



eGUIDE

Joining a Virtual Course



Joining a Virtual Course is simple...



Step 1 Choose your course

Individuals or Organisations would **register for a course** through Impress Training website.



Step 2 Register & Sign-in

Learners use a **Single-sign-on** to access our Impress Training Platform where they can register for their Zoom (live) class and materials access the materials.



Step 3 Start Course

On the scheduled date learners will join the Live broadcast using **Zoom** but can access all online content in the meantime.

So, are there any technical requirements to be aware of?



Non-Application courses

Check List

- ✓ Good internet connection
- ✓ Ensure your company's firewall doesn't block us or Zoom, Thinkific.
- ✓ Ensure laptops meet minimum requirements stated for running normal Zoom meetings.
- ✓ Your microphone is working and that your audio is clear
- ✓ Your webcam is working
- ✓ At least 4GB of Ram and Dual-core 2Ghz processors or higher preferred.
- ✓ Ensure your Zoom application is updated.



IT-Application courses

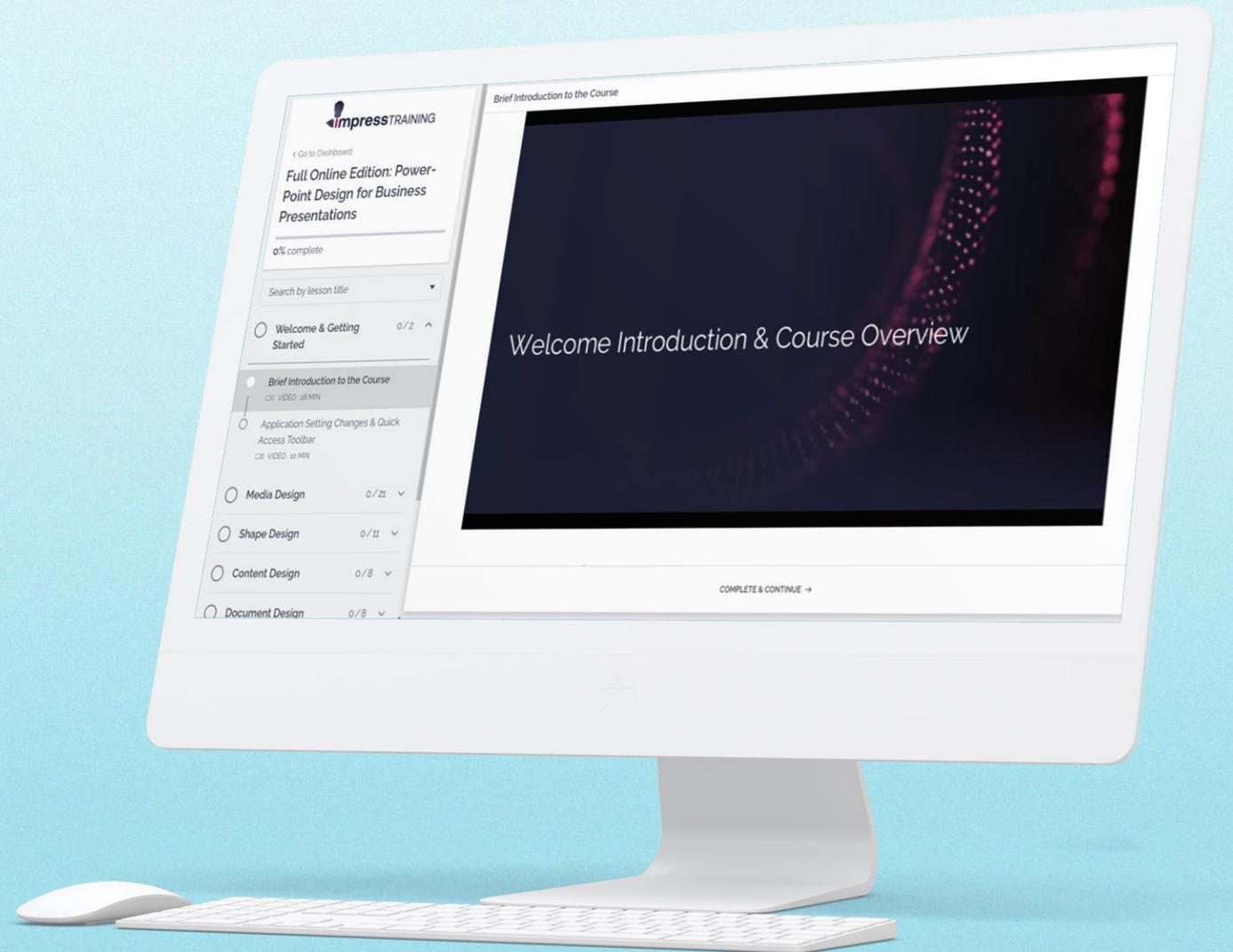
Check List

- ✓ For IT courses, **it is preferable to have two monitors** (devices), if not, it can be difficult to follow all screens (Speaker, Slides or Application, Your own Application to practice on, and Gallery of Participants) on a single screen.
- ✓ Examine your laptop requirements to ensure slight better performance stats for running multiple heavy applications. CORE i5 may have performance issues.

What would the platform and course look like?

Virtual courses will be a blended mix of our Online Learning platform and Live Zoom broadcasts.

Our learning platform serves as our gateway to Virtual and Online courses. Whilst the Zoom Virtual class is mandatory if you've registered, all additional online materials come as part of the value-add to a course; and do not act as a pre-or-post requisite to the completion of the course.



Where do you conduct the training?

Professional Broadcast

We Present in a Studio-type setting to provide a professional Live broadcast. We can stream in 4K and HD, but we typically do HD (1080) due to the varied systems and internet speeds you may have.



Frequently Asked Questions about Virtual Courses.

What do I need to download?

You will need to download and install the Zoom app depending what type of computer you are using, i.e., Mac or Windows.

Will I receive any training materials?

Yes, all your training materials will be available on the learning platform with all materials being in electronic and downloadable forms.

Must I keep my webcam on?

Yes. For those claiming SkillsFuture Credits, participants must keep webcams on for a visual attendance check and be visually present throughout the course as per SSG requirement.

In addition, it just makes it easier for trainers to engage with you if they have some visual reference and interaction. Making it a more interesting learning experience for everyone.

What are timings for a Virtual day?

9.00am we would require participants to start logging-in and if there are any last-minute issues, we can deal with those before the start of course. The course starts promptly at 9.30am. The course is divided into four blocks of 90 minutes with two 20-minute short breaks and a 1-hour lunch break.

Are Virtual Courses Recorded?

Yes – but these are only for our own internal quality control purposes. These are not shared, distributed or made available to course participants and will be deleted 90-days after the course.

Will I receive a Certificate?

Yes, you will receive an e-certificate.



So... what happens if there are technical issues during the course?

We all know how technology can be – and sometimes despite everyone's best efforts it might just be *one of those days*. In the event of this happening, we need to determine the root cause and prepare a suitable course of action.

Ensure before registering, you've read the terms and conditions and checked the system requirements. Once registered, it will be deemed you have read, signed and understood.

Technical Issues, refunds and Cancellations depend on where the technical issue arises. Remember: this will only affect the 'Live' portion of the course; learners will still have access to the learning platform.

Where did the issue originate:

Issue from Host
Impress Training



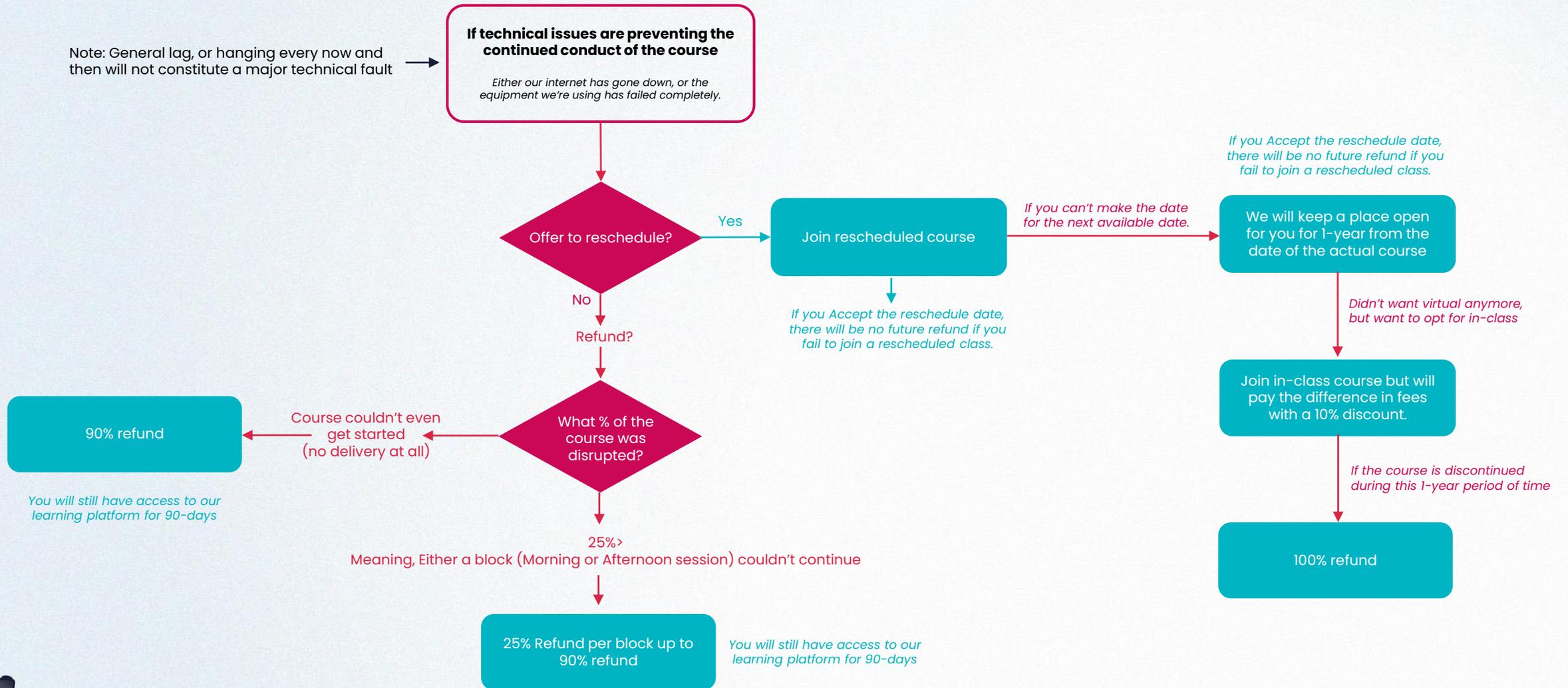
Issue from Learner
Individual or Organisation



Issue from ISP
Singtel, Starhub, MI, etc



What if the technical issue is from Impress Training?



What if the technical issue arise from your (customer) side?

**Ensure you read have terms and conditions.
Once registered, it will be deemed you have
read, signed and understood.*

If technical issues are preventing you from continuing the course

*Hardware performance from your device,
Company Firewalls, Application Blockage*

Offer a complimentary rescheduled course

No refund would be offered.

If on the day, you cannot attend the training

Same rules apply as with in-class.

Withdrawal/Cancellation/Postponement (Refund of fees)

- Full Fee will be charged for withdrawals 1 day before commencement of workshop
- If notice of withdrawal is given in writing 14 days before commencement of workshop, no cancellation fee will be levied.
- For notice of withdrawal in writing less than 14 days before commencement of workshop, 30% cancellation fee will be levied.
- Replacements from the same company are allowed.

Non-attendance

If you fail to attend the course on which you are booked and have not given prior notice to us, then the course fee will remain payable in full.

If on the day, your internet is down due to external ISP issues.

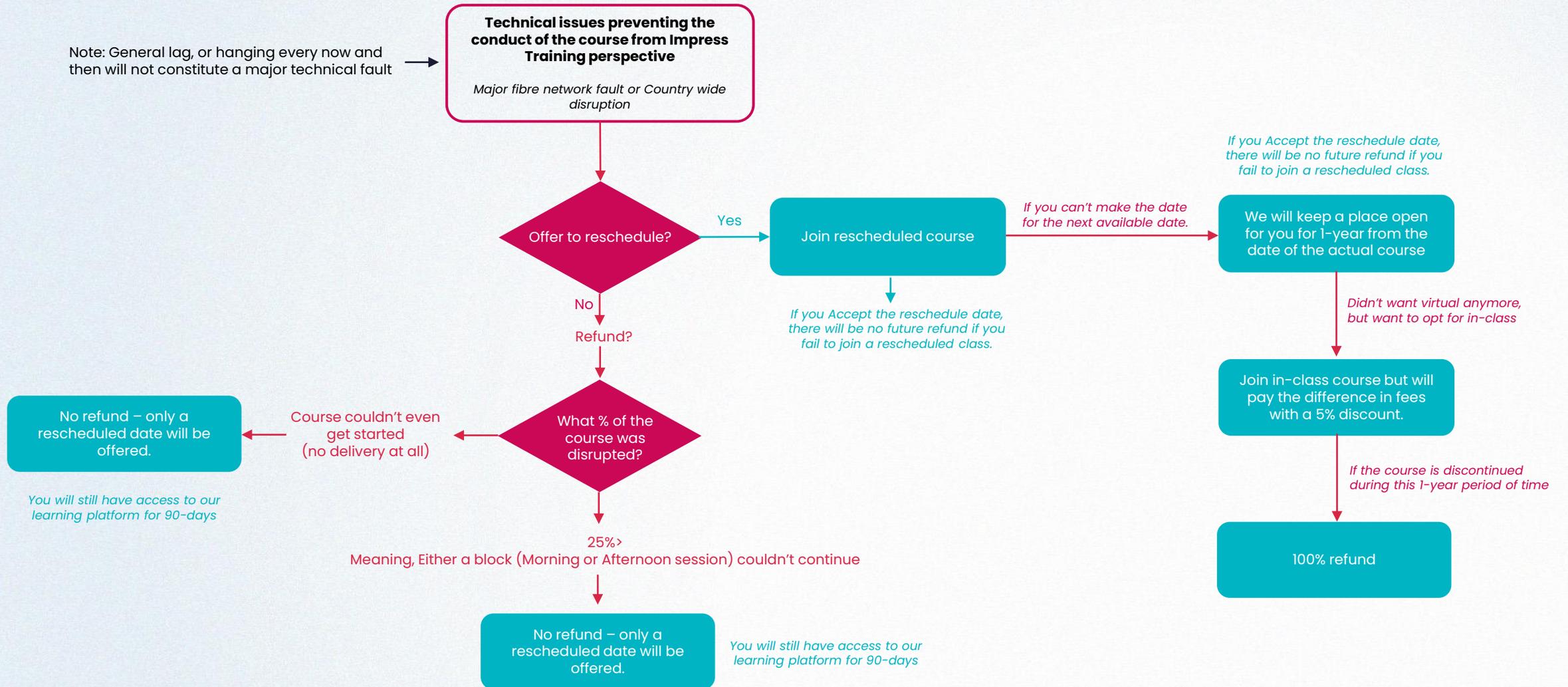
**This must be evidenced from your
ISP Provider in official statements*

Offer a complimentary rescheduled course

No refund would be offered.

Note: ISP issues may have only affected you the individual (based on provider) but not the Host.

What if the technical issue arise from an external ISP?



Additional Links.

Zoom main help website:

<https://support.zoom.us/hc/en-us>

Zoom Download:

<https://zoom.us/download>

Quick start guide:

<https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>

Joining a Meeting:

<https://support.zoom.us/hc/en-us/articles/201362193>

Zoom Security Policies:

<https://zoom.us/trust/security>

Thinkific Security Policies:

<https://support.thinkific.com/hc/en-us/sections/360004939573-Privacy-Security>



We look forward to hearing from you.

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