

# Top 10 tips for Zoom training – for delegates and tutors alike!

1. Try to keep the session as distraction-free as possible. This will really help your focus during the session. Think about turning off mobiles, house phone, doorbells during the delivery time etc.
2. Learners will be muted at the start of a session and can unmute themselves during the start to get used to the functions. Experience shows that external noise is a bit of a distraction to everyone else, so when the delivery is taking place, the tutor should mute all. (Although this can feel and sound very strange for the tutor!)
3. Familiarise yourself with the Zoom functions – learners are not only able to un/mute themselves, but they can also ask a question in the chat bar, put a thumbs up or even clap a particular section as well as raise their hand to ask a question. All functions appear on screen, so the tutor can see and follow up, as necessary.  
**\*New for June 2021** – all training accounts will now have the capability to offer a live transcript of the training session. If you would like the function to be activated, please let the tutor know. Transcripts of the sessions will not be recorded.
4. We advise that everyone uses their first names, any name or pronoun they wish to be known by or feel comfortable with. If you wish to rename yourself, you can do this easily by right clicking on the name under participants and it'll give you the option to rename.
5. Do not forget that as the tutor and learner on the course you should be aware that you are inviting people into your home, and will be in other homes, therefore endeavour not to disclose personal details or information.
6. Due to the nature of the course and the limited social interaction we currently have, we are encouraging people to use the video capability, so you get every benefit from the training. Nevertheless, do be aware of what is in the background behind you, hanging washing, noticeboard with photos, details of schools, details of your address etc.
7. We appreciate many people are working from home and have additional caring responsibilities. Be mindful of children coming into view (safeguarding issues) and we would ask that learners are advised that if children come into the room, they should turn the video function off.
8. We also understand there may be times where a training conversation may need to continue out of the session, or a session may run slightly longer due to any questions. We will endeavour to accommodate a short '15-minute overtime' to allow for this, at the discretion of the tutor.
9. If the issue/matter under discussion appears to be too personal or diverged, we suggest taking the matter 'offline', and seek to address with a follow up discussion.
10. Do not forget to enjoy the experience! Both tutors and learners alike are here to improve and build upon the union and we are brought together in the most unprecedented of circumstances, so everyone has that in common. We are all going through a unique experience.