

Remote 1:1 session plan- Getting started with Video Calling (Zoom) part 1

Type of session: One to one

Date: XXX


Name of learner: XXX

Length of session: 60 mins **Session Number:** 1 of 2

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 aware of user settings/privacy and safety.

Notes:

- There are several Apps that allow video calling – this session is based on [Zoom](#) however it can be easily adapted for [Google Meet](#), [Microsoft Teams](#) and [Skype](#).
- If you are video Calling via Facetime (Video calling for iPhone and iPad. Not related to Facebook), WhatsApp and Facebook Messenger we recommend using a separate Champion account unless you know the learner personally.
- This session is designed to be delivered remotely, over the phone and is one of two sessions.
- This first session will take place verbally on the phone.
- The second session moves to a video call when the learner is ready. Be aware that learning remotely will 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.
- Also be aware of the [device and operating system requirements for installing Zoom](#).

Getting started with video calling Session Plan (continued)

- Review this checklist before your call so you are familiar with it when you speak with your learner [Remote session checklist](#)
- 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.
- Familiarise yourself with safeguarding when working with learners online <https://www.digitalunite.com/news-reviews/helping-others-remote-digital-champion-how-keep-you-and-your-learners-safe>
- Full links for every hyperlinked resource can be found in the table below the breakdown of the session.




Breakdown of the session			
Timing in mins.	Topics 	Activity 	Notes/resources   Recommended resource
10	Introduction <i>(On the telephone)</i>	<ul style="list-style-type: none">  Introduce yourself   Reassure the learner about confidentiality and safeguarding.  Let the learner know what notes you are taking and how you will store them.  Do they have any fears/worries?  Outline what you want to cover in this session i.e. the aims above. 	<p>Confidentiality and Safeguarding:</p> <p>This will depend on the type of placement you have, but in general, the information the learner shares with you is confidential but can be shared to your team/volunteering supervisor. You will need to specifically report anything that you think may mean the learner is at risk to themselves or others.</p>

Getting started with video calling Session Plan (continued)

			<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> <p>For any safety/ security concerns read: How to Keep you and Your learners safe</p>
15	Find out about the learner and their needs - ask plenty of questions	<ul style="list-style-type: none"> ✎ Use the Remote session checklist to find out about the learner’s device, software, internet access, confidence, interests, security concerns, other support needs ✎ Remind them about not recording any part of the session unless you have both expressly agreed to this (including audio record). 	<p>This is the most important part of the session - getting to know each other and what the learner needs.</p> <p>Take your time here, explore the things it might be helpful to know and learn about your learner’s interests.</p>
10	Explain how to use your phone while on a call	<ul style="list-style-type: none"> ✎ If they are planning to attend Zoom calls on their phone, explain how to access other apps while on the call if they are using their phone 	<p>iPhone:</p> <ul style="list-style-type: none"> • Press the speaker icon to put the call on speakerphone mode. • Press the Home button and navigate to the app you want to use. Tap the app.

			<ul style="list-style-type: none"> To return to the call, tap the green bar that appears at the top of your screen while the call is active. <p>Android:</p> <ul style="list-style-type: none"> When the call is in full-screen mode click the speaker icon, then swipe left and tap the app.
10	<p>What is video calling – what components do you need?</p> <p><i>(On the telephone)</i></p>	<ul style="list-style-type: none"> Explain the concept of video calling. Discuss the advantages of video calling – use this guide to Zoom features as a starter. 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. Check that they have a device with the minimum system requirements. 	<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:</p> <ul style="list-style-type: none"> you can see the person and they can see you - by seeing facial expressions and body language even the hard of hearing can communicate. You can share your computer screen with everyone on the Zoom meeting. You can converse with the participant(s) of a meeting via text using the 'chat' feature. Most apps are free but they do use more data than just calling. It's so easy to set-up <p>👍 System requirements for a Zoom call</p> <p>👍 System requirements for iOS, iPadOS, and Android</p>

Getting started with video calling Session Plan (continued)

10	How to set up and/or activate it. Main features of Zoom <i>(On the telephone/email links if necessary)</i>	<ul style="list-style-type: none"> • Download the Zoom app from AppStore, Google Play or Microsoft store according to the device. • Create a free account. • Reminder about setting strong passwords. • Explain the different ways you can join a Zoom meeting (website link or by entering a meeting ID in the app). 	<p>At this stage demonstrate where you can find the app –</p> <p>Useful resources:</p> <p> Download Center - Zoom</p> <p> How to create a free Zoom account</p> <p>Remind them about importance of a strong password  <i>(Remember it is important that they do not share passwords with you)</i></p>
5	End of session	<ul style="list-style-type: none"> • Send information via email • Review of checklist • Recap -What can the learner remember from today's session? • What actions are they are going to take as a result of this session? • Book in the next session 	<p>The learner can access the 'test' Zoom page to practice being on a Zoom call</p> <p>Checklist- getting prepared for a remote session Digital Champions Network</p>

Full links for resources mentioned in the session plan

<u>Reference in Resource</u>	<u>Full URL</u>

Getting started with video calling Session Plan (continued)

Remote session checklist	https://www.digitalchampionsnetwork.com/resources/checklist-getting-prepared-remote-session
How to Keep you and Your learners safe	https://digitalunite.com/news-reviews/helping-others-remote-digital-champion-how-keep-you-and-your-learners-safe
Strong Password	https://www.digitalunite.com/technology-guides/internet-security/identity-theft-online-safety/how-choose-password
Test Zoom page	https://zoom.us/test
Zoom specific guides:	
System requirements for Zoom	https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux
System requirements for iOS iPad OS and Android	https://support.zoom.us/hc/en-us/articles/201179966-System-requirements-for-iOS-iPadOS-and-Android
Overview of Zoom features	https://explore.zoom.us/meetings?_ga=2.150576501.233777854.1612265814-818027736.1608291579
Zoom download Centre	https://zoom.us/download
Guide to creating a free Zoom account	https://support.zoom.us/hc/en-us/articles/360034967471-Getting-started-guide-for-new-users#h_b0c98dfa-d90f-486d-9617-71ab7b41a273
Zoom security information	https://zoom.us/docs/en-us/trust/security.html
A guide to Zoom security from the Safer Internet Centre	https://www.saferinternet.org.uk/blog/what-%E2%80%A6-zoom-guide-parents-and-carers#Privacy%20and%20Security
Introduction to Zoom meetings- Digital Unite	https://www.digitalunite.com/technology-guides/online-collaboration-tools/online-meetings/introduction-zoom-meetings



Getting started with video calling Session Plan (continued)

Top tips for teaching on Zoom	https://www.digitalunite.com/technology-guides/online-collaboration-tools/online-meetings/top-tips-teaching-zoom
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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/>