

Inevitably, sometimes things will go wrong, most probably with the technology side of things. If you have trouble logging in or your sound is not working correctly it is always best to close all programs, reboot your computer, stop any background programs that are running and log-in again. Check that your Audio is set up correctly and that your headset is correctly plugged in (if a USB connection, it is always worth trying a different USB port if you have one).

Alternatively, if you have a smart phone you can dial in to the session using the phone line. It is not ideal; however, it will enable you to contribute to the live session.

If you still have a problem call or text your Course Facilitator (contact details included within the Joining Instruction email) *but please be aware that if the session is about to start, or has started, there will be very little the Facilitator will be able to do at that time to assist you.*

Contacting your Facilitator

We encourage you to contact your Course Facilitator whenever you have a query, issue, or want to discuss a particular point. During the course, your Course Facilitator will be available during the working day and some evenings if you need help.

WE HOPE YOU ENJOY YOUR COURSE!