**Giving a One-to-one Help session in a Computer Sharing Centre**

These sessions are different to normal ‘ComputerDriving®’ lessons but the same principles of ‘being in the driving seat’ apply. Things are likely to be more technical and the session will probably arise from a *need* to have some urgent help with something quite complicated. They can be a great way to get residents to see how well our method works. If done properly the Instructor will remove the cause of anxiety with a positive experience.

**Typical ‘One-to-one Help’ requests:**

Resolving email verification/password reset problems

Resolving an online payment/return problem

Managing issues caused by being hacked (sometimes by phone scams)

Help with buying a ticket for a train/flight

Printing important attachments (insurance documents/tickets)

Setting up Skype (this takes an hour!)

Learning how to complete a new task (labels, word processing for voluntary work)

Help with iPad/tablet updates/data issues.

**Follow these steps:**

1. **Take payment** Each Instructor has a receipt book. Complete the receipt with the name of the student and the amount and ‘one-to-one help’ as the service. Cash or cheque.
2. **Explain the way ‘One-to-one Help’ works** The most important part of the half hour is in the first five minutes when the purpose of the session is clarified. Tell your student that you will do your best for them and that they will be given the Personal Action Plan to take away, together with the receipt. The Personal Action Plan method allows you to listen carefully your student explains why they are there. It is not about ‘just getting it done’, it is about the student being involved in resolving something that is important enough to pay £20 to resolve it.

**N.B.** Do not take on something that will be impossible to do in the time, experience will help with this. e.g. create labels from scratch where the student has to type the addresses. This is not possible.

1. **Use a Personal Action Plan.** Work through this as in a normal lesson but be prepared to work along-side your student if things get complicated.
2. **Keep an eye on the time:** After 25 minutes you should be checking over the Personal Action Plan and going back over the student’s original request.

1. **Read over the Personal Action Plan.** Make sure that your student is clear that they have achieved what they set out to. Hand over the PAP in a clear plastic wallet. Make sure to stand up and leave the area so that it is clear that their time is up.

**Finally please complete the ‘One-to-one Help summary’ form on the Computer Sharing Centre website**

These sessions sometimes require the student to hear about the underlying technology of how their computer or the internet works so that they can make sense of things.

e.g. the reason for verifying their email is because the internet is full of criminals trying to fool the email provider that they are the legitimate owner of the email in order to send spam.