

Factsheet for Participants: 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. You 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 you'll quickly learn new techniques and build your skills. Our facilitator will guide you through practice exercises as you follow the easy step-by-step instructions in the course booklet. Throughout the session, you can jump in to ask questions by using Chat or 'raising your hand'.

Just pre-book the session you want to join and log in before the class begins. Each session runs for **90 minutes** and costs from **\$90 per person**.

What happens before training?

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

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

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

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

What happens on the day of training?

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

During the session you will be guided by the course facilitator as you work through practice exercises and develop your skills. You can print off your course booklet before training or if your monitor is large enough, simply arrange it in a window on your screen to use as a guide as you work through the exercises. You 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 your questions and keep your learning on track.

What happens after training?

Our website contains additional tools and resources to help you consolidate and continue your learning. If you can't figure out how to do something that was covered in the course, you can email us and a training consultant will contact you 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. 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 768 550.