

## Training frequently asked questions

**I'm starting a course in a couple of weeks, should I prepare anything? If so what do I need to do?**

Any pre-course requirements specific to each of our training courses will be included within the joining instructions, which you will receive in your course reminder email prior to the course start date. You can also find useful information in the dedicated pre-course room within EdLab, the learning portal supplied to you for your Janet training course. You will be able to access EdLab using your log on details found in your Joining instructions. Please contact us at [training.technologies@jisc.ac.uk](mailto:training.technologies@jisc.ac.uk) if you have any queries. It is also recommendable to consider your personal objectives for attending the course.

**The joining instructions for my course tell me to register for EdLab but I'm unsure where I need to go to do this, please can you help?**

We often have people enquiring about EdLab, what it is and how they can access it. EdLab is our online learning portal where you will find pre-course and course rooms dedicated and specific to each of our training courses. It's an invaluable space online to go for course resources, to ask your trainer questions, collaborate with your fellow delegates, access course recordings, complete tasks, upload assignments and much more. New users will be automatically signed up to EdLab and will be sent their details via email prior to the start of the course; delegates who have attended a Janet course previously can use their existing log in details. The sign in page for EdLab can be found on the training pages of the Janet website; <https://www.ja.net/training/edlab> though should you have any problems with logging in, please contact; [edlab@jisc.ac.uk](mailto:edlab@jisc.ac.uk)

**I'm from a commercial company and I've seen the courses you offer, are any of them relevant to me? Can you make any courses specific to our company?**

All of our courses are written specifically for organisations that have a Janet connection in order to help them make the most of the services provided. So although commercial companies can book onto our courses, the amount of useful information will be limited as the focus is on the Janet network and its associated services. If you are unsure if a particular course is suitable, please contact; [training.technologies@jisc.ac.uk](mailto:training.technologies@jisc.ac.uk)

**We're considering hosting an in-house training course, what sort of things do we need to consider?**

We often get asked if one of our courses can be run within an organisation. Our in-house courses are often a financially viable option when you wish to train larger numbers in a particular course.

Our in-house courses require a minimum of 6 delegates to run effectively with a maximum of 12 delegates per day. We will provide you with an expert trainer for the day, workbooks for the delegates, all pre-configured equipment for the course and access to our pre and post course support rooms within EdLab, our dedicated online learning portal.

We would need from you, a boardroom style room that will comfortably accommodate 6-14 people including laptops. The room will need to have a projector and screen, flip chart and Wi-Fi access. You would also need to make arrangements for refreshments and lunch.

We would also need a nominated person from your organisation on hand for any questions and be available on the day to help the trainer with any local issues.

If this sounds like something that would be beneficial for your organisation, get in contact with a member of the training team at; [training.technologies@jisc.ac.uk](mailto:training.technologies@jisc.ac.uk).

**I'm considering going to a training course and I'd like to know more about the trainer, do you have profiles or a biography I can read?**

Yes, you can read a short bio of all of our trainers within the pre-course pages within EdLab for the course you have booked on to. Of course this is only available once you have registered for a course and been granted access to EdLab. If however you would like information prior to booking please email us as at; [training.technologies@jisc.ac.uk](mailto:training.technologies@jisc.ac.uk) and we will be happy to send you any details on any of our trainers.

**I am doing an online course and just finished the assignment, how can I send this to the trainer?**

Assignments can be uploaded for the trainer to access via the course room on EdLab. To upload work, log in to EdLab and go to the course room. On the front page of the course you will see a 'hand in' button that will allow you to upload your work. There are also 'hand in' icons on the left hand toolbar and within the assignment folders. If you experience any problems uploading work this way or require further information of how to do this, please contact; [training.technologies@jisc.ac.uk](mailto:training.technologies@jisc.ac.uk).

**I attended a training course recently and I have some follow-up questions for the trainer, what is the best way to contact them?**

During the course you will have been given the contact details of the trainer and you are welcome to contact them directly. Alternatively if you contact us at [training.technologies@jisc.ac.uk](mailto:training.technologies@jisc.ac.uk) and we can pass a message onto the trainer for them to contact you.

## **Where can I find your course schedule?**

The schedule for all of our upcoming training courses can be found on the training pages of the Janet website; <https://www.ja.net/training/schedule-and-booking>. It is always useful to have a look at this page (and any of the relevant course overview pages) prior to contacting us regarding a course.

## **I've been asked to book places on a training course for some of my colleagues, where do I go to do this?**

Course bookings can be made directly from the training pages on the Janet website; <https://www.ja.net/training> from either the main course schedule page or via the course overview page. The booking process is straightforward and requires payment by credit card or a postal order (note that POs will generally be invoiced after the course has run) and reference number to complete the booking. When a booking has been received the new delegate booked onto the course will receive a confirmation by email.

## **How much will a training course cost me? Is the price variable for different courses, and does the price change if it is online?**

You can find details of the course prices here; <https://www.ja.net/training/prices> and also on the individual course overview pages. It is useful to have a look at these two pages prior to booking on a course or contact us with your course queries.

## **Why do you only schedule courses 6 months at a time? I want to plan for the coming year but I don't know when you will be running the course I need to attend.**

We operate our schedule on a six month rolling programme in order to be agile and to meet the needs of customers across all sectors and regions. Some locations are more popular than others and this is reflected in the schedule. If you are interested in a particular course or location, but cannot see it on the schedule, please contact us via [training.technologies@jisc.ac.uk](mailto:training.technologies@jisc.ac.uk) and we will see if we can arrange a course for you.

## **What is an online briefing? How can I register?**

Online briefings offer an additional one-off training opportunity for focused content. The LIVE online session gives you the opportunity to gain the most up-to-date information on specific and current topics. Subject matter experts deliver presentations using the interactive Adobe Connect platform. After the presentation, there is a dedicated Q&A session and discussion. Online briefings usually run over lunch time and are led by a certified online learning facilitator. You can register for online briefings directly from the training pages on the Janet website; <https://www.ja.net/training> from either the main schedule page or via the online briefing overview page.