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Checklist- getting prepared for a remote digital session
Finding out more about your learner

Working through this list with your learner will help you to prepare for your first remote session. It will help you get an understanding of your learner's devices and internet connections; how confident they feel about being online and what they are interested in doing online.

Device	
What kind of device(s) do they have? – laptop, desktop PC, tablet, smartphone	
Which device would they prefer to use for the sessions?	
When was their preferred device last switched on?	
Do they have up to date anti-virus software on their device?	
Software	
What operating system do they have ? e.g. Windows 10, Android, Apple

Knowing the age and type/make of device may also be useful | |
| **What browser(s) do they use?**

They might not know what a browser is but perhaps could ask them to describe the logo they click on and name a few to see if this triggers their memory. | |
| Internet access | |
| **Do they have internet access at home?**

Is it through a modem or through a mobile device? | |
| **If yes, do they know their data allowance – is it unlimited?** | |

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If they have no access to the internet, are they interested in getting access and what could they afford?	
Confidence and interests	
What do they currently use their device(s) for? **Do they go online (access the internet) for anything?**	
How would they rate their confidence for doing things online generally? **1-5 (1= not confident, 5= fairly confident)?**	
What are the top two or three things they would like to be able to do on their device/or online? As they may not know what is possible you could use some prompts – e.g. make device easier to use, send emails, make video calls, take photos, use apps, watch catch-up TV etc.	
Security and privacy	
Do they have any security or privacy concerns around being online?	
Other support needs	
Do they have anyone who they could ask for support if they get stuck between sessions (friends/family)?	
Are there any accessibility issues to be aware of e.g. visual/hearing impairment, dexterity, etc?	
Any other comments	

Checklist -getting prepared for a remote digital session

Once you have completed this checklist store it someone so you can refer to it at your first session with this learner.

We have lots of resources to help you to support learners remotely on our website www.digitalunite.com/technology-guides as well as hundreds of free technology guides.