



# 110 In-house Training

Version 15



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# 1 Introduction

This document explains the detailed terms and how to get the best from our in-house training services and should be read in conjunction with our Terms of Business available at <https://tob.hubkengroup.com>. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail.

This is a living document and is subject to updates and changes as and when required by us.

## 2 Online Training

### 2.1 Computer, software and peripherals

Required for each participant:

Required	Notes
<b>Modern computer</b>	With mouse/trackpad and keyboard. Note that tablets or other mobile devices are unsuitable for the training.
<b>Monitor</b>	Minimum resolution of 1280px x 800px or 1366px x 768px. Dual monitors recommended if available.
<b>Connectivity</b>	The computer must be able to connect to the Internet for the duration of the training.
<b>Web browser</b>	Latest version of Edge (Chromium based), Chrome or Firefox.
<b>Headset</b>	Compatible with the participant's computer.
<b>Computer Audio</b>	Microphone and speakers enabled.
<b>Additional software</b>	Microsoft Excel or similar software required for administration training

### 2.2 Training environment requirements

<b>Connectivity</b>	A reliable Internet connection that allows access to the web conferencing application and the Moodle / Totara Learn training site (that we provide) for the entire duration of the training.
<b>Table/desk</b>	Large enough for: The computer and monitor(s) The participant's note pad.
<b>Ambience</b>	A location free from noise and distractions.

### Arranging training dates

Online training sessions must be arranged and take place within 13 weeks of us receiving payment for them.

### 2.3 Session recordings

Where we agree to provide a recording of the training, it will be available for you to review for up to 4 weeks after the recorded session.

## 3 Onsite Training



## 3.1 Computer, software and peripherals

### 3.1.1 Required for each participant

Required	Notes
<b>Modern computer</b>	With mouse/trackpad and keyboard. Note that tablets or other mobile devices are unsuitable for the training,
<b>Monitor</b>	Minimum resolution of 1280px x 800px or 1366px x 768px. Dual monitors recommended if available.
<b>Connectivity</b>	A computer capable of connecting to the Internet for the duration of the training.
<b>Web browser</b>	Latest Version of Chrome, Firefox or Edge (Chromium based).
<b>Additional software</b>	Microsoft Excel or similar software required for administration training.
<b>Table/desk</b>	Large enough for:  A computer and monitor(s)  The participant's note pad.

## 3.2 Venue set up requirements

Requirement	Notes
<b>Valid access information:</b>  <b>Username / Password / additional access information for:</b> <ul style="list-style-type: none"> <li>· <b>Network login</b></li> <li>· <b>Computer login</b></li> <li>· <b>Room door codes etc.</b></li> </ul>	Provide a list of any required access information and associations with a specific computer where necessary  Provide the trainer with the procedure participants must follow if they experience access difficulties.
<b>Network connectivity from the participants' computers to the Totara Learn/Moodle site(s) used for the training.</b>	Connectivity and access information must be available for the entire duration of the training.
<b>Network connectivity from the trainer's computer to the Totara Learn/Moodle site(s) used for the training.</b>	Connectivity and access information must be available for the entire duration of the training.
<b>Data projector and suitable projection screen/wall.</b>	See table for minimum resolutions.
<b>Connection to projector, network and power sockets in locations that are conducive to effective facilitation of the event.</b>	Please advise us in advance of any unusual room layouts.
<b>A location free from noise and distractions.</b>	



### 3.3 Projector resolution

Aspect ratio	Resolution	Pixels W x H
16:9	720p	1280 x 720
16:9	1080p	1920 x 1080

### 3.4 Onsite training expenses

When we visit you at your site in the mainland UK we incur expenses and will re-charge these to you in accordance with the following table:

Item	Charge
Return mileage	40p per mile.
Train/Air travel/Public transport/Taxis	Re-charged at cost.
Hotel Accommodation and subsistence	3-4 star, billed at cost up to a maximum of: £150 per night outside of London £200 per night inside London

We always arrange any travel or hotel accommodation directly.

We will agree maximum expenses incurred outside of the UK prior to confirmation of the Services.

## 4 General

### 4.1 Issues with your computers

We are unable to offer IT support for your computers at any time during an event so please ensure all participants are familiar with their operation, have sufficient user permissions, appropriate software installed and there are no restrictions that would prevent successful operation during the event.

The trainer may suggest some steps to resolve an issue but will not be able to assist in troubleshooting or provide detailed technical assistance.

### 4.2 Timekeeping and absences

Participants must be ready and prepared to join each session at the start time.

Participants absent from a session or late (re)joining may be asked to observe and listen until a fresh topic is commenced or there is another natural point at which to re-engage without disrupting the experience of other participants.

### 4.3 Background noise

Online training participants must use their headsets throughout the training sessions to hear and be heard by the trainer and fellow participants. Use of a headset ensures that distracting background noise is kept to a minimum.

If background noise is excessive e.g. colleagues in the office, TV, keyboard noise etc. the trainer will ask if the noise can be reduced. If that's not possible the trainer will mute the microphone, the affected participant will still



be able to hear the trainer and other participants and interact using the web conferencing text chat facility.

## 4.4 Prerequisites

The training is designed for participants who understand what Moodle / Totara Learn is and their organisation's implementation objectives.

Administrator training requires that you have a good general understanding of Moodle / Totara Learn course related functionality.

## 4.5 Participant skills

For those unable to participate successfully owing to lack of skill or speed operating their computer or some other reason beyond our control we will provide reasonable support.

If we consider that providing support is having a detrimental impact on the learning experience of other participants or impairs our ability to complete the published programme, we will ask the participant(s) to withdraw from any hands-on element of the training and participate through observation and discussion only.

## 4.6 Variation

We reserve the right to vary the training programme.

## 4.7 Substitution of participants

We permit a participant to be substituted if the substitution is for the entire event.

## 4.8 Deferment

### 4.8.1 By you

We will try to be flexible in rearranging training when we receive a request from you to defer a training schedule already agreed. The table below details our fees due immediately for deferrals requested by you:

Deferral request received	Deferral fee
More than 2 weeks prior to the event	Nil
Less than 2 weeks prior to the event	£300

### 4.8.2

## 4.9 Dispatch of training resources

We send training resources (if applicable) e.g. handouts to a single recipient.

If you request that we send the training resources to more than one recipient we will make an additional charge of £25 per recipient.

