



Online Course Delivery Rules

PLEASE READ THESE VERY IMPORTANT RULES PRIOR TO JOINING THE ONLINE COURSE

The Training you have booked will be delivered online. As this is not an “in the same room” delivery, there are strict rules that must be adhered to. **These are dictated by the Awarding Body for the Course that is being delivered.** If the rules are not adhered to then the Trainer or Awarding Body can ask the delegate to leave. It is important we get as much out of the course and gain the required award.

During the Course there will be the following people involved in the delivery:

1. **The GSS Trainer** who will be the primary person delivering the course material.
2. **On some courses, a GSS Training Host**, who will ensure the delegates have the correct information and will be there to help with individual technical problems so the main course is not interrupted.
3. **The Awarding Body** reserve the right to enter the course at any time without notice to check the course is being delivered correctly and their rules are being followed.
4. **GSS Management** can at any time enter the training environment to check the progress of the course.

The course will be delivered over Microsoft Teams via the internet on a computer. Delegates do not need a Microsoft Teams account; the link in the email we send to each Delegate allows them to enter the course. However some knowledge of how to log in via the link, how to use the camera on your computer and the mute/volume controls will be required. There will be no time for GSS Training to give technical training, though the Host will help with minor issues during the course.

- Each Delegate **must have their own computer/laptop**, with a camera that shows the Delegates’ face, upper torso, and assessment table. The computer/laptop must be connected via a stable internet connection. **Computers/laptops cannot be shared.**
- If delegates have connectivity issues for more than 20 minutes; they must speak with GSS Training about attending another course.
- Mobile phones **cannot be used** to attend the course. Mobiles must be switched off at the trainers’ request.
- Each Delegate must be in a quiet room with no distractions, and minimal noise.
- The Delegate **cannot leave the room, or be off camera whilst the course is in session.** There will be agreed breaks where the Delegate can go to the bathroom or make a drink.
- Each Delegate must be present and logged in **at least 15 minutes prior to the course** start time so the we can go through identification and introduction procedures with the Delegates who must present either a; Driving Licence or a Passport. If these cannot be produced or the Delegate is late, the Delegate cannot attend.
- During the Course via Microsoft Teams;
 - Delegates should be on **mute** unless they wish to raise an issue, discuss, ask/answer a question.
 - Your **video must always be on** whilst the Trainer is presenting.
 - Chat function can be used so as not to interrupt the Trainer but to talk to the Host where applicable.
- The Assessment/Test must be completed under test conditions including the following;
 - Delegates must **clear their desk** of all notes and demonstrate they have nothing around them.
 - Microphones should be muted.
 - **No support from anyone else is allowed** during the assessment.
 - Mobile phones should be on silent and out of reach.
 - The Delegate is not allowed to leave the room.
 - The Delegate’s camera must **always** be on.

When joining the course, it is assumed that the Awarding Bodies’ rules, as above, have been read and agreed by you. If you have any issues/queries regarding these rules, please let us know as soon as you can.



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