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 to collaborate with the whole group
- Participate in 'breakout' rooms for activities/small group discussions
- Share the trainer's keyboard and mouse control

Note: Drawing tools, shared keyboard/mouse control and multi-monitor screen sharing are available on the installed desktop app only.

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

As virtual training is a very different experience to face-to-face training, each virtual session will be a maximum of 90 minutes (many sessions will be shorter), followed by a break. 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* *(headset recommended)* Webcam	Microphone and speakers* *(headset recommended)* Webcam
Software	GoToTraining® desktop app, JavaScript™ enabled	Google Chrome (most recent 2 versions)

*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 GoToTraining® by LogMeIn. As a training course participant, you do not need a GoToTraining 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 be prompted to download the GoToTraining software.

6.   How secure is GoToTraining®?

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.