

Online Learning Expectations for Learners

Purpose

This document outlines the expectations for all learners attending online training sessions. These expectations are in place to ensure a positive, engaging, and effective learning experience for everyone.

1. Participation and Engagement

All learners are expected to:

- Actively participate throughout the session
- Engage in discussions, activities, and tasks set by the instructor
- Respond to questions when asked
- Contribute using interactive tools such as chat, polls, and the raise hand function

Active participation is essential to support your learning, understanding, and progress.

2. Camera Use Expectations

- Cameras are expected to be **on throughout the session** to support:
 - Engagement
 - Interaction
 - A positive learning environment

Exceptions

We understand that there may be circumstances where this is not possible. Cameras may be turned off if:

- A valid reason is discussed and agreed with the instructor at the start of the session
- There are technical issues or personal circumstances that prevent camera use

If Your Camera is Off

If your camera is off, you will be expected to:

- Remain fully engaged in the session
- Respond when asked questions
- Participate via chat, polls, or verbal responses
- Confirm your presence when requested by the instructor (at least once per hour)

3. Use of Online Tools

During the session, you will be asked to use:

- **Chat function** – to respond to questions and share thoughts
- **Polls** – to provide quick feedback or opinions
- **Raise hand feature** – to ask questions or contribute to discussions

These tools help make sessions interactive and inclusive for all learners.

4. Behaviour Expectations

Learners are expected to:

- Be respectful to instructors and other learners at all times
- Avoid distractions (e.g. mobile phones, background noise)
- Attend sessions on time and remain present throughout
- Follow all instructions given by the instructor

5. Technical Requirements

To support your learning, you should:

- Join sessions on time using the correct link

- Ensure your device, internet connection, camera, and microphone are working
- Test your setup before the session where possible

6. Safeguarding and Support

Your safety and wellbeing are important to us.

- If you have any concerns, you are encouraged to speak to your instructor
- You can raise concerns during or after the session
- All concerns will be treated seriously and handled appropriately

If you do not feel comfortable speaking to your instructor during a live online session, you can contact us directly using the details below:

- Telephone: 01623 555661
- Email: info@petersmythe.co.uk

7. Monitoring and Feedback

- Sessions may be monitored or audited to ensure quality
- You will be asked to complete a **feedback form** after your course (<https://tinyurl.com/LifftCustomerFeedback>)

Your feedback helps us improve our training and delivery.

8. Summary of Expectations

By attending online training, you agree to:

- Keep your camera on unless agreed otherwise
- Actively participate in all activities
- Engage using chat, polls, and discussions
- Be respectful and professional
- Follow instructor guidance

Acknowledgement

By attending your online session, you confirm that you understand and agree to these expectations.