

## REMOTE EARLY LEARNING PROGRAM (RELP)

### Phone Script Sample (Individual Follow-up Call)

This is the phone call script for the individual follow-up call that teachers conduct with each caregiver. This call is an opportunity to discuss with caregivers about the individual needs of their children, learning progress, respond to questions and get guidance on challenges they may be experiencing with the facilitation of activities.

#### **Start with greeting and thanking the Caregiver**

##### **Teacher:**

1. Good morning/good evening.
2. How are you? Thank you for participating.
3. How is... (mention child's name)?
4. Were you able to implement the activities with your child yesterday?

#### **If the answer is no, continue the call as follows:**

1. That's okay, would you like to tell me why?
2. Do you need help on how to implement the activity with the child? Yes / No
3. Would you like me to repeat the steps for implementing the activity? Yes / No
4. Will you be able to implement the activity with your child later? When do you expect to do so?

I encourage you to implement the activity with your child today. Thank you for your time. And remember that I am always here to help. Please contact me if you need assistance implementing the activity with your child.

#### **If the answer is yes, continue the call as follows:**

1. How long did it take you to implement the activity with your child?
    - a. Less than 15 minutes
    - b. More than 15 minutes
    - c. Half an hour
    - d. Other (specify)
- **If the caregiver answered b, ask: Would you like to tell me why it took you this long to complete the activity?**
  - **If the caregiver answered c, say: The following solutions may help you make better use of your time: For example, prepare all the necessary materials to implement the activity before you start, agree with your child on the time you will implement the activity, sit in a place free from distractions.**

2. Were you able to prepare or find the materials needed to implement the activity from home easily?
3. Did you face any difficulties in implementing the activity? a. Yes / No b. If the answer is yes: Would you like to tell us about these difficulties?
4. Do you think your child enjoyed the activity?
5. Can you describe your child's interaction with you during the activity?
6. What did your child tell you after finishing the activity?
7. Would you like to send me some pictures of your child doing the activity?
8. Is there anything else you would like to add?

Thank you very much for your time. I will send you more activities, and I will contact you later to follow up on the implementation of the activity.