

Virtual Training Service

Our Virtual Training Service provides real-time training conducted by live Training 4 Resilience instructors in an online environment. You get the same high quality course content as our corresponding classroom-based courses, but in a more convenient package.

Virtual Classroom Training offers a number of key advantages for our clients:

- Training can be completed from your home or office, therefore eliminating all travel and subsistence costs for participants
- Training modules can be scheduled to support flexible work arrangements – for example part time workers, shift workers, voluntary workers
- Teams can train together when they are in different locations
- Virtual Classroom Training Courses are competitively priced to offer significant cost savings when compared to standard classroom-based training

Our service includes the following options:

- Delivery of existing, client owned training courses and materials
- Design and development of bespoke training courses
- Delivery of standard T4R Training courses

How does Virtual Classroom Training work?

Course participants come together into a Virtual Classroom via the internet. The Training 4 Resilience instructor will deliver the training session as if they were delivering in a normal classroom environment, which means participants will be able to see and hear the instructor; view materials such as PowerPoint presentations; and actively participate in discussions and ask questions. Participants may also interact with other web applications as part of the training course; and may also receive pre and post course information and resources as applicable.

Training modules last for a maximum of 90 minutes, and a course may consist of a number of different modules.

What do I need in order to participate in a Virtual Classroom Training session?

PC-based Users	Win 8, Win 7, Windows Vista, Windows XP
Browser	Internet Explorer 7.0 or newer; Mozilla Firefox 3.0 or newer; Google Chrome 5.0 or newer, Opera
Mac-based Users	MAC OS 10.6 or above
Browser	Safari 3.0 or newer; Firefox 3.0 or newer; Google Chrome 5.0 or newer
Java	Java enabled with Java SE 6 or Oracle Java 6 or 7
iPhone and iPad Users	iOS 6.0 or above with iPhone4, 4S, %c or 5S, iPad – all models
	There is a bespoke e-Lecta App that is available - simply access the email invitation on your phone/tablet and follow the links.
Android Users	All phones and tablets running Android version 2.3 or higher
	There is a bespoke e-Lecta App that is available - simply access the email invitation on your phone/tablet and follow the links.
Internet Connection	A reliable, broadband internet connection
Headphones & Microphones	Headphones or speakers and a microphone are required. A USB headset is recommended.

How do I book a place on a Virtual Classroom Training session

Step 1 – Choose your course from our list of open courses (or contact us for a bespoke course or team training event) www.training4resilience.co.uk/trainingcourses.html

Step 2 – Complete our online booking form and pay for your chosen training course

Step 3 – Receive details of the test site to ensure that your computer is set up ready for the training

Step 4 – Receive an invitation to each training module, which provides you with a dedicated link to your Virtual Classroom

Step 5 – At the agreed training time, simply log in and access the Virtual Classroom. Here you will be joined by the Training 4 Resilience Instructor, along with other participants, and you can commence training

Frequently Asked Questions

Question: Can I access Virtual Classroom Training behind a proxy server or a firewall?

Answer: Yes. Please click here to access technical information regarding the computer settings that are required. <http://support.e-lecta.com/eLectaKB/?f=202>

Questions: How do I ensure that information (traffic) from the Virtual Classroom software is routed appropriately through my firewalls and proxy servers?

Answer: Please click here to find the settings you should apply to your web browsers, along with information regarding the ports that the software will access during the training session. <http://support.e-lecta.com/eLectaKB/?f=293>

Question: Can I record the training modules?

Answer: No. The modules are content copyrighted by Training 4 Resilience and recordings, and/or reuse of the training modules cannot be made without prior consent from Training 4 Resilience

Question: I was unable to connect to the training session – what are my options?

Answer: If Training 4 Resilience has been unable to provide either the live software connection or the instructors, then we will offer a session as soon as is practically possible. Training 4 Resilience will not be held responsible for missed training modules based on factors outside of our control. You are responsible for ensuring that your internet connection is functional, and for complying with the minimum software and hardware requirements. You are also responsible for ensuring that you have tested your connection to our Virtual Classroom in advance of the training session.

Question: Do I need a headset?

Answer: We recommend that you use a headset as this enables you to listen to the training, and participate in the discussions without disturbing those around you. It also helps to eliminate “echo” – when a noise is transmitted by the speakers, and picked up again by the microphone and rebroadcast. However, it is not essential – and speakers and a microphone will work.

Question: Do I need a webcam/video camera?

Answer: No. Our instructors will all use web cams which will enable you to see them throughout the training – however you do not have to use this functionality (especially if you have a small bandwidth). You can activate your own web cam if you like, but it will be up to individual participants to decide if they want to watch your video feed during the training.

Question: I did not receive, or I have lost, my link to the Virtual Training Classroom – how can I have it sent through again?

Answer: Please call Bev (07789 884984) or Adrian (07792 158472) and they will resend it to you

Question: Can I ask questions during the training?

Answer: Of course – there is a function that enables you to raise your hand, or request a microphone and then you will be able to ask your question. You can also type questions for the Instructor to read.

For any other queries or questions, please don't hesitate to get in touch with us:

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