

Virtual Training FAQs

1. What do you mean by virtual training?

When we refer to virtual (classroom) training we are meaning just that: delivering live training (not pre-recorded) with a trainer to wherever you are real-time - otherwise referred to as Virtual Instructor Led Training (VILT). Our trainers are based in actual training rooms complete with training and AV equipment.

2. What will I experience during a virtual training session?

Your virtual classroom trainer has access to a variety of options to ensure effective communication and learning, both individually and as a group, including:

- » Changing how webcams are viewed
- » Screen sharing to display a document, presentation or other training content
- » Changing the view to make an attendee the presenter
- » Conducting polls and tests
- » Splitting the classroom into small groups for activities
- » Uploading materials

3. How do I interact with the trainer? Other attendees?

Collaboration and actively participating in a training session are essential. You can:

- » Raise and submit questions/comments to the trainer or other attendees
- » Use shared apps and drawing tools such as Jamboard & Mural to collaborate with the whole group
- » Participate in 'breakout' rooms for activities/small group discussions

4. How long will a session be before I can have a break?

Breaks are provided. Your trainer will confirm the timings of breaks at the start of each day.

5. What are the system and software requirements?

System requirements

	Desktop app option	Web browser option
Operating system	Windows 7-10 Mac OS X 10.9 (Mavericks) - MacOS Mojave 10.14TM	Operating system
Internet connection	1 Mbps or better (broadband recommended)	
Hardware	2GB or more of RAM Microphone and speakers* (<i>headset recommended</i>) Webcam	Microphone and speakers* (<i>headset recommended</i>) Webcam
Software	Zoom® desktop app	Google Chrome

*It is recommended that you use a wired headset with VoIP to ensure optimal audio quality and to minimise audio feedback. If necessary, you are able to use your phone to dial in to the audio connection.

Software used

We are currently using Zoom as our primary training platform.

As a training course participant, you do not need a Zoom account.

Before the training starts you will be sent an email with a link to join the course. When you join the course, you will have the option of downloading the Zoom software (this is optional).

6. How secure is Zoom®?

The session is completely private and secure and feature end-to-end Secure Sockets Layer (SSL) and 128-bit Advanced Encryption Standard (AES) encryption. No unencrypted information is ever stored on the system and we do not require a download or email address to join the session via a link.