STEP BY STEP GUIDE TO

Online Training

PEARSON

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Online training: the basics

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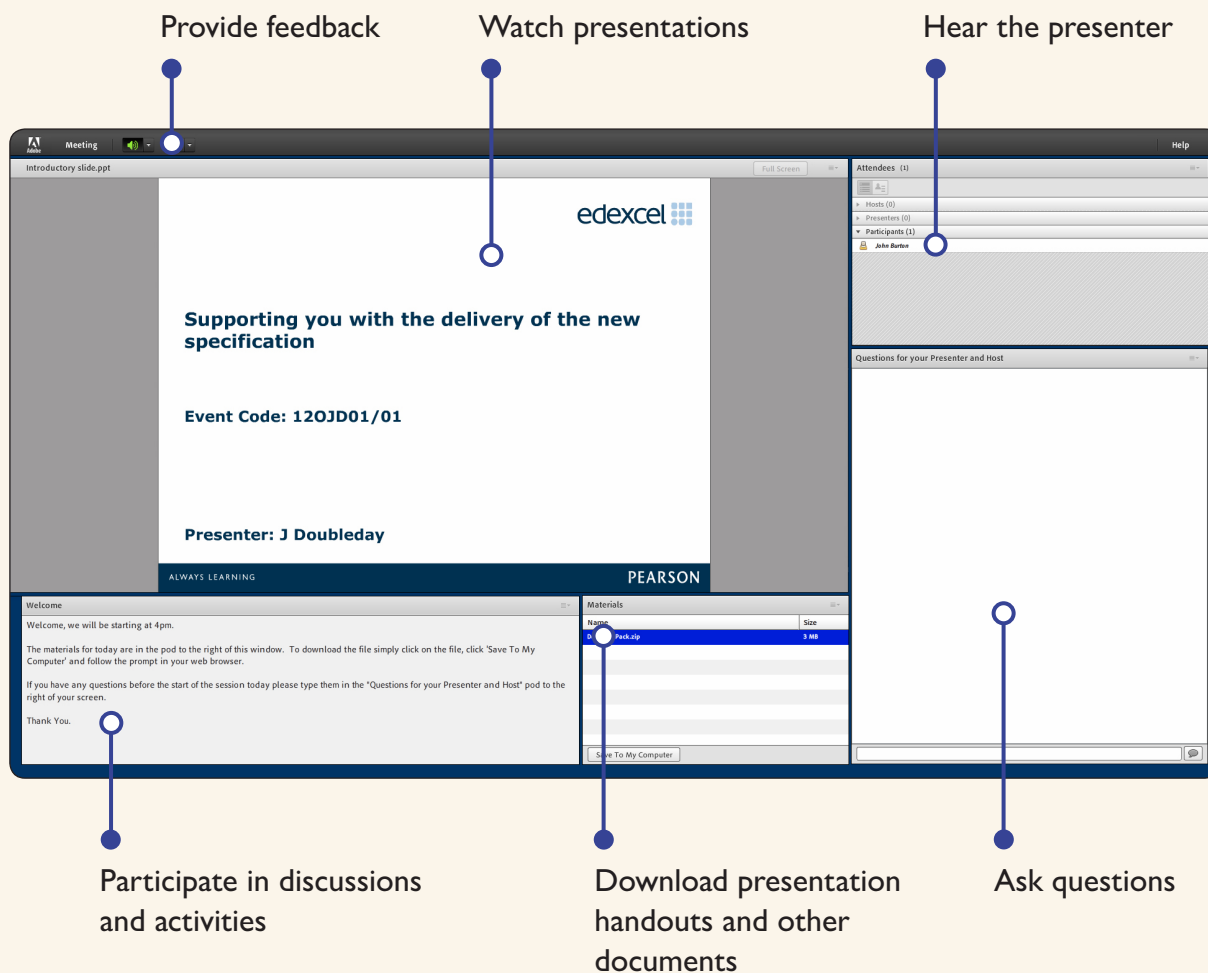Online training is a convenient way to access our training from your centre or at home. It is simple to set up, you don't need any special equipment, and the training is live and interactive. In the online training room, you can:

Provide feedback   Watch presentations   Hear the presenter

Participate in discussions and activities   Download presentation handouts and other documents   Ask questions
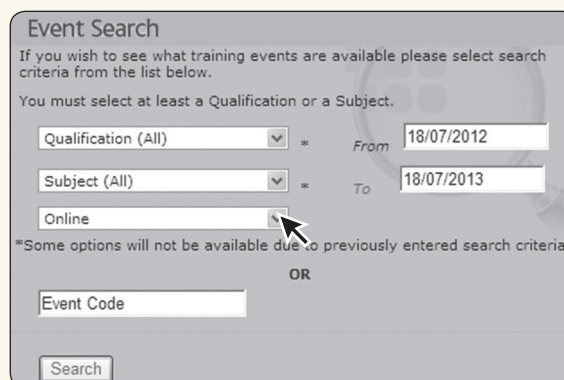
You will be able to hear the trainer speaking, but you will not need your own microphone as you can type your questions in the text box.

All of our online training events are recorded, and you will be able to view them again for 30 days after the event.
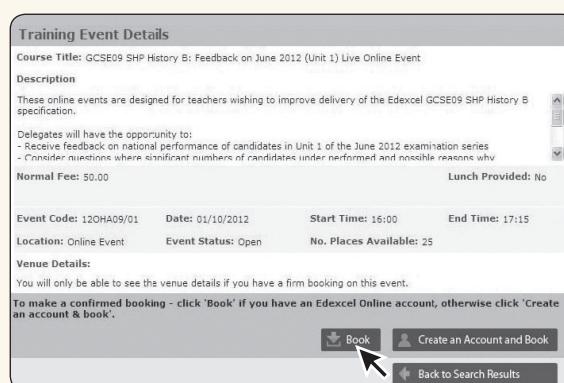
Booking your place

Searching for events

Find your event by visiting www.edexcel.com/training and selecting 'Online' in the drop down 'Region' menu in the 'Event Search' box, or by searching for the unique event code. You can also search for training events by subject or qualification.

Booking a place

There are two ways to book on to your chosen event. Either select 'Book' underneath the event details and log in to your Edexcel Online account to complete the booking, or email trainingbookings@pearson.com quoting the event code, your full name and email address, and your centre name and number.

If you need to set up EOL account, please contact your centre administrator (normally your examinations officer).

Equipment

Training Individually

PC/Laptop

Headphones
or Speakers

Internet Connection

Training a Department

PC/Laptop

Projector or
Interactive
Whiteboard

Speakers

Internet Connection
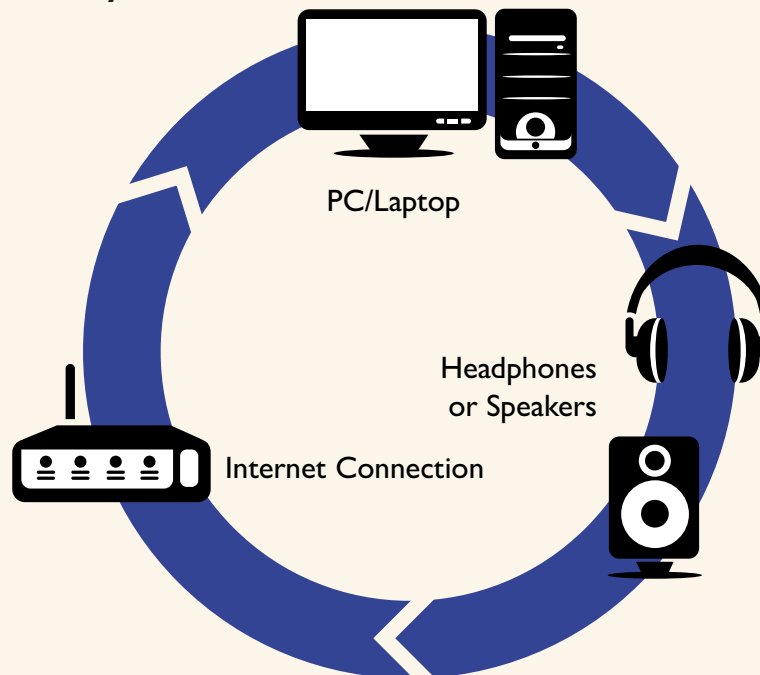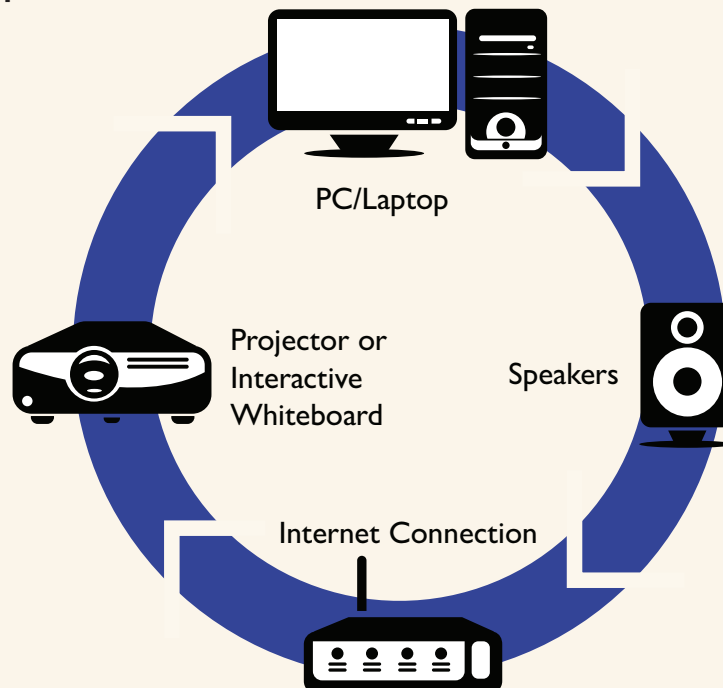
You will not require a microphone. Questions can be submitted through the onscreen chat window.

Before the event

When you book

Check your inbox for your **booking confirmation** email – this will verify you have a firm place on the event.

☐

Ten days before

Ten days before your event, we'll email you your **joining instructions** – this includes your **URL link** for the event. We'll send this again three days before, and on the day, to make sure you have it.

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On the day

Check that your equipment is working. You need:

- PC or laptop

- Internet connection

- Headphone or speakers – the simplest way to test your audio is to visit a website with sound such as **www.youtube.com**

- Projector or interactive whiteboard if you are training as a group

☐

Make sure you can run the session:

- Check that your computer is ready to use Adobe Connect by running this connection test: https://varndean.adobeconnect.com/common/help/en/support/meeting_test.htm

- You may be missing the Adobe Connect Add-in – if so, click 'Install Ad-in' after running the connection test

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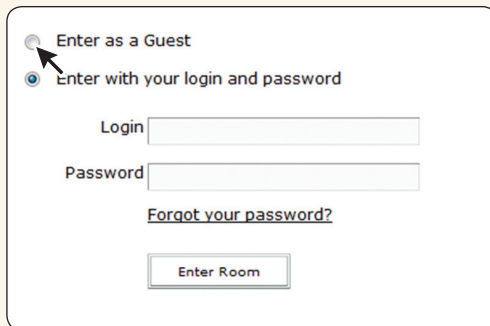
Getting the most out of the event

Getting the most out of the event

1. Log in early

Attempt to log in early to make sure everything is installed as needed, and that the training website is not being blocked by your network's security. To log in:

1. Click on the link in your joining instructions, or copy and paste it into the address bar in your web browser.

2. Click on 'Enter as a Guest'.

3. Type your name.

4. Click on 'Enter Room'.

You will not need a password to enter the event.

2. Print the presentation handouts

After you log in you will be able to access the presentation handouts from the 'Materials' box.
To save a file for printing:
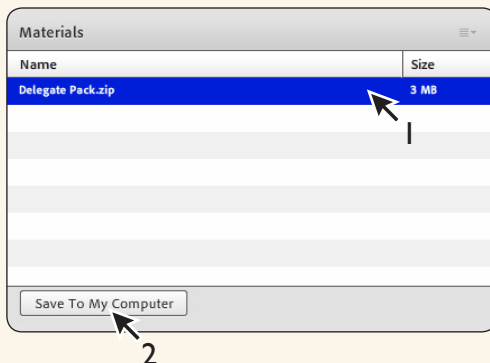
1. Click on the file you wish to download.

2. Click on 'Save to My Computer'.

3. A page will open in your web browser – click on 'Click to download' and follow the instructions to save your file.
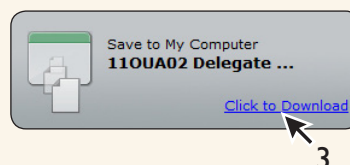
3. Consider training as a department

Training as a department gives you the opportunity to participate in activities and discussions as a team. To train together:

1. Book a single place – you only need one booking to train your whole department.

2. Use a projector or interactive whiteboard to share the session with your group.

3. Nominate one person to submit questions on behalf of the group.

4. Ask questions

One of the main advantages of live online training is that you can ask questions and get immediate answers. To ask a question:
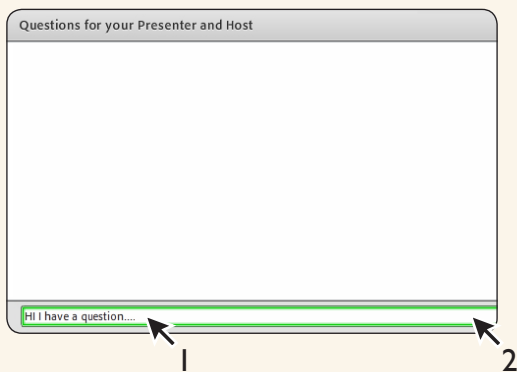
1. Type your question in the chat window.

2. Click on the speech bubble to submit your question.

If you don't want others to see your question, use 'Questions for your presenter and host'.

Questions submitted to 'Everyone' are visible to all delegates.

5. Use icons to feed back to your trainer and host

By using icons, you can quickly show if you agree or disagree with a statement, inform the trainer that you have stepped away from the computer, and even show applause. To use icons:
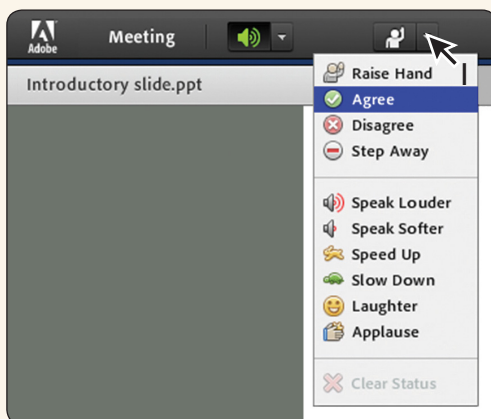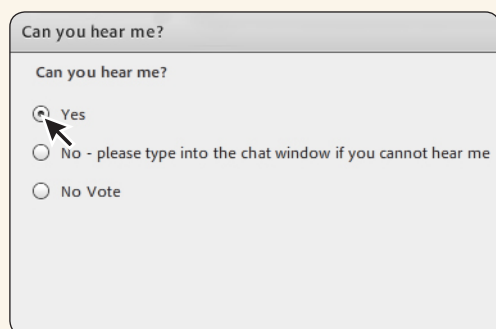
1. Click on the down arrow next to the 'hands up' icon.

2. Choose an icon to display.

The 'hands up' icon should only be used if you need to attract the trainer's attention but cannot type. You do not need to use it before you ask a question.

6. Participate in polls and activities

Online training works best when everyone participates, so make sure you take part in any polls and activities that take place during the event. To take part:

1. Read the question, and discuss your response with your colleagues if you are training as a group.

2. Click on the radio button next to the option you wish to choose.

3. Change your vote at any time by selecting a different option.

4. Cancel your vote by clicking on the 'No Vote' option.

 Polls are anonymous, and even when the results are broadcast you will not be able to see who voted for what.

7. Take the opportunity to network

When you train online, you're training with colleagues across the country. If you want to stay in touch with other delegates:

1. Use the chat window to share your email address.

2. To record other delegates' email addresses, copy and paste them from the chat window.

 Sharing your email address is completely voluntary, and nobody will be able to see your details if you prefer not to share them.

Troubleshooting technical problems
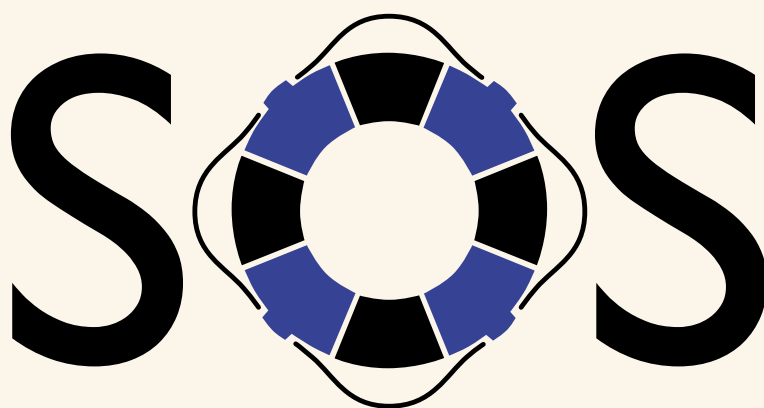
Troubleshooting technical problems

Technical issues with online training are rare, but as these are live events unpredictable things can happen. Taking a few simple steps before the session can help to minimise problems.

1. **Run a connection test and install the Adobe Connect Add-in.**

   Most problems are caused by a slow internet connection, or by not having the correct Add-in installed. To make sure you have the Add-in installed, run the connection test and click on the 'Install Add-in' button if the final part of the test fails. If you are installing the Add-in on a school network it may not stay installed once you close your web browser. If this happens, please ask a technician to install it for you.

2. **Close all programs running on your PC.**

   If you leave other programs open, especially those which use the internet, it may reduce the performance of your computer and affect your session.

3. **Make sure network maintenance is not being carried out.**

   You may find that 4pm to 6pm is a common time for technicians to carry out network maintenance at your centre. Make sure they're aware that you will be training online so they can schedule maintenance at a different time.

4. **Use the best quality equipment you can.**

   If you have a choice of computers, always select the most up to date model. Using good quality headphones or speakers can also make a real difference to the sound quality and your overall experience.

5. **Get help during the event.**

   If you are experiencing problems during the event, it is best to let your host know by typing your issue into the chat window. Your host will type an answer and it will appear in the chat window. Please note that such conversations are private and will not be seen by other delegates.

If you have any other problems, please call INSETOnline on 01273 704461, or email info@insetonline.co.uk.

Frequently asked questions

Frequently Asked Questions

General questions

Are online events live or recorded?

All our online events are live, so you will need to log in at a specific time.

How do I ask questions?

You can ask questions through the onscreen chat window. The event host will explain this Q&A feature at the start of the session. Questions will be answered live by the presenter, either throughout or at the end of the event.

How do we train the whole department?

The best way to train the whole department is to project the event with a projector or an interactive whiteboard, and use good quality speakers to share the audio. However, if you are only training with one or two other people you may prefer to gather around a computer. You only need to buy one log in to train a whole department.

What time zone are the times listed in?

All events are listed in GMT/BST.

Are event times fixed?

Yes, please refer to your booking confirmation for the exact time.

Can you provide certificates or proof of attendance for online training events?

We will provide a certificate upon request. Email trainingbookings@pearson.com quoting the event title, event date, your full name and the postal address, and we'll send you the certificate through the post.

What should I do if an event doesn't meet my expectations?

If an event hasn't met your expectations, please ensure you complete the event evaluation after your training. You can also email us at trainingbookings@pearson.com, and we will try to contact you within three days in order to confirm the next steps.

Event booking

How do I book a place on an online event?

You can book online training online at www.edexcel.com/training, or by emailing trainingbookings@pearson.com. To book through the website you will need an Edexcel Online account. If booking via email, please quote the event code, your name and your centre name and number. To ensure you receive the link to the event on time, please provide a correct email address.

How do I search for online events?

To search for online events, use the normal 'Event Search' box on the training area of the website, but make sure to select 'Online' from the 'Region' drop-down menu. You can also search by subject or qualification.

Can I book on to the event on the day of the event?

If there are places available, you can book at any time up to 12pm on the day of the event.

What happens if the event is fully booked or if I was placed on the waiting list?

We will try to schedule another event and you will automatically be given a place on this event and be notified of the date and time.

Are the number of places on each event limited?

Numbers are limited on every event to ensure that the trainer can interact with everyone valuably. The maximum number of bookings for an online event is usually 25.

Booking confirmation and joining instructions

When will I receive a booking confirmation?

You will receive a booking confirmation as soon as your booking has been processed. If you book using the website, you will receive your booking confirmation immediately.

When will I receive my joining instructions?

If you have received your booking confirmation, you should receive joining instructions with a link to the event ten days before the event. You will also receive a reminder links three days before, one day before, and on the day of the event. If you don't receive the link, this could be because you are not booked on to the event, because the email has gone into your junk or spam folder, or because the email address you provided was incorrect. If this happens, please contact INSET Online via email at info@insetonline.co.uk or by phone on 01273 704461.

Logging in to the event

When should I log in to the event?

Please log in to the event 15 minutes before the start time to leave time for any potential connection problems to be resolved. This will also give you time to print and review handouts or other materials.

I'm having problems logging in. Who should I contact?

INSET Online host online events on our behalf. If you have any difficulties logging in, please email info@insetonline.co.uk or call 01273 704461.

Can we log in on different computers using the same link?

You can only use one computer. People who have not booked the event will not appear on the delegate list and will be asked to leave the online training room.

Cancellations, transfers and refunds

Can I cancel my place on the event?

Yes. If you cancel your place on an online event within ten days of making your booking you can claim a full refund by emailing trainingbookings@pearson.com. If you cancel after ten days you will not be eligible for a refund.

Can someone else attend in my place?

You can substitute a delegate on an online event by emailing trainingbookings@pearson.com.

Can I get transferred to another event?

We may be able to transfer your booking to another event. If you want to do this, please email trainingbookings@pearson.com.

I was prevented from joining the event due to technical problems. Do I get a refund?

If you carried out the initial test and were still unable to join an event, you may be elligible for a refund. Please email trainingbookings@pearson.com.

Equipment and technical support

What equipment do I need?

To be able to participate in an online event you need a PC or laptop, a broadband internet connection, and headphones or speakers. If you are training with a group you will need a projector or interactive whiteboard so that all of your colleagues can view the event.

Do I need a microphone?

You will not need a microphone as you will be able to ask questions through the onscreen chat window.

Will I receive technical support?

INSET Online will provide technical support for all online training events. You can contact them by email at info@insetonline.co.uk or by phone on 01273 704461.

Training materials and recordings

Are course materials available?

You will be able to download the presentation handout as soon as you log in to the event. The rest of the training materials will be available for download in electronic form at the end of each online event. On some occasions you may be able to download materials prior to the live event taking place.

I was unable to attend the live online event. Can I receive the recording?

Event recordings are exclusive to delegates and are not available to a wider audience.

When will I receive the recording of the event?

Event recordings will be sent to all delegates after the event has taken place. The recording will be viewable for one month after the event. If you haven't received the recording, please email INSET Online at info@insetonline.co.uk, or call them on 01273 244315. Alternatively, contact trainingbookings@pearson.com.

Can I request a recording of an online event?

We are not able to send you recordings of paid events. You may request a recording of a free event by emailing trainingbookings@pearson.com; however, we will not always be able to send you the recording due to data protection issues.