

Step – Dealing with issues in online lessons

Task - Answers

1) A learner can't get their audio or video to work even though they say their speakers and microphone are working.

E) Ask the student to exit the platform and come back in again. Often this solves the problem.

2) A learner constantly speaks over other learners, or calls out when asked not to.

B) Mute all, or problem learners, so that they are unable to distract others. This could come after a warning (younger learners).

3) A learner is very shy and refuses to speak or fails to participate.

F) Build the learner's confidence by asking them to answer via the chat box to you privately so they participate. Make sure they have enough support and give praise.

4) The same few learners put their hands up to offer an answer or type their answers in the chat box.

A) Make it clear at the start of a course what your expectations are regarding answering questions. Make sure learners know they are all expected to do so.

5) Some learners dominate group work in breakout room activities.

C) Make it clear at the start of a course what your expectations are regarding collaboration so that learners know to take turns to speak.

6) A learner's connection is unstable.

D) Ask the learner to turn off their video as this can help.