

## Zoom Guidelines

For NLP courses where we will be using Zoom, there are certain ways of working to make the process smoother.

Zoom is a free piece of software for you to use as the participant. As you log in, you will have a choice to join with audio and video – please select yes for both at this stage. If you are early, then you will be in a waiting room until the course begins.

Throughout the course you will be expected to have your video on at all times and to be present.

We will go through how to use Zoom on the initial session i.e. how the breakout rooms work, how to ask for help, about keeping yourself muted if there is a large group so as to avoid any unnecessary background noise etc.

We encourage questions throughout the course, therefore you can either draw attention by using the 'reactions' button at the bottom of your screen or alternatively, you can unmute yourself and ask your question or use the chat facility.

We would ask that during demonstrations, you pin the client on your screen (we will explain how during the call) so you can see easily what is happening and avoid using chat at this point so as to support the person who is having the demonstration.

We may record the course – you will be advised accordingly before any recording takes place. Any work within the breakout rooms however will not be recorded.

The recordings can be made available to you via SLACK – these are for your own personal use only.

If you have a question that you would prefer not to have recorded, then please say, we will pause the recording and then recommence after the discussion.

If you lose connection at any point during the course, please just log back in and you will be readmitted.

We will have regular breaks throughout the sessions and during those breaks you can turn off your camera and audio. If you want to have additional support or chat with others on the course, we can make breakout rooms available for you for this purpose.