



Infosheet virtual trainings

VIRTUAL TRAININGS – HOW DO THEY WORK AND WHAT DO I NEED?

The conduct of a virtual training does not much differ from an on-site training. Your trainer presents and explains the contents of the course, discusses the topics in the video conference, provides you with tasks to exercise what you have learned (e.g. in group works) and visualizes the results on a flipchart (or a virtual whiteboard). The training day will be an interesting day filled with several activities and variety.

TECHNICAL REQUIREMENTS

For participating in a virtual training, you need an electronic device that allows the transmission of video and audio signals in both directions (your active participation is requested!). Here, a laptop / PC is certainly the most suitable option.

More technical details: Your computer should have an up-to-date operating system (e.g. Windows 8, Mac OS 13 and later) and a current internet browser (Chrome, Firefox, etc.; Internet Explorer is NOT supported!), a camera and preferably a headset.

WHAT PLATFORMS ARE USED?

- For conferencing units we use WebEx. Please visit the [Webex website](#) to check if your equipment meets the technical requirements.
- However, you do not need to download Webex or start a free version; we will send you a link to access the virtual training.
- For downloading the course materials or exchanging various documents, our [cloud](#) is used. For taking exams, the e-learning platform [Moodle](#) is used. An installation is not needed.

WEBEX TEST

To ensure the best possible experience and prevent problems during the virtual training, we offer a free Webex test appointment before the start of the training.

During this appointment, you can test your technical equipment and get familiar with the Webex tool before the virtual training ac-

TRAINING PROGRAM

Visit www.qualityaustria.com/en/international and take a look at our training program. Maybe you will find other on-site or virtual trainings suitable for your needs.



tually starts. You can also try out the tool by yourself [here](#).

WHAT SHOULD I DO IF IT STILL DOESN'T WORK?

If you still have technical problems during the training, please remember: You have the **qualityaustria** service guarantee! This means you can participate once again and free of charge in the same public training course at a later date!

I HAVE CHILDREN AT HOME, IS IT POSSIBLE TO PARTICIPATE?

We are aware of the limitations of your availability. The training consists of different modules – for example, presentations, discussions, or tasks to be worked out on your own at home. And of course, there will be breaks. We always try to combine a task with a break – this gives you flexibility and allows you to plan when to have lunch or when to work on the task. At the beginning, the trainer will introduce the detailed schedule of the training, so you can arrange with your family when it needs to be quiet in the room and when it is ok for your children to play in the background.

ACCESS AND CONTACT DETAILS

On the last Friday before your virtual training we will send you an e-Mail with the link to enter the Webex conference as well as a link to the cloud to download your training documents or, in the event of an exam, you login data to access the Moodle platform. Additionally, we will also send you our Webex manual.

Furthermore, we will provide you with the contact data of your trainer or examiner as well as a **qualityaustria** contact (E-Mail and mobile number) for technical support.

FINANCIAL ASSISTANCE FOR FURTHER EDUCATION

We will be pleased to inform you on the different options of financial assistance for your planned education and further trainings.

The Training and Personal Certification Department of Quality Austria – as a high-quality service provider in the field of adult education – is listed at Ö-Cert. For our participants, this means both proof of quality as well as easy access to financial assistance specific to the respective Federal Provinces all over Austria. Please find a compact overview on our website at www.qualityaustria.com/financial-assistance. Take the chance and make use of the financial assistance for your **qualityaustria** training. It's worth taking a look!