

# Zoom etiquette for delegates

## Course link

- The Zoom link issued for this course is unique to the registered delegate – **please do not share**.
- Only registered delegates will be admitted to the course.
- Only the delegate booked on to attend the course should sit in on the session (as per in-person events). Schools will be invoiced if additional colleagues join the viewing.

## Before joining the course

- Please have your programme and any pre-course materials (if applicable) ready.
- Check your audio and video settings are working correctly.
- Position yourself so that you have good lighting with a neutral/appropriate background.
- Please consider your camera position – ensure it is focused at eye level. Doing so will help to create a better sense of engagement with other delegates and the presenter.
- Please aim to join us at least 5 - 10 minutes before the published start time. We will start the course promptly.

## Upon joining the course

- Use the Zoom rename function: hover over your image, click on the three dots and rename as “first name, last name, school name.”
- Turn on your camera. We strongly suggest delegates have their video camera on for the duration of the course. This will help to make the virtual experience more collaborative.
- Mute your microphone. IAPS has permission to “mute all” delegates if required.

## During the course

- You are encouraged to ask questions throughout the sessions. Please either:
  - raise your hand physically or virtually and when invited to do so, unmute your microphone.
  - use the chat function. Please only forward chat messages relevant to the course.
- Some courses will use breakout rooms. Be ready to unmute yourself to engage with the activity. Please ensure upon return to the main session that your microphone is muted again, unless otherwise instructed.
- Due to GDPR regulations, sessions will not be recorded.

## Technical problems

- If you have trouble hearing the presenter or seeing presentations, please send a message to IAPS via the chat function.
- If you need the support of IAPS during the course, please send a chat to the IAPS representative who will be available to help.

All sessions are monitored throughout by IAPS.

Thank you for complying with these requests which we hope will ensure a positive experience for all participants.

**CANCELLATION** If a delegate cancels his or her application up to and including 4 weeks prior to the date, a refund of 75% of the fee will be given. 50% of the fee will be refunded up to and including 2 weeks prior to the date. Thereafter, IAPS regrets that no refund can be made. **INSURANCE** IAPS regrets that it cannot accept liability for loss or damage however caused to the personal property of any person attending this of any other event organised under the auspices of the Association.

Book online at [iaps.uk](http://iaps.uk)

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