

**Type of session:** One to one

**Date:** XXX

**Name of learner:** XXX

**Length of session:** 60 mins      **Session Number:**1

**Device:** Laptop/Desktop/Tablet/Smartphone

**Level:** Beginners/Intermediate/Advanced

Aims of the session:

1. Understand the concept of video calling.
2. Understand how to join a Zoom video call.
3. Be able to adjust video and audio settings and understand some of the main functions available during a call.
4. Appreciate other options for using Zoom (such as group meetings and remote technical support).
5. Be aware of user settings/privacy and safety.

Notes:

- *There are several Apps that allow video calling – this session is based [Zoom](#) on however it can be easily adapted for [Facetime](#), [Google Meet](#), [Microsoft Teams](#) and [Skype](#).*
- *This session can be delivered as a face-to-face session, or remotely. If delivering remotely the first part will take place on the phone and then you can move to a video call when the learner is ready. Be aware that learning remotely may take more time!*
- *Your learner may be using any type of device or operating system. Read the DU guide: [knowing your device](#) –before the session so you are prepared.*
- *Allow for an introduction at the beginning and a recap at the end of the session as well as time to talk about what you and your learner would like to cover in the next session. Always schedule a short break during your session so that the learner can get up and move away from the screen.*
- *If you're teaching on a public Wi-Fi, you will need to check first whether it's possible to use Zoom.*
- *Full links for every hyperlinked resource can be found in the table below the breakdown of the session.*

Breakdown of the session			
Timings in mins.	Topics	Activity	Notes/resources 👍 <b>Recommended resource</b>
5	Introduction  <i>(Face-to-face or on the telephone)</i>	<ul style="list-style-type: none"> <li>• Introduce yourself.</li> <li>• Do they have any fears/worries?</li> <li>• Find out what device your learner will be using and if it has a webcam and microphone.</li> <li>• Outline what you want to cover in this session i.e. the aims above.</li> <li>•</li> </ul>	<p>Take some time to find out what your learner wants from the session. Try and explore their fears or worries of using video calling – and then offer reassurance.</p> <p>Outline the format of the session and that you will have a short break halfway through.</p>
10	What is video calling – what components do you need?  <i>(Face-to-face or on the telephone)</i>	<ul style="list-style-type: none"> <li>• Explain the concept of video calling.</li> <li>• Discuss the advantages of video calling – use this guide to <a href="#">Zoom features</a> as a starter.</li> <li>• Explain that a Zoom call can be done on any device with an internet connection, a webcam and microphone. The experience is slightly better if you download the app.</li> <li>• Check that they have a device with the minimum system requirements.</li> </ul>	<p>Emphasise there are now a few apps that allow you to make these type of calls. Skype was one of the first.</p> <p>Advantages include: you can see the person and they can see you - by seeing facial expressions and body language even the hard of hearing can communicate. Most apps are free but they do use more data than just calling.</p> <p>👍 <a href="#">System requirements for a Zoom call</a></p>



## Session Plan (continued)

5	<p>How to set up and/or activate it. Main features of Zoom</p> <p><i>(Face-to-face or on the telephone/email links if necessary)</i></p>	<ul style="list-style-type: none"> <li>• Download the Zoom app to a device.</li> <li>• Create a free account.</li> <li>• Reminder about setting strong passwords.</li> </ul>	<p>At this stage demonstrate where you can find the app – Useful resources:</p> <p>👍 <a href="#">Download Center - Zoom</a></p> <p>👍 <a href="#">How to create a free Zoom account</a></p> <p>Remind them about importance of a <a href="#">strong password</a> 👍 <i>(Remember it is important that they do not share passwords with you)</i></p>
10	Understanding the app	<ul style="list-style-type: none"> <li>• Finding your way around the home screen.</li> <li>• An overview of the important settings.</li> <li>• Check the learners sound and video.</li> </ul>	<p>The different areas of the Home screen: Join meeting; Schedule; New meeting.</p> <p>Look at the Settings in Zoom and check video and perform a sound check.</p>
<b>5</b>	<b>BREAK</b>	<ul style="list-style-type: none"> <li>• Create a meeting and send the learner an invite to join.</li> </ul>	<p>Make sure you have a meeting setup that you can invite your learner to join. Check your own audio and video settings.</p>
10	<p>Practice video call</p> <p><i>(Online)</i></p>	<ul style="list-style-type: none"> <li>• Explain the different ways you can join a Zoom meeting (website link or by entering a meeting ID in the app).</li> <li>• Start a Zoom meeting with the learner.</li> <li>• Get the learner to change the name that appears next to their video.</li> </ul>	<p>There can be sound feedback problems if you are too close to each other so once you are confident the learner knows what to do and has started the call you may need to go to a different area.</p> <p><a href="#">Introduction to Zoom meetings   Digital Unite</a></p>

		<ul style="list-style-type: none"> <li>• Demonstrate how to turn off the video and sound and change backgrounds.</li> <li>• Practise using the chat function.</li> <li>• Leave the call (<i>although if this is a remote session save this until the end of the session</i>).</li> </ul>	<p>Explain that sometimes if there is not a strong signal it may be useful to turn off the video and just have the audio.</p>
5	<p>Security settings and keeping safe in a Zoom call</p> <p><i>(Online or face-to-face)</i></p>	<ul style="list-style-type: none"> <li>• Discuss with them any security concerns they may have.</li> <li>• Go over some quick tips for protecting their privacy in a Zoom call.</li> </ul>	<ul style="list-style-type: none"> <li>👍 <a href="#">Zoom security features</a></li> <li>👍 <a href="#">What is... Zoom? A guide for parents and carers   Safer Internet Centre</a></li> </ul>
5	<p>Group meetings and other functions of Zoom that might be useful</p>	<ul style="list-style-type: none"> <li>• Introduction to what else is possible in Zoom e.g. group meetings and webinars.</li> <li>• Summarise some other features of Zoom: screen sharing; private messaging.</li> </ul>	<p>Group meetings is a concept many people have not experienced so it is useful to make them aware of the advantages e.g. members of a family can 'be together' through a group call at an event such as Christmas.</p> <p>In a future session the learner could host their own Zoom session.</p>
5	<p>Recap</p>	<ul style="list-style-type: none"> <li>• What have we learnt?</li> <li>• Ask the learner to practise if possible and make sure they have sufficient notes.</li> </ul>	<p>Give out the handout as a recap on skills learnt which can be used to help them practise.</p>



## Session Plan (continued)

Full links for resources mentioned in the session plan	
Reference in Resource	Full URL
How to create a good password	<a href="https://www.digitalunite.com/technology-guides/internet-security/identity-theft-online-safety/how-choose-password">https://www.digitalunite.com/technology-guides/internet-security/identity-theft-online-safety/how-choose-password</a>
<a href="#">Skype Features guide</a>	<a href="https://www.skype.com/en/features/">https://www.skype.com/en/features/</a>
<a href="#">How to activate Facetime</a>	<a href="https://www.youtube.com/watch?v=TP3p7IId3A">https://www.youtube.com/watch?v=TP3p7IId3A</a>
<b>Zoom specific guides:</b>	
System requirements for Zoom	<a href="https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux">https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux</a>
Overview of Zoom features	<a href="https://explore.zoom.us/meetings?_ga=2.150576501.233777854.1612265814-818027736.1608291579">https://explore.zoom.us/meetings?_ga=2.150576501.233777854.1612265814-818027736.1608291579</a>
Zoom download Centre	<a href="https://zoom.us/download">https://zoom.us/download</a>
Guide to creating a free Zoom account	<a href="https://support.zoom.us/hc/en-us/articles/360034967471-Getting-started-guide-for-new-users#h_b0c98dfa-d90f-486d-9617-71ab7b41a273">https://support.zoom.us/hc/en-us/articles/360034967471-Getting-started-guide-for-new-users#h_b0c98dfa-d90f-486d-9617-71ab7b41a273</a>
Zoom security information	<a href="https://zoom.us/docs/en-us/trust/security.html">https://zoom.us/docs/en-us/trust/security.html</a>
A guide to Zoom security from the Safer Internet Centre	<a href="https://www.saferinternet.org.uk/blog/what-%E2%80%A6-zoom-guide-parents-and-carers#Privacy%20and%20Security">https://www.saferinternet.org.uk/blog/what-%E2%80%A6-zoom-guide-parents-and-carers#Privacy%20and%20Security</a>
Introduction to Zoom meetings- Digital Unite	<a href="https://www.digitalunite.com/technology-guides/online-collaboration-tools/online-meetings/introduction-zoom-meetings">https://www.digitalunite.com/technology-guides/online-collaboration-tools/online-meetings/introduction-zoom-meetings</a>

### Links to further useful resources:

- 👉 Digital Unite Technology guides <https://www.digitalunite.com/technology-guides>
- 👉 Hosting a Zoom Meeting <https://www.digitalunite.com/technology-guides/online-collaboration-tools/online-meetings/hosting-zoom-meeting>
- 👉 Easy read Zoom guides from Clear Community Web\_ <https://clearcommunityweb.co.uk/zoom-resources/>

For more great resources visit:  
[www.digitalunite.com](http://www.digitalunite.com)

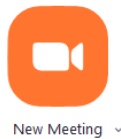
# Session Plan (continued)

## Resources for learner:

Handout

## Understanding Zoom Video Calling

**Task:** Match the task by drawing a line to the icon/symbol on the screen



New Meeting ▾



Join



Schedule



Share screen ▾



### The home screen

- 1) What does the Zoom app icon look like on your mobile screen?
- 2) Where would you go to join a meeting?
- 3) How can you check your video and audio settings before a meeting?

### In a meeting

- 4) Where would you go to turn off your video?
- 5) Where would you go to read chat?
- 6) Where would you go to leave a meeting?

