

## Level 2: Delivering the Award – Booking and attendance guide for virtual workshops

### Session 1: Introduction, the ORB and SMART goal-setting

### Session 2: Effective mentoring, coaching and Award case studies

### Session 3: Understanding the AJ: Requirements, management and roles

- The Delivering the Award virtual workshop is delivered live online using Zoom and sessions are fully interactive.
- Delivered over 3 x 3-hour sessions. 100% attendance across all 3 sessions is necessary to successfully complete Level 2 and be fully accredited to be an Award Leader and AJ Assessor and Supervisor in an Independent Award Centre (IAC).
- Before you submit a Booking Form for a virtual course, please ensure that you are able to attend all 3 sessions.
- The sessions will be advertised across a number of time zones and times of day, spread over a two week period.
- Spaces are limited and places will be allocated on a first come, first served basis. Early booking is recommended to avoid disappointment.
- Delegates will need to have access to Zoom and should ensure that this access is set up before the start of the first session.
- Delegates will be sent a link and password to access all sessions via email upon completion of the registration process (see below). This link is unique to the named delegate and must not be shared.
- Each session will start precisely at the advertised time and it may not be possible to go back over material missed by late arrivals.
- Active participation is required and encouraged – the sessions work much more effectively with effective engagement. All delegates will be heard and seen throughout, just as they would be if we were in a room together.
- Technical requirements: Delegates will need a microphone, speakers and camera. A good internet connection is essential, along with a quiet place to call from.

## Technology and attendance requirements

### Technology

- We will be using Zoom for all sessions. You can join from any internet-enabled device, although we strongly advise against using a mobile phone/tablet as it is difficult to view slides and interact with others.
- If you already have the Zoom desktop client or app installed that is great.
- If you do not, don't worry as the workshop can be run without it being installed. You just need to click on the joining link that you will receive once your registration has been confirmed.
- During the third session we will be using an online tool (Kahoot), so ideally you will need a smartphone or tablet to hand to access this.
- If you have not used Zoom before then try out your set-up at <https://zoom.us/test>.

- Prior to the first session check that your connection, audio and video all work. During the test, have a practice at opening documents on your computer so you can see both at the same time, as you may want to do this during the course to look at workshop materials.
  - Click the blue “Join” button to launch Zoom.
  - When prompted by your browser, click Open Zoom Meetings. If you don’t have Zoom installed on your computer, follow the prompts to download and install Zoom.
    - If you already have the Zoom desktop client/app installed, this will open up the desktop client/app & immediately state that the meeting ID is not valid. Don’t worry about this. Simply click on “OK” to clear the message. Click on the gear-shaped settings icon to then access your video and audio settings.
  - The test meeting will display a pop-up window to test your speakers. If you don’t hear the ringtone, use the drop-down menu or click “No” to switch speakers until you hear the ringtone. Click “Yes” to continue to the microphone test.
  - If you don’t hear an audio reply, use the drop-down menu or click “No” to switch microphones until you hear the replay. Click “Yes” when you hear the replay.
  - Click “Join with Computer Audio” to join the test meeting with the selected microphone and speakers.
  - You will then join the test meeting as an attendee.
  - **Please spend a few minutes learning what the various functions are on your screen, especially the audio & video settings in the bottom left hand corner.**

#### Room requirements

- So that you get the very best from your workshop please ensure that you are able to work in a comfortable, well-lit, quiet room, with minimal background noise and distractions.

#### Materials: pre- and post-learning

- All the materials (handouts, case studies and activities) will be sent to you via email before the workshop.
- Please ensure that you have familiarised yourself with these and have them to hand for the workshop sessions.
- If you want to and have access to a printer, you can print it out, but it is not required to have it all printed.

#### On the day of your sessions

- You need to sign into the session at least 15 minutes before the start
- Do not forget to enjoy the sessions and engage with others. We are all getting used to this new way of working and the more questions and engagement, the better.

## During the workshop sessions

- Join the session early, at least 15 minutes beforehand to make sure your technology is working. You will join a virtual 'waiting room'. The host will welcome you from the waiting room, into the training session and will make sure you can access all functions.
- Once you know everything is working, feel free to switch your video off temporarily and go and get a tea/coffee/water before the course starts.
- Ensure your microphone is **automatically muted** when the session begins, so that background noise does not interrupt the trainer while they are presenting.
- We recommend that you **mute your microphone when not speaking**. If you want to speak and your microphone has been switched off by the host, use the 'raise hand' option (click on 'participants' at the bottom of the screen to find this option). You can also use the **chat function** in the settings bar if you have questions during the course and do not feel comfortable asking verbally.
- You have some **options for the layout on your screen** - you can adjust it to make it more comfortable for you. When the trainer does not have the slides showing you can switch between '**speaker mode**' to focus on the person speaking or '**gallery view**' - this is done via a bar in the top right hand corner of the screen.

## Comfort breaks

- There will be two comfort breaks during each session.

## Registration & workshop fees

You will receive the Zoom access links upon successful completion of your registration. Registration is not confirmed until the following requirements have been met:

- You have submitted a completed Booking Form (available via <https://intaward.org/deliver/training-events/>)
- You have completed the required Level 1 online courses (available free of charge under the 'Courses' section of the [Award Community](#)). Please ensure that you (and delegates you are booking for) have completed Level 1 before submitting your Booking Form.
- Your course fee is settled. You will be sent a payment link/invoice via email within 5 days of submitting your booking form.
- If you have an existing booking on a face-to-face workshop that has been cancelled, you will be able to advise us during your booking and we will transfer the payment to complete your registration.
- Please note that if your IAC has outstanding invoices on account, your booking will not be processed until these are cleared.

### **Workshop fee**

The fee for virtual Level 2 workshops is 200 GBP / 256 USD / 228 EUR

In light of the impact of COVID-19 on many IACs and our desire to ensure we can help to support growth in the Award in all settings, we are offering a 15% discount applicable on all virtual Level 2 Workshops booked by 31 December 2020.

### **Cancellation**

Once your registration is complete cancellation will be permitted with no less than 7 days notice before the first day of the workshop. Within 7 days the fees will be non-refundable. Substitutions may be effected up to 7 days before the first day of the workshop.

If substitutions need to be made, please email [operations@intaward.org](mailto:operations@intaward.org).