

Trainer Hints and Tips

Before the session, ensure that any irrelevant windows and tabs are closed on your device, leaving just the resources you might need. It is often best to over-prepare as it can be risky and unprofessional to try and locate these resources during the session. If you do have to search for a user guide or other resource, ensure you tell the learner what you are doing as the learner cannot see your screen.

If the booking has notes that identify that the learner is interested in certain apps or software e.g. Excel, Word, Online Shopping – you can get these ready to share in a video call.

Here are some ideas to make the session run smoothly.

Digital Bridge

- Load the Trainer Session and Digital Helpline Customer Feedback forms ready for filling in at the end of the session
- Load the Digital Bridge – Trainer Guide – for reference
- Set up tabs for relevant banking websites – Lloyds, BOS or Halifax
- Set up tabs for LBG Charities if mentioned in the booking
- If you know what equipment has been sent out, download the relevant setup guides from WAD website or search for user guides on the Internet, particularly if the learner has their own equipment
- If you don't know exactly what equipment has been sent out, look at the Lesson Plans for LGB and load up the [Equipment Guides](#) ready to click on the relevant guide once the learner has confirmed the name of the device
- Ensure you are in a suitable place with no or little background noise
- If other people are in the house let them know you need not to be disturbed
- Setup Video calling software and test sound and camera, internet connection and background

Digital Inclusion

- Load the Trainer Session and other Learner Feedback forms ready for filling in at the end of the session. These will be found in the In-Home Lesson Plans section of the WAD website
- Load the Remote In-Home Training Guide for reference
- Set up tabs for relevant Housing Association websites and other mandatory sites e.g. [Learn My Way](#)
- Have a tab open for the Lesson Plan for reference
- If you know what equipment has been sent out, download the relevant setup guides from WAD website or search for user guides on the Internet
- If you don't know exactly what equipment has been sent out, look at the Lesson Plans and load up the [Equipment Guides](#) ready to click on the relevant guide once the learner has confirmed the name of the device
- Ensure you are in a suitable place with no or little background noise
- If other people are in the house let them know you need not to be disturbed
- Setup Video calling software and test sound and camera, internet connection and background

Royal Borough Kensington and Chelsea

- Load the Trainer Session and other Learner Feedback forms ready for filling in at the end of the session. These will be found in the In-Home Lesson Plans section of the WAD website
- Load the Remote In-Home Training Guide for reference
- Set up tabs for [Royal Borough of Kensington and Chelsea](#) and [Grenfell Tower Inquiry](#) websites and other mandatory sites e.g. [Learn My Way](#)
- If you know what equipment has been sent out, download the relevant setup guides from WAD website or search for user guides on the Internet
- If you don't know exactly what equipment has been sent out, look at the Lesson Plans and load up the [Equipment Guides](#) ready to click on the relevant guide once the learner has confirmed the name of the device
- Ensure you are in a suitable place with no or little background noise
- If other people are in the house let them know you need not to be disturbed
- Setup Video calling software and test sound and camera, internet connection and background
- If an interpreter is required, ring Clear Voice 5 minutes before the start of the session
- Introduce yourself to the interpreter. Ask for their ID number if the interpreter does not volunteer that information. It is possible to ask for their services again in future so keep a record of name and ID number
- Brief the interpreter on the length of call, context (Grenfell Tower), potential learner issues, pace and patience required and training method – initial 3-way phone call and possible use of Zoom.
- Explain to the interpreter the challenges of remote training so they are prepared for this possibly new experience for them.