

# Remote 1:1 session plan- Getting started with Video Calling (Zoom) part 2

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**Type of session:** One to one

**Date:** XXX


**Name of learner:** XXX

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

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

**Level:** Beginners/Intermediate/Advanced

Aims of the session: \_\_\_\_\_






1. Understand how to join a Zoom video call. 
2. Be able to adjust video and audio settings and understand some of the main functions available during a call.
3. Appreciate other options for using Zoom (such as group meetings and remote support).
4. 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 [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.
- Top tips for teaching Zoom <https://www.digitalunite.com/technology-guides/online-collaboration-tools/online-meetings/top-tips-teaching-zoom>
- This session is designed to be delivered remotely via Zoom.
- This a second of 2 session plans. The first session plan takes place verbally on the phone. This second session is to move to a video call. Be aware that learning remotely does take more time.

## Getting started with video calling (pt 2) Session Plan (continued)

- 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.
- 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>
Prior to the session	<b>Set up Zoom call</b>	 Create a meeting and send the learner an invite to join via email or text/WhatsApp message.	<p>You may have agreed to be on the phone to guide them while they do this first step.</p> <p>Remind them that they will be prompted to download Zoom if not installed already.</p> <p>Make sure you have a meeting setup that you can invite your learner to join.</p> <p>Check your own audio and video settings.</p>

<p>10</p> <p><i>(Telephone or online)</i></p>	<p>Introduce session</p>	<ul style="list-style-type: none"> <li>✎ Re-introduce yourself.</li>   <li>✎ <b>Remind the learner about confidentiality and safeguarding.</b></li> <li>✎ Remind them about not recording any part of the session unless you have both expressly agreed to this (including taking photos/ screen shots/ audio record via this or alternative apps).</li> <li>✎ Do they have any fears/worries?</li> <li>✎ Outline what you want to cover in this session i.e. the aims above.</li> </ul>	<p>Take some time to recap on your last session and find out what your learner wants from today's session.</p> <p>Confidentiality and safeguarding: 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> <p>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>
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10	Initial set up of the Zoom call	<ul style="list-style-type: none"> <li>🔊 Start a Zoom meeting with the learner.</li> <li>🔊 Check the learners sound and video.</li> <li>🔊 Explain how to get back onto Zoom if you lose connection.</li> <li>🔊 Explain how to navigate back to the main screen if you accidentally come out.</li> </ul>	<p>Look at the Settings in Zoom and check video and perform a sound check. There can be sound feedback problems if your sound is very loud or if you have two devices active and too close to each other (computer and telephone)</p> <p>👉 <a href="#">Echo or feedback</a></p> <p>Remind the learner of where they got the original meeting link.</p>
10	Understanding the <b>app</b> ( <i>online</i> )	<ul style="list-style-type: none"> <li>🔊 Share your screen to show the learner the <b>app</b> home screen.</li> <li>🔊 Finding your way around the app home screen.</li> <li>🔊 An overview of the important settings.</li> </ul>	<p>The different areas of the app Home screen: Join meeting; Schedule; New meeting.</p>
10	Practice video call ( <i>Online</i> )	<ul style="list-style-type: none"> <li>• Get the learner to change the name that appears next to their video.</li> <li>• Encourage the learner to use the icons: mute, video, share, participants, reactions, chat, annotate (annotate can only be used when screen sharing).</li> <li>• Invite them to use different views.</li> </ul>	<p>Explain that sometimes icons appear in different places on another person's screen even when using the same kind of device. Also the 3 dots sometimes appear but not at other times, especially on tablet devices.</p>

		<ul style="list-style-type: none"> <li>• Ask them to exit and return to full screen.</li> <li>• Demonstrate how to turn off the video and sound and change virtual backgrounds.</li> <li>• Practice using the chat function.</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)</i></p>	<ul style="list-style-type: none"> <li>♥ Discuss with them any security concerns they may have.</li> <li>♥ Check encryption on and green shield icon in the top left of the Zoom page. If red, click or press it to become green. This is also a good place to see your meeting info and settings.</li> <li>♥ Go over some quick tips for protecting their privacy in a Zoom call.</li> <li>♥ Advise them of a clear desktop policy in case of screen sharing.</li> </ul>	<ul style="list-style-type: none"> <li>👍 <a href="#">Zoom security features</a></li> <li>👍 <a href="#">How to Keep you and your learners safe</a></li> <li>👍 <a href="#">What is... Zoom? A guide for parents and carers   Safer Internet Centre</a></li> <li>👍 <a href="#">Staying safe in Zoom meetings (clear community web)</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. Or play music, share a video or film, play Pictionary, hangman,</p>

## Getting started with video calling (pt 2) Session Plan (continued)

		<ul style="list-style-type: none"> <li>Leave the call (<i>this is a great time to practice leaving the session and coming back, so they know what to do if this happens accidentally/ they lose connection</i>).</li> </ul>	<p>As part of a group meeting, they may be asked to complete a poll or put in a breakout rooms or subgroup.</p> <p>In a future session the learner could host their own Zoom session.</p>
5	Recap	<ul style="list-style-type: none"> <li>What have we learnt?</li> <li>Ask the learner to practice if possible and make sure they have sufficient notes.</li> </ul>	

### Full links for resources mentioned in the session plan

<u>Reference in Resource</u>	<u>Full URL</u>
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="http://www.zoom-troubleshoot-audio-echo-or-feedback.html">www.zoom-troubleshoot-audio-echo-or-feedback.html</a>
How to Keep you and Your learners safe	<a href="https://digitalunite.com/news-reviews/helping-others-remote-digital-champion-how-keep-you-and-your-learners-safe">https://digitalunite.com/news-reviews/helping-others-remote-digital-champion-how-keep-you-and-your-learners-safe</a>
Staying Safe in Zoom Meetings	<a href="https://clearcommunityweb.co.uk/wp-content/uploads/2020/07/Staying-Safe-and-Code-of-Conduct-in-Zoom-Meetings.pdf">https://clearcommunityweb.co.uk/wp-content/uploads/2020/07/Staying-Safe-and-Code-of-Conduct-in-Zoom-Meetings.pdf</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>



## Getting started with video calling (pt 2) Session Plan (continued)

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