

## Factsheet for Coordinators: MCI's Virtual Training Courses

We offer a range of short online courses where learners take part in a live virtual class, guided by a professional facilitator. Unlike pre-recorded video tutorials, these online classes are live and highly interactive.

### How Virtual Training works

Our virtual training sessions bring the interaction and support of the traditional classroom right into your home or office through an Internet-delivered course. Participants can learn from anywhere with a computer, an Internet connection and a set of headphones with a microphone.

There's lots of hands-on practice involved, so they quickly learn new techniques and build skills. Our facilitator will guide the group through practice exercises as they follow the easy step-by-step instructions in the course booklet. Throughout the session, they can jump in to ask questions by using Chat or the 'raising your hand' facility.

Groups are limited to **15 participants** and each session runs for **90 minutes** at a cost of **\$1500 (inc GST) per Session**.

### What happens before training?

You can book and pay for your group course any of three ways:

- online on our website
- contacting your relationship manager
- by contacting us on 1300 658 388

Once you book your course, your learners will receive a course confirmation email and a welcome pack. The welcome pack will contain instructions on what learners need to do to prepare for their training as well as a link to their online training session. They will be able to easily update their calendar with the session link and details. They will also be asked to download course materials and a pre-course checklist which they will be asked to complete before training to ensure their computer is ready to run GoToTraining.

If they have never used GoToTraining before they will be able to join their training session 20 minutes before the scheduled start time and receive guidance and instruction on how to setup their computer to participate in the session. Finally, we will send them a course reminder 1 day before the training.

### What happens on the day of training?

Participants will receive a final course reminder 1 hour before their session is due to start so that they can prepare for training. They need to connect and test their speaker and microphone before training begins to ensure they can actively participate during the session. We recommend using a USB headset with built-in microphone for best results. To connect to the session, they simply click on the link provided in the reminder emails and wait for the GoToTraining session to begin.

During the session they will be guided by the course facilitator as they work through practice exercises and develop their skills. They can print off their course booklet before training or if their monitor is large enough, simply arrange it in a window on their screen to use as a guide as they work through the exercises. They will be able to see the facilitator's screen and participate by using Chat or by 'raising your hand'. All our courses are delivered by a qualified and experienced facilitator with the support of a co-facilitator who will help to answer their questions and keep learning on track.

### What happens after training?

Our website contains additional tools and resources to help learners consolidate and continue their learning. If they can't figure out how to do something that was covered in the course, they can email us and a training consultant will contact them with advice.

### What equipment do I need?

- **Computer** running Windows 7 or newer version or Mac running Mac OS X or newer version with a minimum 1 GB RAM
- **Additional software.** Javascript can be downloaded for free from [www.java.com](http://www.java.com). Internet Explorer 7 or newer, Mozilla Firefox 4 or newer, Google Chrome 5 or newer, Safari 3 or newer
- **Broadband Internet connection** with 700Kbps or more bandwidth
- **Microphone and speakers.** We suggest you use a USB headset with microphone for the best experience. You can also use a telephone to call a toll-free number to join the session, however, as this is a hands-on course, you will need to be able to communicate hands-free as you work through exercises on your computer. A simple USB headset with microphone can be purchased for as little as \$30 and is a good investment if you are planning on doing more than one guided online learning session.
- **Webcam.** This is optional and will allow you to communicate visually with your facilitators and other learners making the session more personal.

For further information or to begin the purchase process, please contact your MCI relationship manager directly, or call us on 1300 658 388.p3