

TITLE: Policy – Virtual Classes

CONTENTS

- 1.0 PURPOSE
- 2.0 SCOPE
- 3.0 RESPONSIBILITIES
- 4.0 POLICY

1.0 PURPOSE

The purpose of this policy is to outline the arrangements that apply for Virtual Classes

2.0 SCOPE

This policy forms part of the Terms & Conditions (T&Cs) applicable to all clients of NY Studio, located at Unit 21, Terry Dicken Industrial Estate, Station Road, Stokesley, TS9 7AE.

3.0 RESPONSIBILITIES

The business owner will be responsible for ensuring that the T&Cs are kept up to date
 Clients should make themselves familiar with the contents of this policy document.

4.0 POLICY

On next page

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TITLE: Policy – Virtual Classes

NY Studio Pilates: Virtual Classes

Please take a moment to read because this is how we roll.

Our virtual classes are either live streamed or available as pre-recorded online content. Because the classes are virtual you can take your class any place that is convenient for you. We want you to receive as much enjoyment from our virtual classes as you do from attending face to face. The guidance in this policy will help everyone receive the best experience from their sessions.

1.0 Live Streamed Sessions

1.1 Exercise Equipment

You will need an internet enabled laptop/tablet/smartphone and suitable internet access.

You don't need specialised exercise equipment, however an exercise mat and head pillows will make exercising more comfortable.

Make sure you have a space with plenty of room to exercise – we don't want you to knock over or damage your furnishings!

1.2 IT Equipment and Software

NY Studio has subscribed to the streaming platform Zoom. Zoom is a platform for hosting Virtual Classes. They are called 'Meetings' on Zoom, but this is the same thing. You will need to download Zoom and set up a free Zoom account (Basic Account).

You can connect via your computer (desktop, laptop) or through a mobile phone or tablet. Please see the PDF Help Sheet on how to do this. How you set up Zoom will be dependent on the IT device you use.

Please note that your IT equipment and software setup is your responsibility.

1.3 Before Joining a Class

Before joining a class make sure you have downloaded Zoom and set up your IT device correctly so we can start on time.

Do have your exercise equipment close to hand- ideally not placed on the same side of you as your camera.

If there is more than one person in a family joining the class, ensure your devices are set away from each other, to avoid potential device 'feedback'.

If you have any concerns or changes to health, do send your teacher a message in advance. This can be done from Zoom, or by text or email. (*Note that if you ask a verbal question during a Virtual Class, the whole group will hear)

1.4 Accessing Sessions

You can access the sessions either through the Zoom application using the codes and passwords provided or you may request a link that will take you directly to the application. Please note that Zoom periodically force a change to the access codes and these will be updated accordingly – we will advise when this occurs.

Once you have opened Zoom on your device and logged in you will need to wait for the teacher to admit you to the class. This will usually happen around 5 minutes before the start time.

To access the sessions request to 'Join A Meeting'

Click on the icon 'join' and you will be prompted to add the Meeting ID

You will be sent to the Waiting Room. Your teacher will be notified that you are waiting

Do have your video 'on'. (Press on the Camera Icon if your video does not auto-start when you are invited in to class)

Do have your mic 'on' (your mic will automatically be muted when you enter the classroom)

1.5 Exiting sessions

To end a meeting press 'End Meeting' (red)

1.6 Zoom Set Up

Camera Set Up

Make sure your IT device is set up correctly (i.e. your microphone and camera is switched on in your settings)

Place your camera or device so that your screen can see you side way on, about 5ft away seems about the correct distance, angled and slightly off the floor seems to work quite well

TITLE: Policy – Virtual Classes

Don't have camera facing a window as you will appear very dark on the screen. If this is your only option, close the curtains.

It is a good idea to have room lights on so that the image is clear.

You have the option to turn your camera off if you so wish, however it will be useful to still see you so that I can verbally cue everyone as normal. Please note that if you do turn your camera off or we cannot see you clearly you will be considered as undertaking unsupervised exercise.

Microphone Set Up

The microphone on your device should be sufficient. Make sure your IT device is set up correctly (i.e. your microphone and camera is switched on in your settings)

If Zoom prompts you about Audio, please select Computer Audio.

Display Name

Make sure that you set up your Display Name to your actual name, so that I know who is requesting to join.

Display

You can choose the way the class is displayed on screen. Zoom has a choice of 'Active Speaker' or 'Gallery View' displays.

-In 'Active Speaker' view the instructor will appear large on your screen, and everyone else small, making it easier for you to follow the class!

- In 'Gallery View' everyone appears the same size, making it easier for a group chat.

If you have any problems, just let us know. You can always read more about Zoom at the following URL: <https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>

1.7 Virtual Class Etiquette

We recommend that you set your view to 'Gallery'. This lets you see everyone in the class. It will remind you that everyone is listening when you speak and allows you to feel part of a 'class community'.

When the class starts you should switch to 'Active Speaker'. This lets you see the person who is speaking (usually your teacher) on full screen. If you wish to ask a question, you should wave- your teacher will unmute your microphone. Please note, the microphone will automatically allow you to be 'live' and everyone in the Virtual Class will hear what you say. Do give time for your teacher to reply- as there may be a slight delay!

Note that if you are using your mobile phone for class access, and it rings during class, your video screen will go blank until the call stops.

1.8 Recordings

Your teacher may occasionally record your Group Class / Tutorial Slot / Individual Session. Recordings are stored on the Zoom Cloud and are in accordance with GDPR standards. You will be told in advance if this is going to happen. Recordings can be useful, especially in Individual Sessions and Tutorial Slots. It is also useful for the teacher to review the lesson and analyse teaching skills

2.0 Pre-recorded Online Content

Pre recorded Online Content is provided in the Members area of the website for clients with active bookings. Active clients can access and use this material for free in accordance with our Terms & Conditions.