

## Best Practice Guide

To ensure you have the best possible eTraining experience, please adhere to the following best practice items:

1. Turn off any radios, mobile phones, Blackberries or any other wireless devices. These can cause significant interference during the session.

2. Use a telephone head-set instead of a speaker-phone to make your feedback as clear as possible for the Trainer. It is advised that you do not use a normal handset as you will be using a keyboard throughout the session.

3. Use a secluded area of your office, preferably away from your own desk and keep all noise levels to a minimum. Ensure your colleagues know what you are doing and ask them not to interrupt you.

4. Only one delegate per PC is permitted. More than one will detract from the eTraining experience.

5. Please follow the instructions in the Getting Started Guide. Ignoring them will mean you are not fully equipped to take part in the session and may mean you are ultimately prevented from joining.

6. Take your time over preparatory tasks and get them right. Also give yourself plenty of time on the day of the course to join the session.



7. Note on screen the teleconference phone number and entry details in case you lose your call connection. More detail is included in the FAQ document.

8. Keep the Trainer informed if you need to move away from your screen during the course.