



Facilitator Checklist

Thanks so much for becoming a facilitator for the Online Academy! **Please read this Class Checklist ahead of your class.**

You'll always have a representative from Shine From Within on the class with you, and most likely it will be Amanda. The representative will start the session, make sure the class is recording, do an Acknowledgement of Country and then hand it over to you. Our representative will be there to support you throughout the class, manage any technical issues that come up, ask questions and encourage engagement from students and generally be there cheering you on!

If for any reason we are unable to have a representative present, but we agree (ahead of time!) that you are comfortable and able to host the class on your own, we have provided extra details about how to run the class at the end of this document. **For most of you though, this isn't something you need to worry about.**

About our Members

A little background information on our members so you know what to expect. They are wonderful! Most have been members for over 12 months now so they're very used to being on Zoom and being amongst each other. Some traits:

- It's likely you'll have around 4-12 students on any class live. The rest will watch the recording. As we have students in India, South Africa, Switzerland, Australia, USA, New Zealand, etc it's impossible for them all to be on every class.
- The age range is 12 - 19.
- They are smart, curious, very kind and respectful, love to learn and always get something out of the classes. We recommend checking in with them at the start of the class to see what they already know about your topic and engage them as much as you can throughout the class.
- Some are neurodiverse, some are academically gifted, many are very creative and many of them are doing some form of alternative schooling - either they've skipped ahead to University, are homeschooled, are at an independent school where they have more autonomy over their learning, etc.



- Most of them will turn on their videos, but some won't always feel comfortable to do this. It's important that they feel validated no matter how they show up on the day and that they don't feel pressure to be 'on' or engage if they're not up for it that day.
- In saying that, they do LOVE to engage and often if you wait an extra few seconds when you pause for their input and ask a question you'll see that they are busily typing a response for you in the chat box or pondering before unmuting - **pause a little extra for them** and they'll always engage. We promise :)

Class Format and Slides

Our Online Academy classes run for 1 hour. There will be an introduction by the Shine From Within representative and we love to leave time at the end to answer any final questions or shares from the members too. We therefore recommend that the class part of the session run for approx 40-45 minutes. It's also ok if it runs short! We find the members can get fidgety at the 1 hour mark and it's important that we respect their time too so we prefer to go under and not go over.

If you plan to create and use slides, here are some design guidelines for you (note that you do not *have* to create slides!):

You can download our handy checklist [here](#).

Or use this Canva template to get you started [here](#).

Another point to keep in mind with your design - if you're using photos, try to ensure you represent a variety of people, skin colours, race, abilities, etc.

Getting Setup and Joining the Class via Zoom

Note: there is quite a lot of detail below but most of you will only need to read up to the orange highlighted section. Whether you've hosted calls on Zoom before or a new to it, PLEASE READ up to this section.

If you've never hosted a zoom call before, you should find everything you need here to feel comfortable and we encourage you to have a play in your own Zoom account ahead of time so you feel comfortable sharing your screen, can find the chat box, etc. Here's a [video](#) taking you through how to use Zoom as a host that you might like to watch ahead of time.



❑ Get your physical area ready

- ❑ Have a glass of water there for yourself
- ❑ Make sure there is as little background noise as possible
- ❑ Check your video and background - open Zoom > Preferences > Video to see how you look. Ideally you are well-lit so you may need to move around so you're facing a window or turn on a lamp and face it towards you.
- ❑ Have this checklist printed off or up on your screen so you can use it each time you have class.

❑ Login to Zoom around 15mins before your class using your own account.

- ❑ **Then click on the event link to join the class** (logging into zoom is not enough, you MUST then click on your specific event zoom link which you would have been sent via email). Otherwise you'll be in a different room to where the students are.
- ❑ The Shine From Within representative will meet you on Zoom (students sit in the waiting room until we admit access to them). You will be able to speak to us and ask any questions before we let others join.
- ❑ The representative will start the session, make sure the class is recording, do an Acknowledgement of Country and then hand the class over to you after a minute or so. We jump straight in as the members have been on many classes.

Get in touch if you have any questions! Sometimes, with all of this information for you, we don't make the simplest thing clear so no question is silly :) Email Tash on info@shinefromwithin.com.au

Trouble-shooting

If you have any issues joining the class here is some trouble-shooting:

- Make sure you have the correct Zoom class link. This was emailed to you and will be a unique link that you must click on after you've logged into Zoom.
- If you've jumped on 15mins early and it says 'waiting for the host to start the meeting or the host is in another meeting, wait a few minutes as Amanda may be running late on another call.
- Make sure you have the correct day and time of the class.

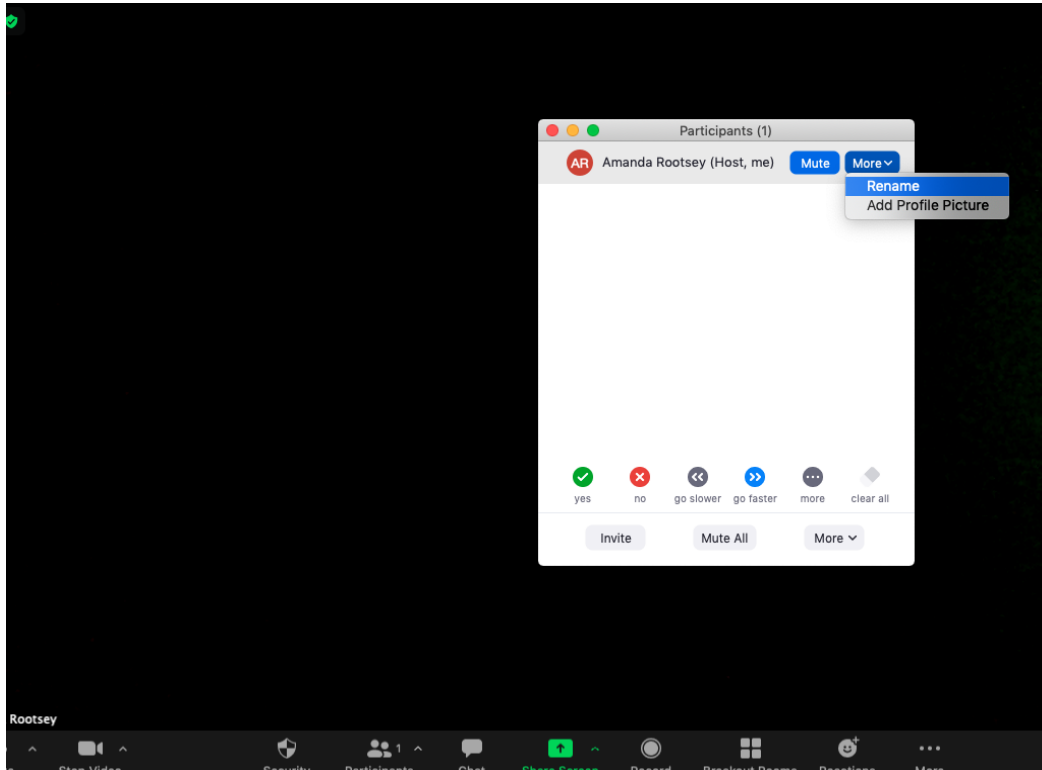


- If you have an emergency situation and can no longer attend the class, please make sure to email info@shinefromwithin.com.au AND let Amanda know too by contacting her via What's App.
- If you've tried everything and need urgent support, please contact Amanda via What's App on +61430035740.

The remaining content is only for anyone running a class without a Shine From Within Representative, which would be discussed and agreed upon ahead of time OR in the unlikely event that Amanda is suddenly unwell and asks you to run it solo.

Hosting the Class without a Shine From Within Representative

- ❑ **Login to Zoom as Shine From Within using our login details (we'll provide these via email at the time of asking you to host the class solo). You'll need to try this a day or two in advance because Zoom may ask you for a verification code so we'll likely need to be online when you try to login for the first time.**
- ❑ **Get your digital space ready**
 - ❑ Open your slideshow and any notes you need (either on another screen, on an iPad next to you, etc). Your notes should include a clear introduction and clear notes on how you'll close the workshop strong and promote your own work.
Tip: if you'd like more space on your desktop while you're delivering, you can plug in your iPad and have your slides on the iPad. When you go to Share your Screen, you can select 'iPhone/iPad via cable' as the option.
 - ❑ Make sure you're wearing headphones (your phone headphones, like the white apple ones with a cord that include a speaker are perfect - but any headphones with a built-in microphone should work).
 - ❑ **Change the account name to your name**, including pronouns. See image below to do this>> Click on 'Participants' and then hover over your name in the pop box to 'rename'



- ❑ **Allow participants in.** Admit a participant to the meeting by clicking on Participants. You can then either clicking Admit All or in the Waiting Room Section, you can click Admit next to the participant's name to allow them to join the meeting.
- ❑ Say 'hi' to everyone as they're coming in to the room
- ❑ Ask them to open up the chat box and say 'hi' in there with their first name, the city/country they're from (encourage them to share the Aboriginal name if they are in Australia) and one word for how they're feeling right now or something else appropriate for your class
- ❑ When you've let people in from the waiting room and you're ready to officially start, check the following:
 - ❑ make sure you are on '**Speaker View**' (not Gallery View) - this is the middle option when you are sharing your screen and you hover over the heads to toggle between different options.
 - ❑ Open the chat box so you can see if any new comments are made but try to move this away from your shared screen (the chat box won't be shared but sometimes wherever the chat box is sitting on top of your shared screen it can make that part of your slides a little blurry)



- ❑ Make sure you are unmuted with video on and everyone else is muted (you can mute everyone from the Participants box)
- ❑ Say something like the following before you record (if you're running a class that's likely to bring up emotional discussions - not necessary if it's a fitness or creative class): *A reminder that while these classes are recorded for our vault, what you share here cannot be totally private or confidential. And if you share something that indicates or raises suspicion of harm to self or others then we do, by law, have to report this and take it further and will let your parents know and ensure you are safe.*

And finally, I'm not a counsellor or psychologist in this space and of course this is a group setting so I cannot provide personal advice or recommendations other than us all sharing our own experiences and opinions. Anything shared today is what has worked for me and tools that I really love. It's up to you to decide if something will be useful for you.

- ❑ Start with zoom housekeeping BEFORE you hit record (*note: most members have been to loads of classes you can probably ask if anyone is brand new to the Online Academy and if so to say so in the chat box. If they are then you can spend more time on the below, otherwise you can probably race through it and just remind them that you're about to hit record*):
 - ❑ You can choose to have your video on or off, and you can find the video icon down the bottom of the screen on your computer. If you're joining by phone you'll also see the mute and stop video/start video icon down the bottom of the screen (you may need to tap on the screen to see these options). We will be filming this class so please turn your video off if you prefer not to be recorded.
 - ❑ You can choose your view - gallery view or speaker view. You'll find the button for this at the top right of the screen or swipe across if using the app on your phone or tablet.
 - ❑ You'll also find an icon along the bottom for 'chat' - if you click on this you'll be able to type in comments or questions into the chat box that everyone can see. If you can't see it, you may need to click on 'more' to see this function or swipe across if on the app.
 - ❑ You'll find a 'raise hand' function here too (in the chat usually) and even some 'reactions' you can choose from if on your desktop. Try them out now if you want to :)
 - ❑ We'll have some time for discussion throughout the class/at the end of the class so I just ask that you don't unmute yourself and jump in until we get to this part of



the class. If you would like to jump in with a question though, pop a note in the chat box or raise your hand and then I can pause at a good spot and get into it :) (you may want to adapt this depending on the flow and style of your class).

- ☐ Finally, you can change your name and can add your pronouns by hovering over your name in the participants box or clicking on the 3 little dots on your own video

- ☐ **HIT RECORD + get started** (*this should record to the Cloud, not your local computer*) -
- ☐ Introduce yourself, your class title, and what they'll learn today.
- ☐ Include an acknowledgement of country if you are based in Australia (make sure you google your location for the name of the land and the people of the land - <https://www.commonground.org.au/learn/acknowledgement-of-country>)
- ☐ Include any housekeeping and resources they may need, such as:
 - ☐ A notebook for recording any questions you might have going forward etc
 - ☐ Any worksheets they might need printed or opened on the screen
- ☐ Make sure when you share your screen that you select the correct screen or window and ensure you have your view on 'speaker view' not gallery view so that you record just yourself and the screen (not all the participants).
- ☐ When sharing screen let participants know they can move the floating head or change view to side-by-side view.
- ☐ At the end of your class make sure you check in with them to see if they have any final questions or if they'd like to share anything (but make sure you have paused the recording!)
- ☐ Perhaps engage them one more time here by asking them to share one thing they got out of today in the chat box (or go around the group!).
- ☐ Close by thanking them for being there, letting them know where to find you and encouraging them to book in for more of your classes.
- ☐ Congratulate yourself for running a wonderful class!!!!

If you have any issues at all during your class where you are worried for the safety of any of your students, please contact Amanda via What's App on +61430035740. You'll also need to file an incident report which you'll find [here](#). If Amanda isn't there with you that is. :)