

Arts Award online adviser training: Expectations at training

What does online adviser training consist of?

You'll attend an interactive webinar with an expert trainer and complete independent learning tasks. The independent tasks consist of working through **two** learning modules - '[Introduction to Arts Award](#)' and '[Planning and support](#)'. As part of your training you will receive your Adviser Toolkit. Your toolkit is integral to your delivery and assessment of Arts Award, so ensure you save a copy.

We will be assessing your participation, knowledge and understanding throughout the training to ensure you have all the information to successfully deliver Arts Award.

Please be aware that if you don't complete the modules and webinar training in full we may not pass you as an Arts Award adviser and you may be required to attend the training again.

On completion of the webinar, the trainer will make a recommendation to Trinity on whether you have successfully completed the training and whether you and your organisation would benefit from any additional advice or follow up support.

Please be aware that your access to the training is for you as an individual. You are not permitted to share login details with colleagues or for them to attend the webinar training with you or in place of you. Anyone who is not registered for training will not be permitted into the Zoom training session.

What do I need to do before the webinar?

Before your webinar, you need to have completed the introductory learning module - [Introduction to Arts Award](#).

If you haven't done this by **five working days** before the webinar, we'll automatically move your booking to a new date to give you more time to complete it.

Where will I find the Adviser Toolkit?

Your toolkit is attached to this email. Download and save it so you can refer to it during the webinar.

You **must** have your toolkit with you to refer to during the webinar part of the training.

After the training we will send you a hard copy toolkit. If you would like it to be sent to an address different to the one you registered with, please contact the training team at training.team@trinitycollege.co.uk

Important information

You must adhere with the following, to access Arts Award adviser training:

- You must Join using your **own** desktop computer, laptop, or tablet, this is because the trainer is assessing your individual participation and understanding on the Arts award requirements.
- We do not recommend joining via your mobile phone as we will be sharing documentation and video that will be more difficult to view on a phone.
- Ensure you have your own equipment to join the webinar.
- Participants are not permitted to share computers or tablets, so we can ensure compliance with social distancing guidelines. You must fully comply with all prevailing government guidance in the context of COVID-19. training in the same building or room, must be accessed a minimum of 2 metres apart or 1 metre plus/adhering to organisational bubbles/restrictions (where appropriate). Any attendees accessing group training from the same building or room will be asked to complete a compliance declaration. You may be asked to join a new training date if issues with your equipment or your immediate working environment arise on the training day.

Good Practice for online training

In this section we identify our expectations including the technical aspects of using Zoom and general etiquette to ensure a good experience for all attendees at Arts Award adviser training.

Technical information:

Arts Award online adviser training is using Zoom to deliver its training as this platform offers several features that support us to deliver an interactive experience between you, the trainer and other attendees.

- If you have never used Zoom before, we recommend joining a [test Zoom meeting](#) before the training so that you can familiarise yourself with the application, check your microphone, video and headphones work and make any accessibility changes to the layout.
- Once you have joined the e-training room, please mute your microphone. As there will be several other attendees present, the trainer will invite you to un-mute your microphone throughout the training session.
- It is good practice to have your video on. The trainer and other attendees will need to interact with you throughout the training. The trainer will also be assessing your participation and understanding throughout the training.
- We have scheduled in breaks during the training. Please ensure that you turn off your video and microphone but do not log out of the zoom session.
- Wherever practically possible please use headphones or a headset with a microphone to limit the amount of background noise. This will ensure that audio clarity will be kept as high as possible throughout the training.
- If you are training alongside another colleague and you are based in the same building, please ensure you are both using your own computer or laptop. Having two computers close together accessing zoom causes feedback, so please ensure

you are good distance away or in different rooms for both technical reasons and to comply with current government guidance related to social distancing.

- To place the video of the trainer at the top of your screen, right click on the video of the trainer, and select 'Pin video'. This will ensure the trainer's video remains at the top, regardless of who is speaking.
- If you would like to ask the trainer a question, please type your question in the chat box or use the raise your hand function. The trainer will monitor this throughout the session and answer your questions at a suitable break point.
- Ensure that you have your Arts Award toolkit available to view either open on your computer in a separate window or device or printed as needed.
- It is advisable to have some basic stationary available to you such as pens, paper, post it notes, so that you can make notes during the session and in group work.

Ensuring a good training experience

With the majority of the UK workforce being home based or working remotely, interruptions from children or family members do happen. The webinar will last 3-4 hours dependant on the course and we need you to fully participate as you would at a face to face training day. There are steps we would like you to take to protect your privacy and to limit interruptions for you and other attendees of the course.

- Use a space at home or work where you can safely work from your computer, ideally at a desk or table.
- Ensure the space you are using has a good internet connection. To experience a good connection, you may want to limit other people in your building, live streaming or downloading content for the duration of the training as this will reduce your bandwidth.
- Find a space where you can limit interruptions or distractions. Interruptions happen, but to safeguard the privacy of children or others in your home or work environment and to minimise disruption to other participants, please turn off your video and mute your microphone. It is fine to step away for a few minutes to deal with the situation and then return to the training.
- If you have the Zoom application installed, you may be able to use the Virtual Background feature. This will enable the background of the room that you are in to be hidden.
- Your trainer will indicate how they would like to use the chat box function. Please remember that this is a professional learning environment and the trainer and any other guest hosts will be able to view all chat messages including those sent as private to individual attendees. Please therefore keep conversations professional.
- The trainer may ask you to share your screen or you may want to share something of interest. We advise closing your email and other computer applications that contain private or sensitive information you would not want to inadvertently share in a group environment.
- In general, we will not be recording the webinar training and won't be able to provide you with a copy post training. We do monitor adviser training for quality and standardisation purposes. You will be notified in advance and we will request your permission to record the training.
- You should note that Trinity takes its responsibilities to safeguarding seriously. If the trainer observes anything of concern while delivering training, they have a duty to report it to Trinity College London who will act accordingly. Trinity's safeguarding policy can be viewed at www.trinitycollege.com/policies

- ▶ In the event that the security of training attendees is compromised also known as 'zoom bombing' the trainer and Trinity will take immediate steps to close down the training session and will work with you to get your training back up and running or ask you to join a new training date.
- ▶ The trainer or Trinity staff are not permitted to share your contact details with other attendees at the training. If you wish to connect with other attendees, you have met at adviser training you are welcome to do so and should find the most appropriate way to share your details.

Ensuring an inclusive learning environment

Your trainer will remind you of general housekeeping and etiquette at the beginning of the training. We want you to be able to use the training to debate and share practice with other attendees and the trainer will facilitate opportunities for discussion and small group work.

However, we recognise that the online learning environment is different from the face to face one. Therefore, we are highlighting the following tips that attendees should bear in mind to enable an inclusive learning experience:

- ▶ Please don't be late to the training or leave early. The same conditions apply as in a face to face training day.
- ▶ Treat your trainer and other attendees with respect when talking or using webinar chat. Follow the instructions provided by the trainer and ensure you keep to the timings prescribed for group work and breaks so that we can keep the training on track.
- ▶ Try not to talk over or interrupt other people in the training. The trainer will help manage all questions, so everyone gets the opportunity to ask questions or respond to debate.
- ▶ Please exercise patience, not all attendees will be familiar with online technology and may have requested adjustments to participate in the training.
- ▶ Try to avoid acronyms not all attendees are familiar with, try and provide context to your particular organisation type or sector
- ▶ Avoid using the caps lock feature in written chat AS IT CAN BE INTERPRETTED AS YELLING.
- ▶ Be cautious when using humour or sarcasm as tone is sometimes lost in webinar chat or discussion posts and your message might be taken seriously or sound offensive.
- ▶ Please don't conduct other work while in the training session such as responding to emails or taking phone calls, except in an emergency. In which case please inform the trainer and excuse yourself accordingly.
- ▶ Be careful with personal information (both yours and other's).
- ▶ Do not send confidential information via e-mail or webinar chat.
- ▶ We are committed to creating an environment of equality, diversity and inclusion. We will deal with any acts of discrimination, harassment and bullying appropriately. Please refrain from any language and actions that could be deemed discriminatory. Trinity's Equality, Diversity and Inclusion policies can be viewed at www.trinitycollege.com/policies

Managing security

- ▶ Don't share your learning portal and Zoom passwords or webinar link with anyone.
- ▶ Change your password if you think someone else might know it.

- ▶ Always log out when you are finished using the Trinity learning portal or Zoom.
- ▶ We will check all attendees' names so that they match their registration details before admitting you into the training webinar. Ensure your Zoom screen name matches your registration name otherwise this will delay you accessing the training.

Where do I get help if needed?

If you can't see or hear anything, test your microphone/video settings using the Zoom software. If this does not work, quit the training session and your internet browser, and reopen the training link.

- ▶ More information on joining a Zoom meeting can be found [here](#).
- ▶ For more information on using Zoom, please visit their [support page](#).
- ▶ For any difficulties on the day, please contact training.team@trinitycollege.co.uk or **020 7820 6178**