

Subject: Virtual training/meeting conduction policy

1. Introduction:

Due to COVID-19 pandemic, COAST has to conduct regularly online training/meeting from office and home. COAST also has to conduct more meetings, trainings and important issues through online for some more days in future. For this reason, to attend and to conduct this type of meeting, staff has to be careful on some important issues. COAST usually uses Zoom link, GoToMeeting link, Facebook live and teleconference for conducting a meeting or training. Staff can participate and talk directly using Zoom link and GoToMeeting link and can use Chat box for comments. Staff can also make questions in the Chat box through taking part in the Facebook live. Whatever the staff participation mode is, they have to obey some specific rules for discipline while a meeting/training is in progress.

2. Objectives:

- (a) To know what to do before participating an online training/meeting
- (b) To ensure effective participation in the online training/meeting
- (c) To improve staff capacity using one to one method.

3. Training/meeting mode: Virtual

Trainer should use Zoom link when the meeting participant is about 500 (everybody can be able to use video). Moreover, 250 people (25 people can connect with video) can conduct meeting using GoToMeeting link, a 60-minute free meeting can be conducted using Google meet and 50 people can conduct a 40-minute free meeting using Zoom meeting. One to one training can be conducted using Teleconference system.

4.1 Training Conduction Method:

- a. First, trainer should prepare a training outline and a content list then take approval form The Deputy Executive Director and Executive Director.
- b. Trainer should conduct the online course using Zoom link, GoToMeeting link, Skype or Teleconference system.
- c. Trainers should study the content and prepare PPT slide before conducting his/her session.
- d. Duration of each session should be 20 minutes through slides presentation.
- e. Lecture method should be followed and after each session 10 minutes' time should be used for a Q&A session.
- f. An examination using Google form will take place after ending of each course.
- g. After examination, all training materials should be emailed to all_coast@googlegroups.com and uploaded in the website.
- h. There should be a moderator in the training and at least two trainers for conducting sessions.
- i. The training usually should kick off at 3.00pm on Friday or Saturday.
- j. The training could continue the 2nd and 3rd day if it is not completed in 1st day.

4.2 Meeting Conduction Method:

- a. Every training should be conducted online.
- b. Duration should be no more than 90 minutes.
- c. Meeting/training could be kicked off at 7.30pm on the working day, if emergency requires.

5. Development of Curriculum

A curriculum has to be developed before conducting a training. A chart of that in below-

Name of the training:

Date & Time:

Session no.	Name of session	Duration (min.)	Objective	Method

6. Participation rules:

- a. Join the Zoom or GoToMeeting link at least 15 minutes before the training/meeting starts.
- b. Contact IT section or host if anyone encounter problems accessing the link. Prior connection will help ensure anyone's joining the training/meeting on time after solving connection problems, if found any.
- c. Participant can write in the Chat box or click on "raise hand sign" to speak in the training/session. S/he can only speak when moderator or facilitator allows him/her.
- d. Participant should ensure the microphone is muted. Only unmute it when to speak.
- e. Ensure the video is on for whole time during the meeting/training. Participant can off the video prior noticing to the moderator, only if s/he faces poor internet connection.
- f. Those who have smart phone should join the training/meeting using Zoom/GoToMeeting link.

7. Rules for host/facilitator

- a. Share the objective of the meeting/training to the participants at the beginning.
- b. Share agenda for the meeting, sessions and facilitators name of the training.
- c. Identify one participant who should take note of the meeting/training.
- d. Create space for participants for a Q&A session after each meeting/training.
- e. Ensure sending the summary of the meeting/training (decision, plan, etc.) to all.
- f. Host/facilitator should ask the supervisors to identify the staff who did not participate.
- g. Conclude the meeting within the time frame.

8. Rules for both participant and host/facilitator

- a. Demonstrate professional attitude.
- b. Check internet connection, microphone sound, webcam, etc. before starting.
- c. Use head/earphone to listen to clearly.
- d. Keep your phone silent and do not receive if it is not an emergency call.
- e. Identify the right distance from the webcam and where to take seat against the light so that everyone can see the facilitator clearly during the virtual meeting/training.
- f. Take seat in a right place and avoid disruption. Close the door or if it is not possible then inform the family members that s/he is in a training/meeting.
- g. Shun away from other activities like checking email, etc. during the training/meeting.
- h. Wear formal dresses.
- i. Clear things from the background that looks odd in the camera or seat elsewhere in a good place. Should do that before the training/meeting starts.

9. Training Evaluation Method:

- a. Assess performance of the participants after the training.
- b. Use Google form to prepare assessment form.
- c. Use MCQ method to take an exam.
- d. Send the exam link to the participants right after the exam and set a time frame to submit their answers.
- e. There should be a pass mark in the exam. If any examinee fails to obtain so, s/he would be asked to submit an explanation and administrative action would be taken against him/her.
- f. After final evaluation of the participants, the evaluation sheet should be sent to the training unit and a copy should be preserved in the personnel file of the respective staff.