Remote Learning FAQs

Alcumus

Safer, Healthier, Stronger

Your Guide to Remote Learning

What is Remote Learning?

Remote Learning enables you to experience the same level of quality tuition provided by our qualified and experienced team of trainers. You will be sent a link to an online meeting and guided through the course content through your connected device. All instructions, discussions and exercises will be in the same format as though you are sat in the classroom – albeit a virtual one!

What do I need to participate in Remote Learning?

* You will need access to Microsoft Teams. If you currently don't have access to Microsoft Teams, you can sign up for free using the online application here
* You will need a copy of the relevant standard which can be purchased from BSI
* You will need a wifi connection
* You may wish to take notes during the session, which can be made electronically on the Delegate Manual which you will receive from the tutor, or you can use good old-fashioned pen and paper!
* You will need a laptop or other connected device with webcam capability
* You may wish to use a dictionary

What can I expect on the day?

* You will benefit from the same environment that you would expect from face-to-face classroom tuition. Other delegates will be joining the online meeting and you will be able to discuss ideas, together with guidance from the tutor
* All of our tutors are highly qualified and experienced at ensuring you get the most out of your training. Our tutors will try to accommodate your requests (amendments to break times, additional coverage of subjects etc) wherever possible to ensure you get the most out of remote learning; enabling you to apply your knowledge in your working environment
* Your meeting invite will contain the details for the course, including: Start times, duration etc. If you need any assistance, contact your course tutor on receipt of the invitation
* All sessions will be recorded as evidence for CQA IRCA. Your course tutor will clarify the privacy policy and consent details at the beginning of the course and Microsoft Teams will notify you when the recording has begun, enabling you to review the privacy policy and consent functions

Information about your course?

* The courses will be delivered in the same format as if you were physically in the classroom
* We are able to transfer you to a course later in the year, pending further Government announcements and changes
* If you should decide this method is not a viable option, our standard Terms & Conditions will apply

Who do I contact if I have any issues?

* For any course dates, amendments, finance or administration issues, you can contact our Academy Administration Team on **academy@alcumusgroup.com,** or alternatively call **0161 865 3699**
* For any new enquiries, you can contact our dedicated Account Managers on: **01296 678 453**
* If you have any queries regarding course duration, course materials or subject matter, you can contact your tutor on the e-mail address provided in your invitation, or alternatively you can contact our Academy Administration Team who will be happy to forward your query on to the relevant tutor

When and how will I take my exam?

* If you are taking a Lead Auditor course, which involves an examination, further guidance will be given by the course tutor upon commencement of your course
* The examinations will take place on the last day of the course and will be conducted via remote proctoring service which includes AI (Artificial Intelligence) methods to ensure your exam takes place securely

Top Tips

1
Set-Up
- Make sure you have access to Teams
- Make sure you have a comfortable, quiet place to work
- Make sure you have your ISO standard available

2
Technical
- Set-up 1 hour in advance
- Reach out to your IT department for advice
- Practice a 'dummy run' with a colleague; a perfect time to collaborate

3
Communicate
- Check your e-mails and messaging apps regularly
- Make contact with they Academy Administration Team, Account Manager or Course Tutor early