

DOCUMENT SUMMARY

Firstly, we are delighted you will be joining us for your upcoming training and look forward to welcoming you to the session. To ensure this training is as interactive and enjoyable for you as possible we have put together some information that will aid you in feeling comfortable and confident in this style of training.

WHAT IS REMOTE FACILITATED TRAINING?

Remote Facilitated Training is a live training session delivered by a trainer, where both trainer and delegates join via a computer. We have designed our Virtual Classrooms to be consistent with the face to face training we currently deliver but through “Zoom”, a virtual platform. Zoom allows easy-to-use interactive functions such as on-screen whiteboards, quick polls, screen annotation, icons and chat boxes. Virtual Classrooms require the same commitment and focus as a face to face environment but due to the current pandemic, ensures it is done with no risk.

WHAT DO I NEED TO ATTEND A REMOTE FACILITATED TRAINING SESSION?

To ensure the optimum delegate experience we would recommend the following:

- A laptop or desktop computer with both microphone, speakers and webcam. A tablet or mobile phone is possible, but you will have reduced functionality and is not ideal due to the interaction required
- Reliable internet connection with good download and upload speeds (ideally hardwired rather than over WIFI where possible)
- A quiet space where you will not be interrupted or disturbed during your session
- Ideally one person per computer adhering to social distancing or local infection control policy

Though a webcam is preferred, if the functionality is not available then our trainers can workaround this using the audio and chat box, but this is not ideal. The same is true of audio, dependant on the type of training you are booked on.

WHAT IS EXPECTED OF YOU DURING REMOTE FACILITATED TRAINING SESSION?

It is important that our training sessions provide you with a valuable learning experience. In order to achieve this, we ask you commit to the following throughout the session:

- Please try to familiarise yourself with the Zoom platform ahead of the training and ensure you have the technology in place before the day.
- Please be very punctual – due to the remote platform registration and overcoming technical issues or knowledge can be time consuming so we try to factor this into the timings given.
- Please dress & behave appropriately – though you may be attending training from home, please ensure your mindset it is the right place to learn. Dressing as you would if you were going to a face-to-face training course, positioned on a desk/table and focussed only on the training (i.e. no pyjamas, laying in bed or distractions/other commitments!).
- Ensure you keep your webcam on throughout your training session and know how to mute and unmute yourself as needed.
- Please put your mobile phone on silent and close any other programs running in the background as you may be asked to share your screen also at some point.
- Please be as interactive as you can to ensure you get the most out of your training.
- Note that if no interaction is received from you, this could compromise your certification of the training as the trainer may not be able to assess your knowledge and understanding of the topic.
- Please take the time to complete the online evaluation form – only from your feedback do we know what we are doing right and what could be improved.

The next few pages will give you a little more technical guidance if required. However, for now, thank you for reviewing this document and we are looking forward to seeing you for your booked remote facilitated training session. If you have any concerns or queries, please do not hesitate to get in contact with us directly or via your Learning and Development Team / Manager.

INFORMATION AND GUIDANCE FOR REMOTE TRAINING

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REF: ICDG-DM/310720/V.1

Technical Guidance

These instructions may differ for a MAC, tablet or mobile phone.

OVERVIEW OF THE ZOOM FUNCTIONS

Please click on the link below or copy and paste the link into your internet browser to review a short video about the Zoom functions:

Link: <https://www.dropbox.com/s/yfhu6t8l3wyiqp8/Delegate%20Zoom%20Functions%20V1.mp4?dl=0>

DOWNLOAD AND TEST ZOOM

You can run zoom directly from your internet browser or you can access it via a downloadable desktop app (go to the zoom website for downloads). Prior to your session you will be provided with a link to the session, you can click on this link at anytime to test that everything is set up and ready to go. If you need to download anything or there is an update required, it will tell you at this point so please test ahead of your session.

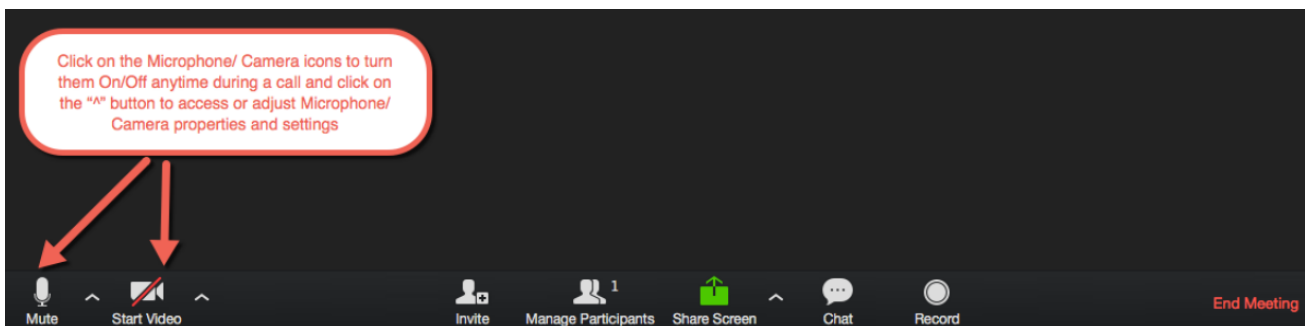
All our training sessions are set up with a waiting room, so when you click on the link you are taken straight to the waiting room and you will get a message that the host will let you in shortly.

Please note that each session has its own personal link, therefore no two sessions will be accessed via the same link. If you are attending multiple sessions in one day, ensure you click the right link provided.

Please also be aware all our training sessions are recorded for IQA purposes only and all information gathered during your session are stored in line with GDPR.

ZOOM TOOL BARS

Below is an example Zoom tool bar which is a “pop up” tool bar on your screen once you are in the main session – simply hover around the bottom of your screen for it to appear.



The key areas to note are:

- **Audio** – bottom left of the tool bar, simply click on this button “Mute” or “Unmute” to toggle between muting yourself and unmuting yourself. If you click on the small up arrow to the right of that button it will provide you with a dropdown menu where you can change the Audio settings or device (the same as the Video one highlighted in the graphic)
- **Webcam** – again same tool bar but next to the Mute button named “Start Video” or “Stop Video” this turns your webcam on and off and using the up arrow to the right of that button to access more settings.

We recommend turning both webcam and audio off when taking breaks from the session. Do also note that if there is background noise that you may not be aware of the trainer also has and ability to mute your audio remotely for you.

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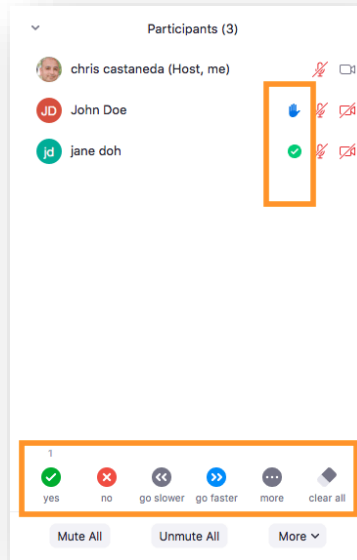
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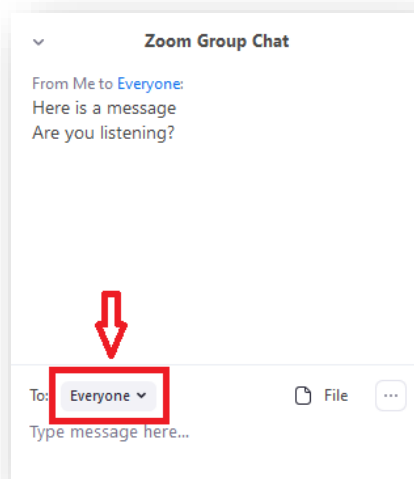
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ZOOM TOOL BARS CONTINUED

- Participants Box** – on the same toolbar as the Mute and Video button you will see something called “Participants” – when clicked, this will open up a box with a list of the people within the session, it will also give you other options such as using icons which the trainer may ask you to use such as a “green tick” for yes or “red cross” for no which may be used when the trainers asks the group a question. As you can see you could also use the mute and video icons here to turn your audio and webcam on or off.



- Chat** – on the same toolbar you will see the “Chat” function. This is like an instant messenger, you can highlight when you want to send a message to “Everyone” or you can use a dropdown box by the “To” section and send only to a selected person. We use this function when you register so you can share your details to the trainer only, in confidence, but also throughout the session. This chat box can also be used to share files or links which you just click on to download.



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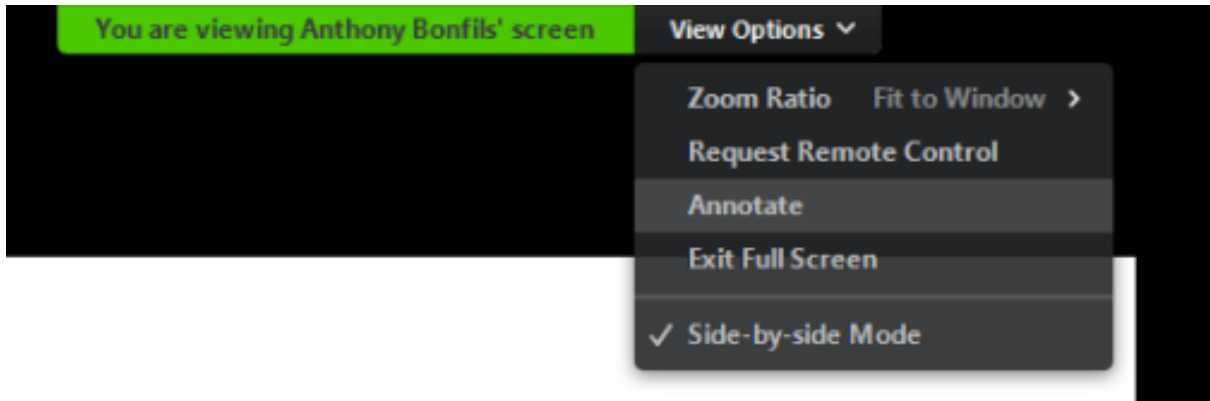
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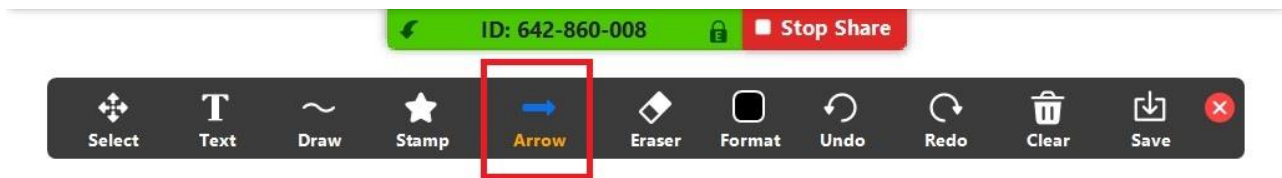
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ZOOM TOOL BARS CONTINUED

The other tool bar you will likely use during the session is one located at the top of your screen that will allow you to annotate (draw, stamp, type) on the screen for everyone to see. You access this tool bar by going to the top of your screen to the right of the green box, where it says "View Options" click on the little arrow to the right of those words to see the below dropdown menu:



Then simply click on the "Annotate" option which will bring up a floating toolbar as shown below:



You can then select the required annotation, click on the screen and click away to display to everyone in the session. Once you have finished annotating you can simply click on the red X close button to remove the tool bar.

DISCONNECTED

If you get disconnected at any time during your session, please follow the below guidelines:

- Attempt to reconnect at least 3 times using the same link
- Following the third time, wait 5 mins then try one final time
- If you are still unable to connect please give us a call or email and we will assist you in reconnecting using the contact details at the footer of these pages

To intentionally leave the session please use the "Leave Meeting" button which is located on your bottom toolbar to the far right.

We appreciate this is very new and very alien to many delegates and our trainers are very aware of this and will support you, as needed, until you feel comfortable with what you are doing. If at anytime you feel you cannot get used to the functionality, our trainers will be happy to find workaround options for you such a verbal interaction only. Just send them a private message via your chat box or let them know at your convenience of any issues.

Have a great session!

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