

## Student and Parent Guide

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# Online Consultations



For children and teens

Thank you for booking an online consultation with the British Council!

**Both you (as a parent/ guardian) and your child must be present during the consultation.** It will consist of an oral interview with a teacher followed by a short conversation between you and one of our customer service advisors who will find the right course for your child.

## Get ready for your child's online consultation!



### Be seen and be heard

You and your child will need to have a camera in order to participate fully. If you have ever used Skype, FaceTime or any other video calling app, the experience is very similar. Ear/headphones with a built-in microphone are also needed to speak to the teachers and our customer service advisors during the consultation.



Test your video and mic before the consultation if you are not sure they work.



### Be in a quiet place

For the best experience during the consultation, find a place where other people will not interrupt and where noise is not a problem.



Use a desktop/laptop computer, phone or tablet.



### Be properly connected

You are going to need a **stable internet connection**. A poor connection will mean our teacher and advisors may find it hard to hear or see your child during the consultation.

# Connect with us online

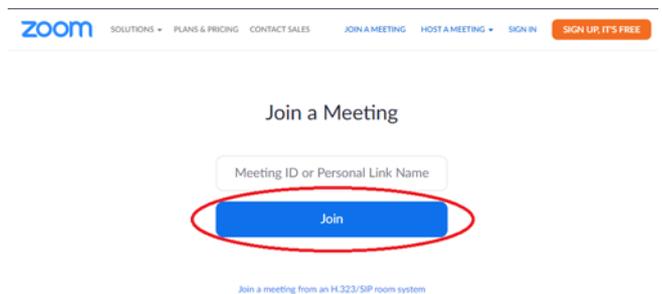


Click the Zoom link you received in your confirmation email. Make sure to do this 2-3 minutes before the time you chose for your consultation.

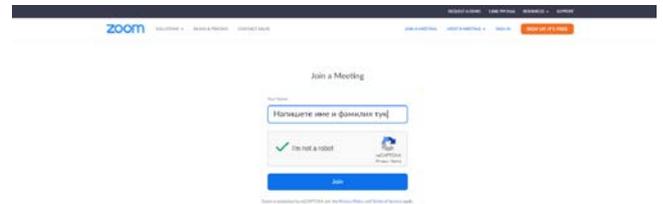
You will be prompted to either download the Zoom app on your device or open it in your browser. Either options should work fine.



Click on the **Join** button.



Enter your first name and the initial of your last name (parent name), for example Maria V., and click the **Join** button.



Click on the **I Agree** button to accept Zoom's Terms of Service and Privacy Policy.



You will be taken into the **Waiting Room** and be admitted to the 'classroom' when it's time for your consultation.

We'll let you into the classroom in just a moment.



ADULT Zoom Consultations - June 2020

In line with our Safeguarding Policy, we will only let British Council students and customers who have booked an online consultation into the classroom. To help us keep your personal data and the classroom safe, please use your first name and initial (e.g. Maria V) to identify yourself. Thank you.

# During your online consultation



This button mutes your microphone. Click again to unmute.



This button stops your video feed. Click again to become visible again. **Please note that your camera must be turned on during the online consultation.**



This is the chat box. You can send written messages to our staff members during the consultation, if necessary.

You will see this screen when your consultation begins:



We look forward to seeing you online!

## Need help?

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