

PATA Online Training

Important Information



Payment of training

Please ensure prompt payment as your link to the training will not be sent until invoices have been settled (or an extension to the payment deadline has been agreed).



Links to Training

The majority of our training takes place via Zoom. You will be sent the link (Meeting ID and password) 24 hours before the event begins. This will be sent to the attendee email address given at the time of booking.

If no attendee email address has been given we will send the link to the booking email address. Please ensure you pass it to the person attending the training. We ask that you have checked you have the zoom invite in plenty of time before the training starts. *Check junk/spam folders for the link before contacting us.*



Waiting Room

The training link will lead you to a waiting room which opens approximately 15 minutes before the session is due to start. *Please be ready and waiting at least 5 minutes before the session start time.*



Screen Name

Screen Names on Zoom accounts will be checked against the register of attendees so we ask you to ensure your screen name matches the name of the attendee booked. If we can not identify you as the person booked to attend we may not be able to admit you. *You can change your Zoom name in your account profile or once admitted just right click the three dots by the side of the current name and clicking 'rename'.*



Device

We recommend using a laptop or desktop computer, rather than a mobile phone for the training. *One person per device per booking please (unless otherwise agreed with PATA).*



Cameras

So that all participants can get the maximum benefit from the training, please use a device with a functioning camera and ensure that it is turned on throughout the session.

We may remove anyone who continuously turns/ keeps their camera off without notifying us before the event or contacting us using the chat facility.

Please be aware of your background and use the filter function if necessary.



Microphone

Please ensure your device has a working microphone to allow you to fully participate on the course.

You will be asked to remain on mute throughout the course unless otherwise instructed. Please be aware of background noise if you unmute (e.g. TV or radio noise, other people talking).



Participation

Our Training sessions are interactive and to ensure everyone attending gets a meaningful and engaging experience we ask that you are prepared to participate in group discussions.

This is particularly important in breakout rooms which many trainers use.



Confidentiality

Some discussions may be of a confidential/sensitive nature. Please do not share these with anyone outside of the training room. Please also be mindful of the topic of the training and anyone in the same room who can hear what is being discussed. You may prefer to use headphones.



Recording

Unless otherwise instructed, the training will not be recorded by PATA or the trainer, nor should it be recorded by any attendees.



Feedback

After the event we will send you a feedback survey via email to the same email address the zoom invite was sent to. Please check junk/spam folders for this. Upon completion of the survey (and once all invoices are settled) we will send you a CPD certificate and any handouts, presentation etc.

The survey will have a closing date and after this date has passed we will not be able to send you a CPD certificate.



Contact Details

01452 541244

info@pataglos.org.uk

9:30am - 3:30pm

If you need assistance on the day of training but outside of our office hours, please call 07949 930465

