

General notes to be read prior to the session.

- Training will be delivered by Zoom. Ensure you have downloaded the app and that it is installed on your device.
- Check the camera and audio before joining the meeting.
- Check that you are familiar with the screen layout, where the icons are for audio, camera, chat and reactions.
- Check the chat window and that you can access it.
- If you have an unstable connection, don't panic, sometimes all you have to do is to come out of the meeting and rejoin. If you have poor broadband speed try to make sure that there is no one else online using up broadband speed.
Use the background facility if you are unable to find a private enough place to join the session.
- If the host drops out stay with it, they will try to rejoin. It is useful if you all have a text contact detail which can help you check with the others if there are any connectivity issues.
- If you have a question use the raise a hand facility.
- Any questions are better written in the chat box it is easier for everyone to share.
- Depending on the level of training it is unlikely that any minors will be attending, however the BHS Safeguarding Policy will be adhered to.
- Because we are sharing emails and other contact details the BHS Privacy Policy will be adhered to.
- The session will also be recorded and a link to the recording available for a limited time afterwards.
- Both of these policies can be found on the BHS website.
- You may want to have a notebook beside you for taking notes and it is a good idea to have a glass of water or similar nearby.
- Try to sit towards the light rather than with your back to it and make sure you are unlikely to be interrupted.
- We hope that you enjoy these sessions and that you get what you want, and more, out of them.
- Feedback is always appreciated and helps improve delivery and quality.

Thank you.