

## Before Your Session

### Equipment

- We advise you have the following equipment ready prior to your session
  - Laptop/Tablet – *with a mic and webcam*
  - Pen/Pencil
  - Paper
  - Calculator – *preferable the one you use for your level of study*

### Zoom

- Prior to your session you will be details on how to access the session via the platform Zoom. This information will contain:
  - A URL link to the meeting
  - A meeting ID
  - A password
- If you have not used ZOOM before you can find lots of information to help you below:
  - [Support Guide](#)
  - Video Guide – [How to Join a Zoom Meeting](#)
  - [Test Session with Zoom](#)
  - [Zoom Support Center](#)
- For added layer of security when you join the session you will be added to the ‘waiting room’. From here you will be ‘admitted’ to the meeting. Once you have joined the session the meeting will be ‘closed’ so no one else can join.
- We advise you join each session 5 minutes before the session starts.
- If you have not used zoom before we recommend having a ‘test’ meeting with ZOOM at least 24 hours before your first session. A test session with zoom can be found [here](#) .
- You can download the Zoom programme [here](#)

## During Your Session

### Learning Environment

- We recommend the following steps are followed during the sessions in relation to the learning environment the student is in.
  - Reduce distractions by turning off phones, social media and TVs. We advise you remove your phone from the work room entirely.
  - Ensure the learning space has good lighting. This can include natural lighting from windows or light from lamps
  - Choose a chair you can sit in comfortable for the length of your session
  - Ensure a flat surface is available for any written work
  - If possible, the learning space should only be used for learning; this includes, for example, attending other online classes, doing homework
  - Students work in an area where a supervising adult in present or nearby
    - If the above is not possible doors should be left open so a supervising adult can access the learning environment if required

### Recordings

- In line with recommendations from ‘The Tutors’ Association’ Code of Practise all sessions are recorded and stored securely. If you do not want your session recorded please contact Arthur Moore directly at [Arthur.Moore@mooredu.co.uk](mailto:Arthur.Moore@mooredu.co.uk) .
  - You can find out more about ‘The Tutors’ Association’ [here](#).

# Online Session Guide

## What can parents/guardians do to support sessions?

- Create an environment where the student can complete their work to the best of their ability free from distractions (see above)
- Provide any topics of focus 48 hours in advance to Arthur Moore at [Arthur.Moore@mooreedu.co.uk](mailto:Arthur.Moore@mooreedu.co.uk)
- Ensure students have the correct equipment prior to the start of the session

## Loss of connection

- If for any reason you are disconnected from the session you can re-join by using the same link as before. If you still cannot re-join you can contact Arthur Moore directly at [Arthur.Moore@mooreedu.co.uk](mailto:Arthur.Moore@mooreedu.co.uk)

## Post Session

### Recordings

- Upon request you can access to the recording of your sessions via a link and a password. If you cannot access the recording please contact Arthur Moore directly at [Arthur.Moore@mooreedu.co.uk](mailto:Arthur.Moore@mooreedu.co.uk)

### Feedback

- If you have any feedback regarding your or your child's session please contact Arthur Moore directly at [Arthur.Moore@mooreedu.co.uk](mailto:Arthur.Moore@mooreedu.co.uk). Often adjustments can be made to improve the session going forward e.g. introducing a short 5 minute break mid session