

# Online Remote Centre Training Guide

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## **Course Materials**

When you are given access to the training videos, you will also be given access to a trainer learning pack. Please ensure that you print off these documents to complete alongside watching the videos.

Following the Q&A Conference Call you will be sent copies of all the slides covered in the training chapters.

## **The Basics**

Online remote training is simple to set up and is a convenient way to access our training from your centre or your home.

You don't need any special equipment. You will need:

- A PC/Laptop computer
- Internet Connection
- You will be able to hear the trainer speaking, so will need access to a computer with built in speakers or headphones. You will not require a microphone.
- A telephone (for the Q&A Conference Call session)

Please check your equipment is working correctly before the training events. The simplest way to check your audio is to visit a website such as [www.youtube.com](http://www.youtube.com)

Make sure you close other programs running on your PC before starting the training, especially those that use the internet, as they may affect your sessions and reduce the performance of your computer.

Using good quality equipment can make a real difference to the sound quality and your overall experience of the training. Use the best quality equipment you have to hand – if you have a choice of computers, speakers or headphones, always select the most up to date model(s).

## **Getting the most out of the event**

Make sure you have the remote training learner pack you were sent to hand as they will be referred to during the training 'chapters'

Each training session is broken down into a series of chapters (approximately 9 minutes long) so you will be able to work through the training content in manageable bite-sized sessions

Please work through the training chapters in order, using your self-study training pack to refer to during the remote training. Please ensure you have completed all the Chapters *before* your arranged Q&A Conference Call session.

If you have any questions for the Trainer please make a note of them after each Chapter so you can refer back to them and ask them in person when you attend the Q&A Conference Call session.

You will be joining the Q&A Conference Call session with other trainees from around the country – take the opportunity to network with them. If you would like to stay in touch with other trainees, please let the trainer know this at the end of the Q&A Conference Call session and the trainer will arrange for contact details to be shared. *Sharing your email address is completely voluntary and your details won't be shared unless you ask us to do so.*

## **Q&A Conference Call session**

Please note the dates/times for the Q&A Conference Call sessions are fixed in advance – you will be offered the next available sessions to choose from and book onto at the time you sign up for the remote centre training. We cannot unfortunately offer individual sessions. It would be appreciated if you could please stick to the time and date you have been offered. Places are limited on every event to ensure the trainer can interact with all trainees and allow sufficient time for all trainees to ask any questions.

## **Privacy**

Please note that the Q&A Conference Call session will be a live event and will not be recorded.

## **After the Training**

When you have completed the training chapters and attended the Q&A Conference Call session, you will then be sent a link to complete a quiz.

Once you have completed the quiz, you will be sent an attendance certificate and copies of the video training slides for your reference.

We hope the training will meet your expectations. You will also have the opportunity to provide training feedback. Your feedback is important to us in monitoring and reviewing our training.