



## Example Joining Instructions

Below is an example of the joining instructions that we send to delegates for live online training. Please feel free to adapt these for your own delegates.

### Joining Instructions

We look forward to welcoming you to your training course.

Please take a moment to review the important information in this email regarding accessibility, camera use, and emotional wellbeing.

### Accessibility

We strive to accommodate all delegates' needs. If you have any accessibility or support requirements, please contact us as soon as possible, ideally 48 hours before the session. Additionally, if you feel comfortable, we encourage you to privately inform the facilitator of your needs at the start of the session.

### Emotional Wellbeing

This session will cover emotive topics, including real-life examples that may be upsetting or triggering. Our facilitators are trained in Trauma-Informed delivery and aim to create a safe space. Please prioritise your wellbeing—feel free to take a break or leave the session if needed. If you do so, kindly inform your facilitator or email us so we know you are safe.

### Preferred Pronouns, Name and Pronunciation

The facilitator will use the name displayed on your screen. They may privately ask how to pronounce your name correctly.

### Environment

To get the most from this session, please ensure you are in a quiet, distraction-free environment. Avoid covering shifts, answering calls, or sharing an office during the training. Wearing headphones is recommended. If you have any concerns about your environment, please let your facilitator know at the start of the session.

Before the session, make yourself comfortable, and have a drink and any items





(e.g., pens, fiddle toys) that help you stay focused.

### Assessment of Understanding

We encourage camera use during the session, but if you prefer not to or face technical issues, please engage actively through verbal communication, chat box and activities. The facilitator will complete an engagement checklist and can only certify your attendance if they have evidence of your active engagement.

### Technical Problems

If you encounter technical issues on the day of your training, please contact your internal IT team (if you have one). If further help is needed, please email (insert your own email address) or call (insert your number).

### Cancellation

If you are unable to attend, please notify us at (insert own email address) at least 72 hours before the session. Many of our courses have waiting lists, and your place could be given to someone else.

Non-attendance may incur a £50 charge to you or your organisation. If your organisation has booked and paid for the course, your absence will result in a wasted space.

**We believe quality, values-led training can transform lives, and we look forward to seeing you online.**

Thank you for being you  
The Taye Team

To view our full course list, find out more about please visit (insert own website). If you require further information, please feel free to call us on (insert own number) or send an email to (insert own email address).

The information contained in this e-mail is confidential and solely for the use of the intended recipient(s). If you receive this e-mail in error, please notify the sender, and immediately delete the e-mail. In such circumstances, you must not make any use of the e-mail or its contents.

