

Tech Policy at Boost Your Learning



For any issues please refer initially to the troubleshooting document within your set up guide. Click on the link to view

[Document](#)

Make sure you meet the minimum download and upload speeds and browser requirements. Refer to this document for up to date requirements

[Guide](#)

You can test your speed here:

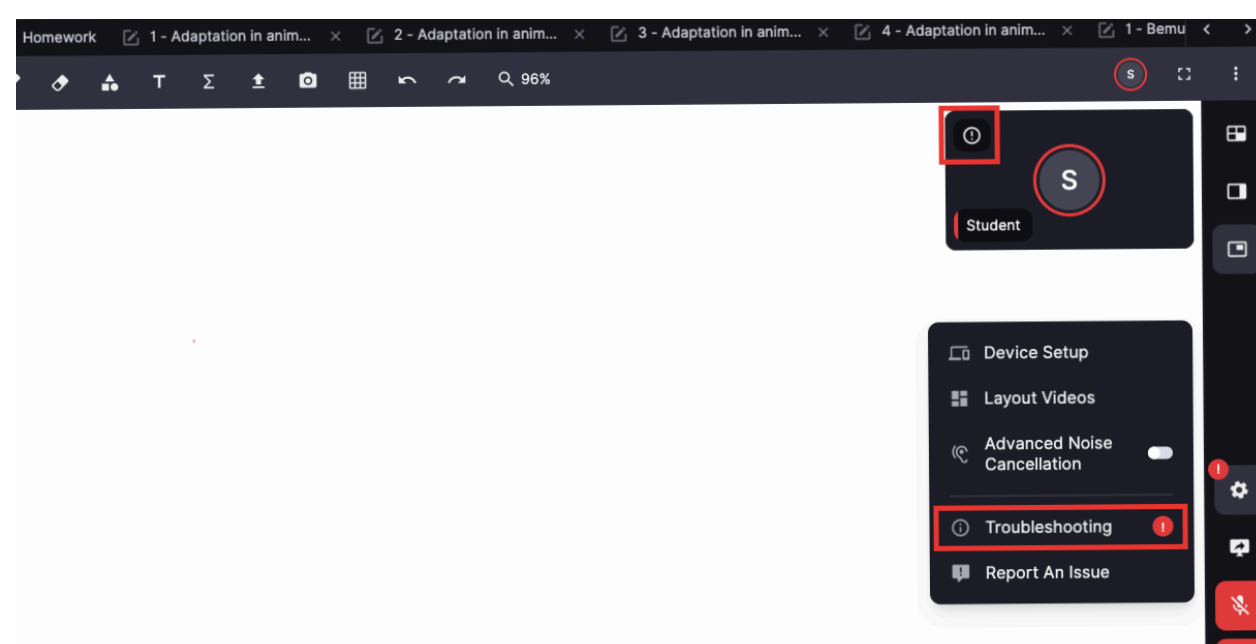
[Test Speed](#)

You can view our Lessonspace Tutorial Videos here as part of our BYL Online Teacher Training Resource

[Setup Videos](#)

Check the Troubleshooting Menu in all cases:

[Troubleshoot Guide](#)



Some tech issues are minor such as a student's camera not connecting or a short period of disconnection. If it doesn't affect the quality of the lesson for the student it should be marked as attended.

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If tech issues cannot be resolved and this will interfere with starting a successful online lesson then follow this flow chart:

Student's Side

If the **tech issue is on the student's side**, then the lesson is classed as "**missed**" and the student is charged and the tutor receives full pay for the lesson.

Please record this in the lesson notes. The tutor must stay available online for the duration of that lesson in case some teaching can occur for example the student fixes the problem later in that lesson time.

Tutor's Side

If the **tech issue is on the tutor's side** and cannot be resolved in the first five or so minutes of the lesson then **the first step is to offer a reschedule of that lesson**. Please document this in lesson notes and explain the action taken.

If a reschedule is not possible then this lesson is marked as "cancelled by the tutor" and the student will go into credit for that lesson, **there will be no pay for this lesson**

In the **very rare case** where it cannot be ascertained where the major issue/fault lies then flag this lesson for review. You must include the following information:

- Date/time of lesson
- Link to lessonspace room
- Link to recording
- Tech Issue you experienced
- Steps followed from the document
- Any screenshots that illustrate the difficulty

If this is a recurring issue, then a troubleshooting session can be arranged, please contact edward@boostyourlearning.co.nz (operations) to discuss further.