



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.

For more information call us on 0118 912 3456.

