

# Remote Training Delivery

## Guidance and Best Practice

### **IMPORTANT:**

1. This Guidance and Best Practice does not include remote delivery of assessment, whether e-Assessment or paper-based assessment
2. Our requirements and guidance for e-Assessment can be found in our Self-Assessment Report (SAR) for e-Assessment. For a copy of this SAR, please contact [quality@euskills.co.uk](mailto:quality@euskills.co.uk)

## 1. About Energy & Utility Skills

We provide membership, assurance and skills solutions to help employers in the energy and utilities sector attract, develop and retain a sustainable and skilled workforce.

Our UK-wide membership includes the major infrastructure companies within the gas, power, water and waste management industries – as well as the supply chain and contractors.

Energy & Utility Skills Group comprises EUIAS (the sector's apprenticeship end-point assessment organisation), the National Skills Academy for Power (NSAP) and EUSR (the sector's online register for training, skills, authorisations and qualifications).

## 2. About the e-Classroom

Online classrooms are not the same as e-Learning. E-learning is when an individual learns on their own using learning and assessments delivered via an e-Learning platform. Typically, it is individual-led, and they determine when and where they carry out the learning.

Online classrooms, or e-Classrooms, are delivered in real time by a Trainer – at a set time, using a variety of training materials and usually to a group of individuals – much the same as a traditional physical classroom.

The big difference between a physical Classroom and an e-Classroom, of course, is that the Trainer and individuals are in different locations. The 'classroom' environment is recreated using software - with video cameras, audio and screensharing – which allows interaction between the Trainer and the individual(s).

For the Trainer, the principles of remote training delivery via an e-Classroom are the same as those for a physical classroom:

- The Trainer and individuals talk and interact with each other in real time
- The design, content and structure of the training – and the final assessment – is the same as used in a physical classroom
- The same, though maybe adapted, training materials are used, as in a physical classroom
- Individuals are there to learn (and pass the assessment where appropriate) to get their EUSR registration
- The Trainer is the subject matter expert
- 'Classroom' etiquette applies

There are benefits to remote training delivery in an e-Classroom:

- Reduces the cost of training, particularly costs associated with overnight accommodation or travel to a training location
- Increased access to training for individuals – especially if based in different locations
- Training delivery consistency – the same for all individuals, wherever they are based
- Convenience – scheduling can be adapted to suit the individual (or employer)

Remote training delivery is not appropriate for all types of learning. If the learning outcomes are more 'skills' based or a practical application of knowledge, then the training should be face-to-face and hands-on, as the learning is about improving capability or performance through practice.

Learning outcomes that are 'knowledge' based, lend themselves to remote training delivery. The transfer of knowledge can be achieved through reading, watching or listening – ideal for an e-Classroom.

Put simply, skills are *practical*, and knowledge is *theoretical* and most practical skills do not lend themselves to remote training delivery.

Where training programmes combine both 'skills' and 'knowledge' learning outcomes, then a 'hybrid' approach to training can be used - the 'skills' element delivered face-to-face and the 'knowledge' element delivered remotely.

Consideration should also be given to the duration of the training. It is very difficult for individuals (and the Trainer) to remain enthusiastic and engaged for longer than half a day when the training delivery is via video conferencing.

The learning style of individuals must also be considered; some individuals will learn better in a more collaborative or physical classroom setting.

### 3. About Energy & Utility Skills' Requirements

Our approach to ongoing monitoring and audits is the same for training delivered remotely in an e-Classroom as for that delivered in a physical classroom. You need to make sure that you can meet our requirements:

- You are approved for the scheme - additional approval for remote training delivery of an Energy & Utility Skills' approved or endorsed training programme is not required
- Training delivery must meet all the requirements laid out in our Provider Agreement for Approved Providers and our Trainer Terms and Conditions for Approved Trainers

- Remote training delivery must only be used for 'knowledge-based' learning; it must not be used for training 'practical application of knowledge' or 'competency'
- You should contact us to confirm the suitability of delivering training remotely if the training is likely to be longer than half a day
- You issue an Energy & Utility Skills privacy notice to individuals
- You use the approved (or endorsed) learning and support materials and training is delivered always in accordance with the scheme specification and/or Programme Leaders Guide (PLG)
- You must comply with our policies and processes (for example, Reasonable Adjustments and Special Considerations, Appeals and Enquiries About Results, Complaints, Malpractice and Maladministration, Conflicts of Interest, Complaints)
- You retain the same information as you would for training delivery in a physical classroom – they may be in a digital format rather than hard copies - there are editable templates in QuartzWeb you can use
- You retain training delivery records for the duration of the EUSR registration. We recommend you also retain:
  - Joining Instructions
  - Evaluation Form
  - Attendance Register

(Exemplar forms are available in QuartzWeb – you can use these, tailor them to suit your own needs or create your own)

## 4. About the Individual(s)

You must make sure the individual(s) understand the following before the training delivery begins:

- You issue clear joining instructions to set expectations for the individual(s) – to include, for example, the time of the training, location, format of delivery and assessment, dress code, the need to provide photo ID to confirm their identity, invigilation arrangements, need for clear desks, mobile phones not allowed
- Traditional classroom etiquette applies – they need to be prepared at the start of the training and they are expected to remain present for the duration of the training and assessment
- Their environment must be appropriate - quiet, they will not be disturbed. If more than one individual, they should be seated at least 1m apart (this does not consider any need for social distancing)
- They will need a laptop or larger screen tablet device with audio and video camera functionality, both of which must remain switched on for the duration of the training and assessment.

- An internet connection is required that will be available for the duration of training delivery
- They need an email address of their own to receive registration information, exchange mandatory documents with you and receive the links to the e-Classroom session
- They are confident about installing the video camera software (some systems will not require this and will use a web browser interface instead)

## 5. About the Delivery System or Software

You need to consider the following before remote training delivery in an e-Classroom:

- You need a video camera and screen-sharing system appropriate for the delivery materials and the number of individuals being trained
- You need a computer with good quality camera and audio – we recommend using a headset with microphone as this improves the audio quality for everyone
- The internet connection must be reliable and available for the duration of the training delivery and assessment
- You will not be able to use paper-based documents and forms, such as the health screening questionnaire (for National Water Hygiene only), registration form, attendance register – if you want individuals to complete any forms, then ensure you use an 'editable' format
- You need to be confident when using the software and technology – build in time to practise screen sharing, sending emails, sending and receiving forms

There are a wide variety of systems to consider. It is important you decide on one that is appropriate for you and that it enables you to maintain the required standards of delivery as well as the functionality to properly support the individuals during the session.

Energy & Utility Skills do not recommend any specific systems or software but please consider the following when evaluating your options:

- Be clear on any usage limits – some systems place limits on individual video camera calls, for example fixed length or set minutes per month, a limit on the number of individuals in any one call, limits on quality of audio and video feeds
- Depending on the software you decide to use, there may be a licence fee to access increased functionality or remove any usage caps
- Reliability of the platform – you must ensure the video camera (the e-Classroom), will be available continuously for the several hours you will be delivering training

- The functionality must support effective delivery – ensure the software has the right tools so that individuals are supported properly during the session (for example screen sharing so they can see your learning materials, mute functions you control).
- Requirements for the individual being trained to install software. Whilst you will install the software to manage and deliver training, individuals may be more comfortable if they could access the 'e-Classroom' through a web browser interface – rather than having to install software that they are unfamiliar with
- There are different versions of many products:
  - Skype for Business has more screen sharing functions than the personal version of Skype
  - Google Hangout also has a dedicated education version with better 'workspace' management tools than normal Hangout
  - Microsoft Teams also has an education version with specific assignment and grading functions for each participant
  - Zoom is a cloud-based video conferencing, group messaging, and online meetings system and allows multiple individuals to share their screens and interact
- Make sure these tools support the training delivery standards required, as well as making sure you do not invest in functionality you will not need
- Make sure it supports you – software choice can be quite personal. You need to be confident and comfortable when delivering.

## 5. Remote Training Delivery Best Practice

It is different delivering training remotely, but the learning experience can be just as interesting, valuable and rewarding as that in a physical classroom.

- Preparation is key – having spent enough time with your software so you are confident, having learning materials and support materials (for example presentations, activities, videos) ready and all administrative tasks done prior to the session starting will let you focus on delivery on the day
- If you 'invited' the individuals to the training electronically, add a reminder for 10 minutes before the start time
- Double check before the training starts that you have all the registration details and mandatory information you need. You can address it right at the beginning before training starts.
- 'Open' the classroom at least 15 minutes before the start time – this gives you time to check everything is working, address any issues and gives you chance to prepare yourself. Much in the same way you would in a physical classroom
- Check everyone's learning environments – ask each individual about their own work area, ask them to show it to you, make sure they will be able to participate

properly without distraction, look at the lighting and if you can see them properly (remembering the need for invigilation later if the training has an assessment)

- Check the individuals are happy – that you are well enough lit, they can hear you properly, your video is working too
- Do not be afraid to ask someone to address any concerns you have
- Remember it is still a classroom – normal etiquette applies, everyone must behave appropriately, and it is okay to remind participants of this at the start
- Establish your own presence straight away – tell them something about yourself, your background; establish a ‘community’ feel
- Explain how the e-Classroom will work – any key features of the software relevant to them, interacting with one another, how you want them to get your attention (especially during the assessment), make them aware they will be recorded at some point
- Run through the session plan like you normally would – checklist of mandatory information and anything that is missing from anyone, the schedule, learning objectives, content and how it will be delivered, breaks
- Set expectations about maximum time allowed away from the screen
- Check understanding during delivery – both more regularly and more explicitly - you cannot rely as much on the visual cues like in a physical classroom.
- Depending on the system or software you use, you can send ‘Text Chats’ to specific individuals
- Be conscious of how quick you are talking – you will probably need to try to speak a little slower than usual, especially at the start of the session, as everyone settles into the virtual environment
- Interaction is critical to everyone feeling involved – ask people to introduce themselves, have regular points where you ask questions, try not to have periods of ‘silence’ such as when you are opening files and documents for learning. Let the individuals know what you are doing
- Stick to the schedule and remember the breaks
- Keep it lively – altering the tone of your voice, including video or audio activities for a change of pace
- **Be enthusiastic – it’s contagious!**

**If you have any queries at all relating to remote training delivery,  
please contact the EUSR Support team:**

**telephone: 0121 745 1310 (select option 1) or email:  
eusr@euskills.co.uk**