

# **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
<b>Operating system</b>	Windows 7-10 Mac OS X 10.9 (Mavericks) - MacOS Mojave 10.14TM	Operating system
<b>Internet connection</b>	1 Mbps or better (broadband recommended)	
<b>Hardware</b>	2GB or more of RAM Microphone and speakers* ( <i>headset recommended</i> ) Webcam	Microphone and speakers* ( <i>headset recommended</i> ) Webcam
<b>Software</b>	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.