



Pallmedpro Information for Delegates

For the SCE Course 2022

We're really looking forward to welcoming you to our Zoom course in September. So that you can get the most out of the two days, please read through the following information.

GETTING SET UP

You will be sent the relevant link and joining instructions via the email you provided to us at registration, at least 24-48 hours before the course is due to start

If you are joining us for both days, the second link will follow before the second day (you won't get both together). Please check your spam folders.

A timetable for the day has been included, and we will do our best to run all sessions to time, but please bear with us, as with all online courses, things can be subject to change. You will be able to join from 08:30 BST each day – this half hour provides you with the opportunity to iron out any technical issues with the help of our web facilitator. We will also be showing important orientation information about the course during this time, which we ask you to familiarise yourselves with prior to starting. We recommend joining no later than 08:50 BST for orientation, but you are welcome sooner. Microphones will be muted during orientation.

We recommend joining the course via the Zoom app using a desktop computer or laptop

This will help ensure you get the full experience. Whilst it's possible to join our course from a tablet such as an iPad, this is **not recommended** as your experience during any interactive work (and the layout of the Zoom app) will not be the same, and you are likely to miss out or encounter difficulties with some elements of the course. Joining via a mobile phone is not advised.

Reliable internet and Wi-Fi connections are always best. Sometimes that may mean being closer to your router, using an ethernet cable, or making sure other devices aren't on the same network using bandwidth (for example, streaming Netflix on the same connection).

If you don't have Zoom already, please make sure the app is downloaded and installed on your device. Although you can use Zoom via your browser without the app, you will miss out on certain functionality, so we strongly recommend using the app version of Zoom. We won't be able to provide technical help relating to Zoom problems, but our web facilitator may be able to point you in the right direction if you're struggling.

Cameras and microphones are important – please make sure you have them

Not only does it let our speakers know you're out there, it will also be used during presentations to ask questions and gain feedback. Our web facilitator will kindly ask for **cameras to be on** and **microphones closed** by default during the sessions, and will be able to help you with muting and unmuting if needed.

Please set your Zoom display name to *preferredname lastname* when joining

This will speed up registration and entry to the course and help us to address you. You can include a phonetic spelling in brackets if you want to make sure our speakers get it right: 'Karen (care-un).'

You'll need a marker pen and paper...

At points, we will be asking you to write answers in large, clear writing on paper to display to the group via your camera, so please keep a marker pen and sheets handy.



DELEGATE RESOURCES

You'll be able to access the online Resource Folder, via <http://pallmed.pro/resources>

In the week before the course, we'll be sending you a login for our online resources folder. As the course continues, we'll be adding relevant resources (such as handouts) into the folder in real-time. We've also produced handouts and guidance for some topics we don't cover on the course. These will be visible in the folder from the start. (If your browser has any issues with this web address, try using pallmedpro.com/resources)

You will have access to the material until the end of the calendar year. Whilst you're welcome to download, save and print resources for your personal use, we ask that you never share your login or our resources with others. Pallmedpro reserves the right to revoke access for any user found in breach of this guidance.

SESSION RECORDINGS

This is a live and interactive course

To get the most out of our days, it's best that you attend live online. We will not routinely be making session recordings or refunds available if you can't, or choose not to, attend online.

In the event of an emergency, please get in touch on info@pallmedpro.co.uk and we will be happy to discuss your options. Don't forget, the resources folder will still contain speaker slides and more to help you keep your revision on track!

Please do not attempt to record, copy or share any of our live or resource material. We work hard each year to ensure we can deliver an up-to-date and worthwhile experience for everyone who joins us, and we thank you for your co-operation on this.

FEEDBACK

After the days of the course

We're very keen to hear how you found each session, so will be asking for your views so that we can continue to improve year on year. We will ask you to complete a short feedback form online after each day of the course. This is really useful for us, and we thank you in advance for your help on this.

After the exam

After the results have been released, we will also send a very short survey (30 seconds) to find out how are you did if you sat the exam. Whether you pass or fail, please do let us know, as it's so helpful for us to quantify how much more likely you are to pass with the help of our course.

Finally, we really hope you enjoy yourselves! Lucy, Suzie, Jonathan and Rosanna all work in palliative medicine in the NHS and dedicate a lot of time outside work in developing and organising this course year-on-year to help give people the best start in their revision.