**Communications Schedule**

It can be very useful to have your registration, email communications, Zoom links, and evaluations prepared and scheduled for delivery in advance of the course commencing.

Template documents prepared have been created on the basis of Microsoft Office Suite being the main system for delivery.

All templates are suggestions to support your preparation and can be used and adapted as appropriate for your purposes.

**Tips:**

If using Microsoft Forms:

* Ensure that each form’s “Settings” is open for anyone to respond to, not just internal account holders.
* Create the Form within the Microsoft Team that facilitators are using in the background to allow those involved in delivery to access useful information.

Check in advance with individual participants if there are any digital/other support needed in advance of the course starting. Some participants may never have used online platforms for accessing materials or training previously. There may be a little time required for a small number of individuals to have one-to-one support in advance of course commencing.

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| **Timing of Communication** | **Item** | **Template Suggestions** | **To include** |
|  |  |  |  |
| Registration  Date/Time | Online Registration Form  Link to be included in:   * Email * Social Media * Website * Posters/Flyers | 2. Registration Text & Questions | Link for:   * Registration |
| Once Registration has closed  Date/Time | Email: Pre-Course | 3. Pre-Course Email | Links for:   * Zoom/Teams Meeting |
| Day before delivery  Date/Time | Email: Pre-Session 1 | 4. Pre-Session Email | Links for:   * Zoom/Teams Meeting * Session Materials |
| Immediately after delivery  Date/Time | Email: Post-Session 1 | 5. Post-Session Email  6. Session Evaluation | Links for:   * Post-Session Evaluation * Session Materials |
| Day before delivery  Date/Time | Email: Pre-Session 2 | 4. Pre-Session Email | Links for:   * Zoom/Teams Meeting * Session Materials |
| Immediately after delivery  Date/Time | Email: Post-Session 2 | 5. Post-Session Email  6. Session Evaluation | Links for:   * Post-Session Evaluation * Session Materials |
| Day before delivery  Date/Time | Email: Pre-Session 3 | 4. Pre-Session Email | Links for:   * Zoom/Teams Meeting * Session Materials |
| Immediately after delivery  Date/Time | Email: Post-Session 3 | 5. Post-Session Email  6. Session Evaluation | Links for:   * Post-Session Evaluation * Session Materials |
| Day before delivery  Date/Time | Email: Pre-Session 4 | 4. Pre-Session Email | Links for:   * Zoom/Teams Meeting * Session Materials |
| Immediately after delivery  Date/Time | Email: Post-Session 4 | 5. Post-Session Email  6. Session Evaluation | Links for:   * Post-Session Evaluation * Session Materials |
| Day before delivery  Date/Time | Email: Pre-Session 5 | 4. Pre-Session Email | Links for:   * Zoom/Teams Meeting * Session Materials |
| Immediately after delivery  Date/Time | Email: Post-Session 5 | 5. Post-Session Email  6. Session Evaluation | Links for:   * Post-Session Evaluation * Session Materials |
| Day before delivery  Date/Time | Email: Pre-Session 6 | 4. Pre-Session Email | Links for:   * Zoom/Teams Meeting * Session Materials |
| Immediately after delivery  Date/Time | Email: Post-Session 6 | 7. Post-Course Email  8. Course Final Evaluation | Links for:   * Course Evaluation * Course Materials |