



# Remote In-Home Training

## Trainer Guide



## “In-home” Remote Training

- Training plan
- First lesson: Getting set up
  - Equipment overview
  - Device guides
- Trainer preparation
- Platforms and apps
- Best practice
- Supporting learners
- Adapting content



# Training Plan

Please refer to the [client lesson plan](#) for the following information:

- Project overview
- Critical success factors
- Hours
- Admin requirements - please note:
  - Equipment Forms will no longer be expected to be completed, however, all other admin requirements apply
  - Learner journey forms will be attached to your booking email. You will be expected to complete these by asking the learner the questions via video call
  - Learning outcomes (n.b. [additional set up learning outcomes for the first lesson](#))



# Equipment & Getting Set Up





# Equipment Overview

Remote training lessons will only be booked with those learners who have their own equipment (tablet, laptop or desktop PC) and Internet connection, **or** those who are being gifted equipment and a sim with pre-loaded data.

If equipment is gifted from the client, it will be sent directly to the learner via courier. You will need to guide the learner through the set-up process for the pieces of equipment they have been gifted.

If the learner has any problems with equipment it is expected that the Trainer would need to do some self-help on device first, i.e. Google the problem and work through the issue. We cannot offer a tech support service, so please only contact the Logistics Team if the equipment is faulty or there is a problem with the MiFi device on: 03333444019 Option 1 or email [logistics@we-are-digital.co.uk](mailto:logistics@we-are-digital.co.uk)



# Learning Outcomes: Lesson 1

If the learner has been gifted equipment, the main aim of the first lesson is to set this up:



Call the learner on their mobile or landline phone to introduce yourself, build trust and learner confidence

Walk through device set up with the learner ([see device guides](#))

Walk through setting up the SIM card and/or connecting to WiFi

Has the learner ever video called before?

If not: explain the concept and how the rest of the lesson will work

Walk through download, set up and joining calls with the video call app or platform you will be using

Once in the video call, hang up and switch to video



# Video Calling: Apps to use

## **FACETIME**

Best for calling friends  
(on Apple devices)

## **WHATSAPP**

Best for calling friends  
(on mobile devices)

## **FACEBOOK MESSENGER**

Best for Facebook users

## **SKYPE**

Best for group chats

## **GOOGLE HANGOUTS**

Best for Gmail/Google users  
and screen sharing (trainer  
will need a Gmail account but  
learner will not)

## **GOOGLE MEET**

Similar to Google  
Hangouts - best for G  
Suite users



# Initial Lesson

## A trainer checklist for the introductory call

	Activity	Status
1	Identify what the lesson is going to contain	
2	Establish whether the learner is comfortable to communicate visually	
3	Establish what device the learners will be using	
4	Identify what communication software the learner is familiar with	
5	Identify whether there are compatibility issues between trainer device and learners	
6	Establish the learner's level of knowledge of the device to be used	
7	Establish the learner's level of knowledge of the software to be used	
8	Guide learner through Sim set up (If required)	
9	Guide learner through Device set up (If required)	
10	Guide the learner through basic navigation of the device	
11	Guide learner through Wifi / Mifi set up (If required)	
12	Guide learner through set up of Email account (if required)	
13	Outline what the next lesson will consist of	





# Set Up Guides

Equipment set up – Gifted equipment will vary per client, so We Are Digital have provided guides on how to set up any piece of equipment which may be gifted to your learner

## **SIM**

Some learners will be sent a pre-loaded sim to be inserted into the tablet

[Set Up Guide](#)

## **MIFI + SIM**

Some learners will have no Internet at all, so will be sent a MiFi with a pre-loaded sim they'll need to insert. The link below show how this can be done

[Set Up Guide](#)

## **GMAIL**

Some devices will require a Google Mail account to be set up. If this is the case, go through this step by step guide with the learner to create the account

[Set Up Guide](#)



# Device Guides

**This equipment will need to be set up remotely before the learner can be trained**





# Device Guides

Client	Link to device guide
A2Dominion Group (4219)	<a href="#">Huawei MediaPad T5</a>
The Hyde Group (4202)	<a href="#">Huawei MediaPad T3 10</a>
Johnnie Johnson Housing (4204)	<a href="#">Acer Iconia One 10 Android 8.1</a>
LBG: LLOYds (4149)/BO Scotland (4150)/Halifax (4137)	<a href="#">Samsung Galaxy Tab A6</a>
Orbit Group (4221)	<a href="#">Huawei MediaPad T3 10</a>
	<a href="#">Lenovo Chromebook 14 / HP Chromebook 14</a>
Stonewater (4209)	<a href="#">Acer Iconia One 10 Android 8.1</a>



# A2Dominion Group (4219)

## Huawei MediaPad T5

### Set up instructions:

- Included in the box is a warranty card and a quick start guide
- [This link](#) takes you to the Huawei website where you will find:
  - Full user guide and the quick start guide as downloadable links
  - FAQs
  - A hotline support number at the bottom of the page for questions and queries
  - Online support links
- [How to Configure and Activate the device](#) (YouTube)
- If the device has already been set up and you need to link the device to the learners Mifi / Wifi, follow [this step-by-step guide](#)

**These links are only suitable for a Trainer to use and not to be given to learner**



# The Hyde Group (4202)

## Huawei MediaPad T3 10

### Set up instructions:

- Included in the box is a warranty card and a quick start guide
- [This link](#) takes you to the Huawei website where you will find:
  - Full user guide and the quick start guide as downloadable links
  - FAQs
  - A hotline support number at the bottom of the page for questions and queries
  - Online support links
- [How to Configure and Activate the device](#) (YouTube)
- If the device has already been set up and you need to link the device to the learners Mifi / Wifi, follow [this step-by-step guide](#)

**These links are only suitable for a Trainer to use and not to be given to learner**



# Johnnie Johnson Housing (4204)

## Acer Iconia One 10 Android 8.1

### Set up instructions:

- To set up this device, follow the process in the user manual [here](#)

**These links are only suitable for a Trainer to use and not to be given to learner**



# LBG: Lloyds (4149)/BO Scotland (4150)/Halifax (4137)

## Samsung Galaxy Tab A6

### Set up instructions:

- There is a quick start guide included in the box
- Visit the [Samsung support website for this tablet](#) which includes:
  - A full user guide download
  - FAQs
  - Useful tips
  - A customer service number for help and support
- They also have a [simulator guide for setting up the device for the first time](#)
- If the device has already been set up and you need to link the device to the learners Mifi / Wifi, use one of these two guides: [guide 1](#) / [guide 2](#)

**These links are only suitable for a Trainer to use and not to be given to learner**



# Orbit Group (4221)

## Huawei MediaPad T3 10

### Set up instructions:

- Included in the box is a warranty card and a quick start guide
- [This link](#) takes you to the Huawei website where you will find:
  - Full user guide and the quick start guide as downloadable links
  - FAQs
  - A hotline support number at the bottom of the page for questions and queries
  - Online support links
- [How to Configure and Activate the device](#) (YouTube)
- If the device has already been set up and you need to link the device to the learners Mifi / Wifi, follow [this step-by-step guide](#)

**These links are only suitable for a Trainer to use and not to be given to learner**





# Orbit Group (4221)

## Lenovo Chromebook 14 / HP Chromebook 14

### Set up instructions:

- For both Chromebook models, follow this [generic Chromebook set up video](#)

**These links are only suitable for a Trainer to use and not to be given to learner**



# Stonewater (4209)

## Acer Iconia One 10 Android 8.1

### Set up instructions:

- To set up this device, follow the process in the user manual [here](#)

**These links are only suitable for a Trainer to use and not to be given to learner**



# Trainer Preparation

Getting ready to run a remote training lesson





# Getting ready for remote training



1. Find out which video platform you will be using, and familiarise yourself with it
2. Test your camera, microphone and Internet
3. Review session content and adapt timings for remote training
4. Book the appointment into your diary and share the meeting link with the learner



## AUDIO

Check clarity of your microphone, background noise and echo or feedback



## VIDEO

Check for blurriness, brightness and any loading issues caused by either the camera or Internet speed



## LIGHTING

Test your camera at the same time of day you'll be running the training



## BACKGROUND

Check the background looks professional, and there are no distractions





Avoid sharing personal information and ensure GDPR compliance by:

- Using a new user profile or guest profile on your computer
- Closing existing applications, browser windows and tabs before the call
- Removing any sensitive information from the background or any parts of your location that may be visible on screen
- Using a background blur option where available



# Learner types and key considerations

## LOW SKILLS

Likely to need more initial support to get set up before addressing other outcomes

Key considerations:

- Will likely need phone support to set up and start using their device
- Ensure the learner is on the video call before ending the phone call and joining via video

## BASIC SKILLS

Likely to have used a device before, but may need reminders for key tasks

Key considerations:

- Ensure you are not making assumptions - check in at each stage to gauge familiarity
- Take time to demonstrate practical steps that the learner can copy on their own device

## IN-WORK LEARNERS

These learners may have experience using word processing, email, etc

Key considerations:

- Despite being more confident using devices, the learner may still have concerns and barriers
- May not be familiar or comfortable with video calling



# Platforms and Apps

Get to know the most popular video calling tools







# Google Hangouts / Hangouts Meet

## Features

- Free: Up to 10 people
- G Suite: 100+ people (depending on plan)
- Screen sharing
- Chat function
- Recording option (G Suite version, until 1st July)

## Access

- Send a link via email or Google Calendar
- Learners can join via Hangouts app or browser
- If Hangouts Meet - someone from the hosting organisation may need to admit attendees

[Getting Started](#)



# Microsoft Teams

## Features

- Screen sharing
- Chat function
- Recording
- Background blur
- Integrates with Office 365

## Access

- Part of Office 365 suite
- Company can invite you as a guest (if admin allows this feature)
- Access via desktop, web or app

[Getting Started](#)

## Features

- Free
- Up to 50 people
- Screen sharing
- Easy file-sharing
- Chat function
- Record and save for 30 days

## Access

- Set up a conference call to generate a reusable link
- Join via Skype app, or Skype for Web (Chrome/Edge - no download required)
- Guest sign-in available (no account needed)

[Getting Started](#)



# Others

Work groups may already have a preferred internal video call platform and ask you to use this, e.g.

- GoToMeeting
- Zoho Meeting
- Slack
- Cisco WebEx

Learners will likely be familiar with whichever platform their company uses - however, you may not be!

Take time to review the features, access instructions and limitations.



# Best Practice

Etiquette and best practice tips for smooth-running remote training





# Mute yourself when not speaking

Avoid distracting background noise, feedback or typing sounds

If it's noisy, ask the learner to mute themselves when you are speaking and demonstrate how to do this

You may need to remind learners to “un-mute” when they have a question!



# Asking (and answering) questions

Set expectations - will questions be asked and answered throughout, or at set discussion times?

Would you prefer learners to jump in, or to use the chat function to ask questions?

Some platforms (e.g. 8x8) have a 'raise hand' feature, allowing learners to indicate they have a question



# Keeping the camera on

Set expectations - do you want learners to keep their cameras on throughout?

'Cameras on' can make remote learning feel more personal

Learners may prefer to keep their camera off during longer activities, or for privacy reasons





# Joining in

Learners may be surrounded by potential distractions, particularly when in their own home

Set the expectation that this will run with the same level of participation as a face to face lesson

Check in with the learner if they haven't spoken for a while, especially if their camera is off



# Supporting Learners

Ensuring learners are comfortable with video calls





# Before remote training

## LINK

Set up and send the meeting link to the learner

## ACCESS

Provide clear instructions for accessing the call, taking into account different devices and browsers

## SET UP

Let learners know what they need to download, or any accounts they will need to sign in to

## TEST

Encourage learners to test their microphone, camera and access beforehand (more advanced learners only)

## BASIC SKILLS

Additional support may be required for those with basic digital skills. For in-home learners, this could include:

- A phone call before the video call to set up their device, download an app or run through access instructions
- Providing video call information over the phone instead of in advance



# At the start

## **GET THERE EARLY**

Be on the call 5 minutes before learners so you have time to troubleshoot any of your own access issues!

## **TESTING...**

Allow time at the beginning to check that the learner can see and hear you, and vice versa

## **BEST PRACTICE**

Run through etiquette and best practice

## **ATTENDANCE**

If the learner isn't there on time, they may need support accessing the call

## **FEATURES**

If this is their first remote lesson, introduce key features such as chat

## **REJOINING**

Remind learners how to rejoin the call if they lose access or close the application/window



# During training

## **CHECK IN**

Check in regularly to ensure understanding

## **ADAPT PACE**

Some learners may adapt to remote training more quickly than others

## **SCREEN SHARING**

If you start screen sharing, ask the learner to confirm they can see your screen

## **CHAT**

Keep an eye on the chat for any questions or issues

## **DISTRACTIONS**

If you get background noise or feedback, remind the learner to mute themselves

## **BREAKS**

Plan breaks depending on the length of training - particularly if learners are using smaller screens like mobile or tablet



# After the lesson

## REMINDER

Remind them of the date, time and access information for the next lesson (if applicable)

## MATERIALS

Provide access to learning materials where relevant

## SUPPORT

Provide information for accessing further support or resources before the next lesson, if applicable

## CHECK IN

Ask learners to report any technical difficulties they had, so you can resolve or mitigate next time

## PROGRESS

Check where learners got up to in any final activities - potentially by sharing their screens

## SAVE

Make a note of any links, resources, comments or questions in the chat, as not all tools automatically save these



# Adapting Content

Tailoring your delivery and facilitation to suit remote training





Take time to go through the session content and note any areas that may require more (or less) time when delivered remotely

This could include activities, discussions, demos and time for questions, as well as buffer time for joining the call or troubleshooting

## Pre-plan and adjust timings





## Break the ice

Introductions and icebreakers are still important - arguably even more so for remote training!

Be sure to introduce yourself in the first call, and find out a bit about the learner and what they're interested in



Pre- plan where you will switch from camera mode to screen sharing and back again

When you are screen-sharing, you may not have access to chat, so prepare to check in regularly for questions

**On-screen demos -> Screen sharing**



## Practical activities

Bear in mind learners will not be able to both see your screen and follow along on their own device (unless they have two!)

Break longer activities down to smaller steps, each with a walkthrough by you followed by time to complete on their own device with your support



The learner may be using a different device, operating system, browser or software version to you.

Encourage learners to flag when something on their screen looks different to yours, so you can provide support accordingly

**Consider differences**



## Encourage discussion

Encourage discussion and participation just as you would in in-person training

Learners new to video calling may be uncomfortable speaking at first, so the chat option is a potential solution - for individual in-home learners having a brief chat at the beginning can help them to settle in



The trainer should not share the learner's screen if personal information is displayed.

Instead, we can check learning by:

- Asking what is on their screen (and if it matches the demo)
- Asking the learner to talk through steps they are taking
- Asking the learner to carry out a specific task, e.g. "Can you open a new email?"  
"What would you do to log back into the app"

## Checking learning



# Additional Support - Social Isolation

Resources to provide further support to in-home learners





# COVID-19

## Resources to increase confidence when searching for health information online, and accessing GP services via video call

Good Things Foundation have put together a session plan bringing together resources from [Learn My Way](#) to help learners get reliable health advice.

The two suggested courses are:

- [Video calling](#)
- [The NHS website: a how to guide](#)

The session plan below provides more information (n.b. this is aimed at trainers, not learners). You may wish to assist learners in signing up for the Learn My Way platform and registering for the above courses.

[Information for trainers](#)





# Houseparty App

Houseparty is a face-to-face social network to spend time online with the people you care about

## About

- Free with some premium (paid) add-on options
- Available on:
  - iOS (iPhones, iPads)
  - Android
  - Mac
  - Chrome browser (e.g. on Windows or a Chromebook)

## Features

- Connect with your friends and family
- Play games
- Plan times to chat, or just catch up with your contacts who are currently online



# Houseparty App: Download

## iPhone / iPad

Search for  
'Houseparty' on the  
App Store, or  
[click here](#)

## Chrome

Sign up in your  
Chrome browser by  
going to  
[app.houseparty.com](http://app.houseparty.com)

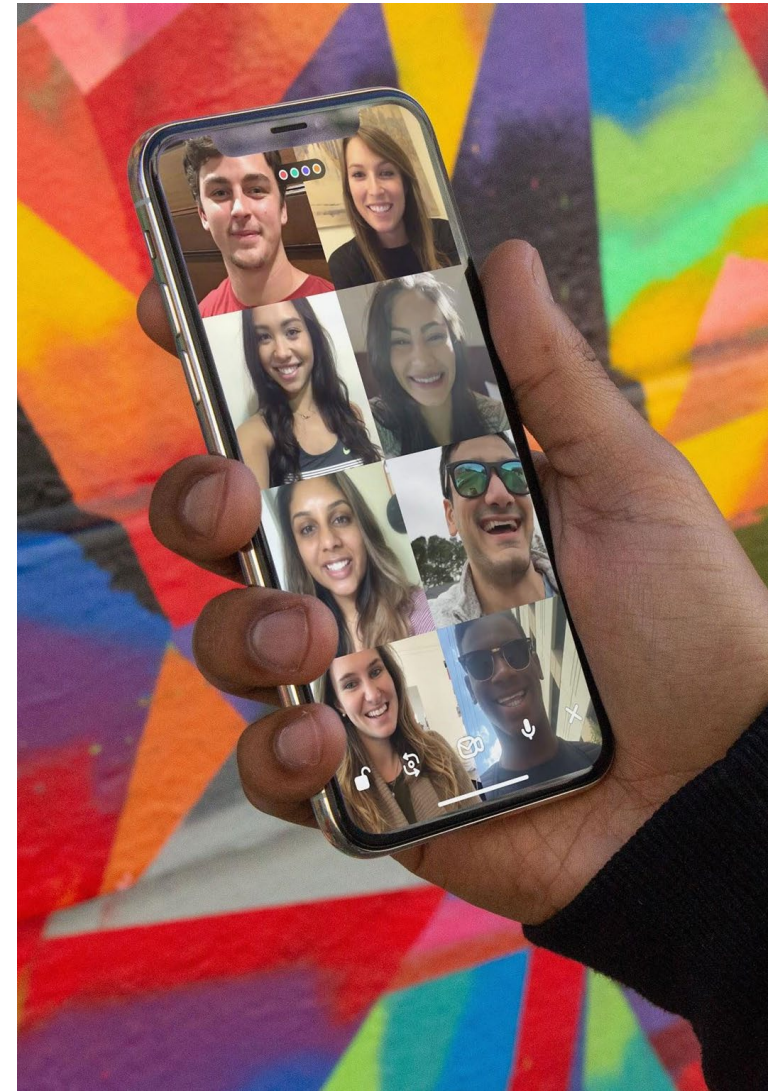
## Android

Search for  
'Houseparty' on the  
Google Play Store,  
or [click here](#)

## Mac

Go to [Houseparty.com](http://Houseparty.com)  
and scroll to the  
bottom to download  
(or email a link for  
later)

[Houseparty website](http://Houseparty website)





# Houseparty App: Get Started

- Use the links on the previous slide or on [Houseparty.com](https://houseparty.com) to download the app/install the programme or access on Chrome
- Follow the on-screen instructions to set up your account
  - You'll need your email address, phone number and to set up a username and password
- The app will ask you to share your contacts
  - Once shared, it will show you which of your contacts have Houseparty
  - If you prefer to skip this, or if you want to add people not in your contacts, you can still add them manually. Just ask them what their username is!
- You can join someone's existing 'party', or start your own using the plus button on your home screen. Invite up to 7 people (8 including you)
  - Use the dice button to start a game!
  - Use the lock button to stop others from joining



# Resources

Support Request	Subjects		Examples
Essential Services	Health	GP appointments	<a href="#">GP online services</a> , <a href="#">NHS.uk</a> , <a href="#">NHS coronavirus</a>
		Public health information	<a href="#">Patient.info</a> / <a href="#">WHO</a> / <a href="#">Full Fact</a>
		Mental health resources	<a href="#">NHS mental health access</a> / <a href="#">Mind</a>
		Register as extremely vulnerable	<a href="#">Gov.uk</a> register
	Food and supplies	Online supermarket shopping	<a href="#">Tesco</a> / <a href="#">Asda</a> / <a href="#">Sainsburys</a> / <a href="#">Morrisons</a>
		Food boxes	<a href="#">Food on the table</a> / <a href="#">Morrisons Food Boxes</a>
		Local mutual aid groups	<a href="#">Covid Mutual Aid</a>
		Community and volunteer schemes	<a href="#">Gov.uk</a> directory of local council support



# Resources

Support Request	Subjects		Examples
Essential Services	Benefits	Universal Credit	<a href="#">UC Journal</a>
		Disability / ESA / PIP	<a href="#">DWP</a>
		Support and advice	<a href="#">Citizens Advice</a> (check country) / <a href="#">Money Advice Service</a> / <a href="#">Turn2Us</a>
	News	Government	<a href="#">Gov.uk</a>
		National and Local News	National and local newspaper websites ( <a href="#">Independent</a> , <a href="#">Guardian</a> , <a href="#">Times</a> , <a href="#">Telegraph</a> , <a href="#">Mirror</a> , Google customer preference and/or local area + 'news online')
		Television	<a href="#">BBC</a> / <a href="#">ITV</a> / <a href="#">C4</a>



# Resources

Support Request	Subjects	Examples
Staying in Touch	Emails	<a href="#">Gmail</a> / <a href="#">Outlook</a> / Apple mail ( <a href="#">mobile device info</a> , <a href="#">mac info</a> )
	Phone and Video Calling	<a href="#">Skype</a> / <a href="#">Hangouts</a> <a href="#">WhatsApp</a> / Facetime ( <a href="#">mobile device info</a> , <a href="#">mac info</a> )/ <a href="#">FB Messenger</a>
	Social Media	<a href="#">Facebook</a> / <a href="#">Twitter</a> / <a href="#">Instagram</a>
Staying Safe Online	Safe websites Password protection Phishing emails	<a href="#">Get Safe Online</a> <a href="#">Age UK advice</a> <a href="#">Stay Safe Online</a> <a href="#">National Cyber Security Centre</a>