



Global Knowledge®

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Class-Connect HD

Global Knowledge leads the way in innovative IT and best practice learning. We work in partnership with our customers to deliver flexibility, value and service



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- Coventry
- Edinburgh
- Glasgow
- Leeds
- London
- Manchester
- Wokingham

GLOBAL:

- 40 centres in 12 countries across Europe
- Middle East & Africa
- Canada
- United States

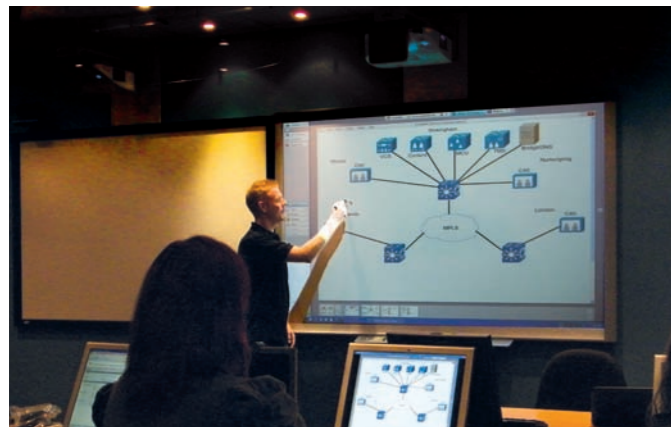


Class-Connect HD

At Global Knowledge, we pride ourselves on listening to customers and providing solutions to business needs. Providing quality instructor led experiences whilst reducing travel and subsistence costs are key focus areas at present whether the customer driver is time, cost or the green agenda! This is particularly challenging in certain geographical regions or where the course is niche and the numbers requiring the course to run are limited. In these situations, without travel and associated expenses, customers are forced to look at expedient modalities such as e-learning or virtual deliveries, where they exist, to address an immediate requirement. We all recognise that this isn't always a premium experience or indeed a good environment for learning and hence we have invested time and resources in a new solution to create an interactive and high-quality classroom alternative – Class-Connect HD.

How it works

The enhanced experience is powered by 'tried and tested' technology and robust infrastructure between the classrooms – HD quality audio and video connect the classrooms over a high capacity managed network to ensure a 'real time' experience. Combine this with instructors skilled in this modality, intelligent, 'smart' white boards and full class participation and you have a unique and highly immersive experience.



LIVE CLASSROOM

Delegates have the same high quality experience as an instructor-led event. HD quality audio and video connect the classroom to ensure a 'real time' experience.



REMOTE CLASSROOM

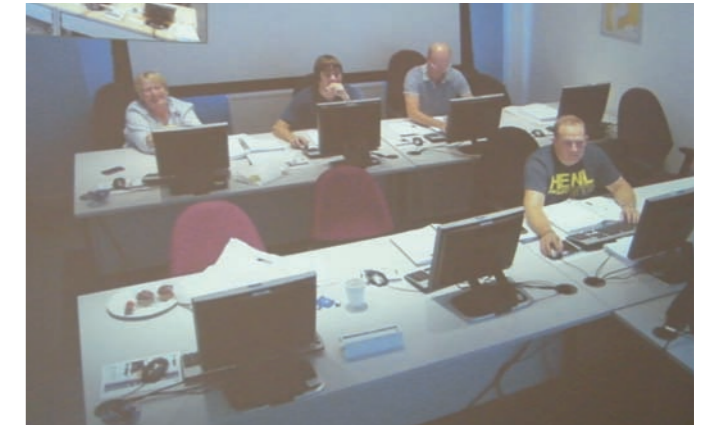
Delegates have a clear view of the instructor and the other delegates on one screen. By using an interactive smart-board, they can view the presentation and notes simultaneously on another screen or on their monitor.

Encourages class *interaction* and *participation*



LIVE CLASSROOM

Where the learning requires group interaction the camera positions are primed to be able to allow both groups to face each other to further promote the environment for discussion and debate.



REMOTE CLASSROOM

The tutor and delegates in the live classroom can see, hear and interact with the remote classroom at all times.

Class-Connect HD FAQ's

» Can I see the tutor and the other delegates?

Yes, irrespective of where you are, you can see the tutor and all the delegates in the combined group. The class-connect environment uses HD video to actively promote group interaction, individuals are either displayed on the main screen or the rear wall dependent on your location.

» Is there any lag between what is said and what I hear or see?

The use of a high capacity MPLS network allows a seamless interaction – there is no noticeable lag between the classes with both audio and video and that includes the whiteboards too!

» Do I need to wear a microphone?

The unique microphone technology means that no-one is required to wear a personal mic – the set-up will deliver clear audio transfer between the classes, which has been optimised to remove ambient noise and promote clarity of communication.

» Can I ask the tutor a question in private?

Yes, each delegate has a chat function built into their machine which allows the delegate to ask a question in private.

» How does the interactive white board work?

The 'smart-boards' use a special software bridge which enables 'real time' viewing on both whiteboards irrespective of which board is being used. This allows both groups to do a group activity around the board and each groups contribution can be seen by all.

» What happens when I arrive at the centre if there is no on-site lecturer?

A member of the training centre team will register delegates when they arrive and they will show them to the classroom at the start of the course. They will provide support to delegates throughout the event and the instructor will also have direct access to the centre team should delegates require further help and assistance.

» Should I expect the class size to be bigger?

No, with a view to promoting the right learning environment, delegate numbers will not be any greater than on a standard Instructor-led Training event.



What our delegates had to say about Class-Connect HD...

“ When I found out I was joining a remote classroom as part of Global Knowledge’s Class-Connect HD event, I was at first slightly sceptical as I haven’t experienced this type of learning environment before. However once my manager and I spoke with our account manager at Global Knowledge, they made us feel extremely comfortable and I felt fully prepared for the course. I have since recommended this to my colleagues and our L&D team as it really works, especially for those who are not always able to travel a long distance or have the sign-off for hotel expenses. ”

“ I found that the event was completely live and the tutor was engaging and able to respond straight away to our queries, whether in an open forum or by using the desktop chat function. The remote class felt at ease and we were interacting with the other delegates over lunch and at the end of the day. This enabled us to share information and talk through our understanding of lessons and activities covered during the day. I thoroughly enjoyed the course, and the training centre team were always helpful and supportive. Thank you Global Knowledge! ”

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