Virtual Learning – Learner Guide
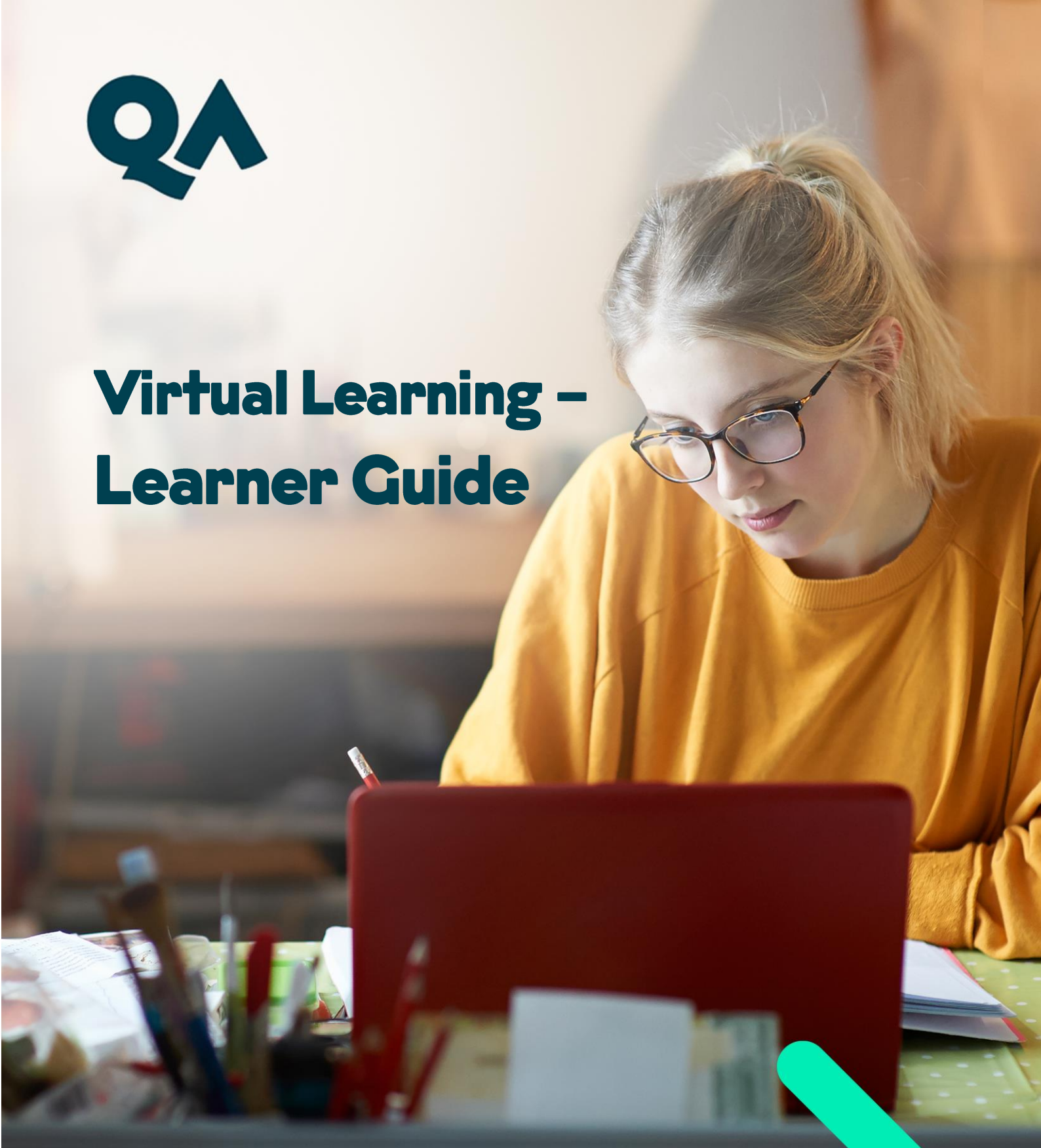
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CONTENTS

What is Virtual Online training?

A virtual learning environment which allows both learners and trainers to connect to real-time training courses.

Accessing the application allows delegates to;

- Interact with the trainer and other delegates through audio and online chat

- View content such as presentations, videos and so forth, shared by the trainer

- Complete hands-on lab exercises (if applicable to the course structure)

This guide demonstrates how to connect to your teams meeting and what to do in the event any problem arises.

Prior to attending your virtual training course - Create your myQA

If you have not previously done so, you will need to create a myQA account to access your pre-course milestones which must be completed before your course.
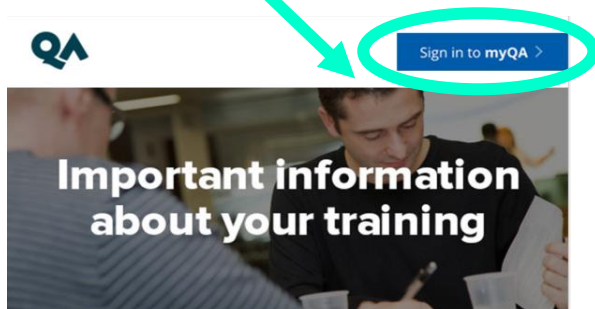

If you are unable to see the 'myQA' image in the joining instructions email, either right-click on the blocked image and select 'download images' or simply select 'Open Hyperlink' to take you straight to the page.
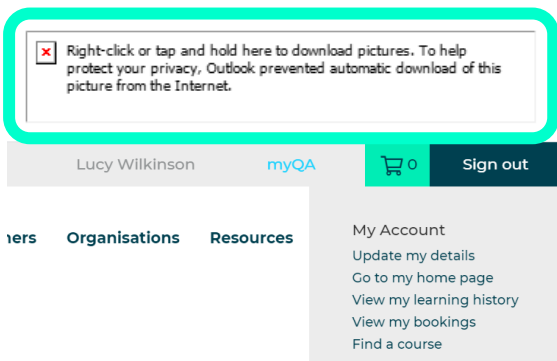
Within your myQA, select 'Go to my homepage'

You will see all your upcoming courses, beside the appropriate course select 'Virtual Instructions'

Scroll to end of view and select 'Connect to AFA' where you will find the following
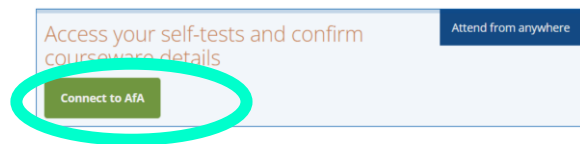
1. Courseware Delivery – if applicable you can enter your address
2. Headsets – we recommend you use one.
3. Self-Testing – you can complete self-test prior to your course to ensure successful connection to any platforms we use

Self-testing

Prior to your course, you are required to test your connection to any technical labs that may be used.

Select 'virtual instructions' on your myQA, click connect to AFA and follow the instructions displayed

Some courses have no labs, so this is not required.

Joining your course

There are two ways you can connect to the Teams Meeting for your training

1. your 'MyQA', or
2. via your 'Begin your Online Training' email sent 2 days before your course. The link is in the body of the email.

Join your course via 'MyQA'

1. Log into your 'MyQA, select 'Go to my homepage'.

2. You will see all your upcoming courses, beside the appropriate course select **'Connecting to your virtual Training'**

3. Scroll to end of view and select **'Connect to AFA'** where you will be taken to your portal and find the Launch Event button
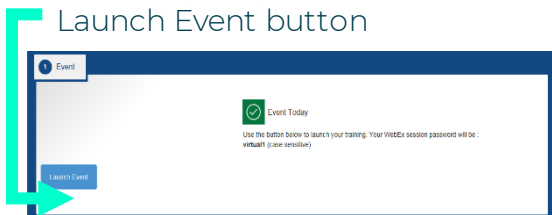
1. The Launch icon will take you to the meeting join page, or a sign in page if you are not logged into teams.

Please note: *You need a Microsoft account to join a teams meeting*

2. You will then be prompted to connect your audio and video

Select 'Computer Audio'. At this stage you can also test your speaker, microphone and turn on your video/webcam.
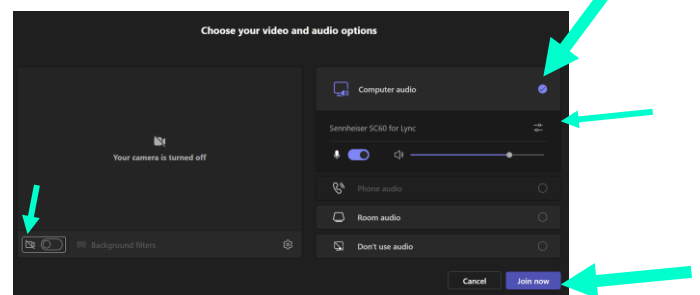
Once completed, select 'Join Meeting' and you will be taken into the meeting with your group

Escalation process

If you experience any technical issues during the course, your first point of contact is the Virtual Learning Team. There are 3 ways in which you can contact the team:

1.   Live Chat

2.   Phone +44 (0) 203 908 2376 (option 1)

3.   Email virtual.learningteam@qa.com

Working hours: Weekdays 8:00am – 5:30pm

Please also let your trainer know over the audio or through the conversation panel if you are experiencing technical issues and that you are going to contact the Virtual Learning Team.

FAQs

When should I join my training session?

Please join your training 15 minutes before it is due to begin unless specified otherwise. This allows you to ensure you have connected successfully and been able to communicate with your trainer.

How will I view the trainers' content?

Microsoft Teams allows the host/presenter to share multiple applications or their desktop with all attendees.

What should I do if I need to take a break?

If you happen to need to move away from your PC, please let your trainer know, either by microphone or the Conversation panel.

When will I receive my course materials?

This depends on the type of courseware – paper-based or digital. We recommend you log into your My QA account to view up to date courseware information.

If you have any questions regarding access to course materials please contact our Courseware Team on **+44 (0) 175 389 8585** or email **courseware@qa.com.**

I have an exam as part of my course, how do I book this?

One week ahead of your course, you will receive an email from the exam board facilitating your exam. You will need to register following the instructions in the email to book your exam. If you do not receive an email regarding your exam or experience any issues while trying to book, please contact the QA Exam Admin Team on **+44 (0) 179 369 6162** or email **examadmin@qa.com.**

Will I be able to interact and take part in group work?

Yes, your trainer will keep you engaged via one or several of the following:

Virtual whiteboard – All delegates will be able to annotate and collaborate ideas in one place

Breakout sessions – Your trainer has the ability to put you in separate virtual rooms which will allow you to do group work in private and then share it with the others at a later stage

Conversation- You can use stickers and emojis to interact with the group

Will there be a recording made of my training session?

This depends on client specifications and the trainer – if the training is recorded you will be advised of this in advance.