



FREQUENTLY ASKED QUESTIONS (FAQ)

STRONG & HERD VIRTUAL LEARNING PLATFORM

Virtual Learning (VL) sessions are tutor led training courses that takes the classroom to you. The VL sessions run as if you were in a classroom and you can see the trainer via a webcam. It is interactive either by asking questions in the normal way or using the chat box. The chat box is an essential part of your learning experience and we ensure that as well as the tutor there is also a production assistant available to monitor questions and to ensure things run smoothly. VL also links to websites for a real-time look at regulations and systems which the student can follow at the same time or review later once the session has finished. Depending on the subject, VL will also have interactive workshop sessions, videos, quizzes and set tests for the learners – all within the platform. We are aware that VL can be tiring so regular breaks are provided throughout and longer courses are divided over a couple of days, which will also give students time to try some exercises and review case studies before the next tutor led session. Your VL course may also include quiz sessions for you to work on yourself to break away from “the presentation”, that’s what makes VL more than just a webinar.

FAQ

1. How are invitations to the VL sent out?

Invitations are sent by the tutor at least 3 days before the VL training is due to run. Learners are recommended to test the login as soon as they receive the invitation to ensure they can access to the platform.

2. What platform is used?

We use a non-invasive platform known as Citrix GoToMeeting. If you are running the system on Chrome, then you do not have to download an app to access the platform. If not Chrome, you may need to download activating software; this takes about 3 minutes. We recommend testing this prior to the VL session. We know some companies block the downloading of apps to laptops/ computers so please check before booking the session that you can obtain this permission from your IT/admin. If you have any issues accessing this platform via your computer, you can use the GoToMeeting App via a smartphone or tablet. You can also still take part by dialling in to the VL via a phone line, though you will not be able to see the presentation. As, in most cases, you will receive the presentation material in advance this should cause minimal impact. Any specific issues please let us know as soon as possible.

3. Do I receive any training material?

The full training pack will be sent as a pdf to your email address, or, if too large, for download from a drop box facility. Alternatively, printed copies of the material can be provided in advance. Some courses include a complimentary access to the S&H e-learning platform to continue your studies.

4. IT requirements for accessing the Virtual Learning Platform

To access the VL Platform effectively you require a computer or laptop with sound and visual functions, eg in-built microphone and webcam. No special operating software is required though you must have internet access and a download speed suitable for streaming films/music. You can also access the VL sessions via any smartphone or tablet. Do ensure they are able to activate GoToMeeting – if you have any concerns, we can provide you with a test log-in.



5. I want to access the learning from my home, and I need to provide you with my personal email address. Is this possible?

Under GDPR we will require you to sign a consent form for us to use your personal email address. The consent form will explain how long we will keep your information and why. Consent will also be required if you wish us to send learning material by post to your home address.

6. Do I get a learning session on how to log in and use the Virtual Learning Platform prior to the training?

We believe our VL Platform is simple to use and navigate but if you do have concerns then we can provide a 10-minute walk through of how to log in and use the system prior to the training event.

7. What happens when I log into the VL training session?

The first thing you will see is a welcome page confirming the course title and date. The trainer will be logged in 30 minutes before and will open the microphones 15 minutes before the start of training. If you want to contact the trainer prior to this, then use the chat box that appears at the top of your screen as a speech bubble . If you ask a question, then a red number will appear against the bubble to indicate to the trainer that someone on-line wishes to ask a question or make a comment. Once the training has started you can use the chat box at any time to either share a comment with everyone or to send a message just to the presenter. Most VL sessions will be hosted by two persons, the main trainer and a support/co-presenter, this will enable chat messages to be reviewed quickly without disrupting the flow of the training.

8. What happens if I can't log in on the day?

Though this depends on whether it is a generally available event or an in-company bespoke session all delegates will be given the opportunity to join another session as soon as possible or transfer to a face-to-face session if they prefer. Please note there will be a cost to transfer to a face-to-face training session. Contact us if you require any further information.

9. Can anyone join the training once it's started?

For bespoke in-company sessions this will be determined by the company that has booked the training. For paid public sessions the training room will be "locked" 30 minutes after the training has started and after names of attendees have been checked against the official delegate list. For free events the classroom will remain open.

10. Will we be able to provide feedback after the training?

Yes, an on-line assessment form will be sent to delegates after the training event. Your comments are vital for the development of these Virtual Learning sessions so all feedback will be reviewed, and we reserve the right to contact you for further information if we feel this would be beneficial to us.

11. Will I get a training certificate?

Yes, the Virtual Learning training sessions are accredited, and an attendance certificate showing Continuous Development Points (CPD) earned will be sent to all delegates that complete and return the on-line assessment form.