Online-Based Classroom (Learner Guide)

A Complete Guide on How to Enrol and Partake in Online-Based Courses at Equinet Academy

Purpose of Guide:

In light of the COVID-19 pandemic, we have converted a handful of our courses to e-learning or online-based classroom format.

We have prepared this guide to help learners familiarize themselves with this learning mode (e-learning/online-based classroom), which may be relatively new to a number of adult learners in Singapore.

By the end of this guide, you should be familiar with the entire process from enrolling to completing an online-based course here at Equinet Academy.

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Part A: Overview of Online-Based Classroom

Here are some differences of how Equinet Academy's courses are conducted via **traditional face-to-face classroom mode** versus how they are being conducted **online**:

	Traditional Face-to-face Classroom Format	Online-based Classroom Mode
Learning hours	16 hours *No Change*	16 hours *No Change*
Course Schedule	Conducted over 2 days (8 hours each day i.e. 9am – 6pm) *Breaks given in between No Change*	Conducted over 2 full days (8 hours each day i.e. 9am – 6pm) *Breaks given in between No Change*
Mode of Delivery	Traditional Classroom Face-to-face with Trainer	Virtual Classroom via Video Conferencing Software with Trainer
Curriculum	*No Change*	*No Change*
Class Size	Max 20 - 25 learners	Max 20-25 learners *No Change*

Hear what past learners have shared on their experience with online learning!

"Had opted for the zoom class during the early stage of circuit breaker. Was a little curious and apprehensive about the effectiveness of a WSQ classroom-based course taken online. Thoroughly enjoyed the DA session by trainer Shaun Lee in the comfort of my living room. Well prepared, engaging, approachable, clear voice, Shaun managed our expectations well and constantly checked learners' understanding and involvement via chat replies and group exercises. He demonstrated his DM experiences extensively through actual demonstration of theoretical concepts, as well as his readiness to take on our questions. Very amazed at the trainer and course provider's readiness for the online class. Great stuff!"
– Joycelyn Sim, completed the WSQ Digital Advertising course

"Walter is a very dedicated and an excellent trainer and has lots of patience. At my age, I thought it would be very challenging, especially doing online. I struggled but it was worth the effort. With Walter's great patience and participants' good spirits, I was determined, and very happy to have completed the course. Thanks Walter and all. Best Regards"
– Mohaini Ibrahim, completed the WSQ Social Media Marketing course

"It was my first time using Zoom to have training and it has been a great journey. The trainer Dhawal is very experienced in GA and gave us a lot of insight on the topic. The pace of the course was just right and it was very well organised. Thank you!"
– Vickie Huang, completed the WSQ Digital Marketing Analytics course

Examples of Delivery of Instructional Methods for Both Learning Modes

Typically, in a **traditional classroom**, classes are conducted with 1 trainer to 20 – 25 learners in a cluster or classroom seating format. Group discussions, group presentations, lectures, peer-to-peer coaching are all conducted face-to-face (in person).
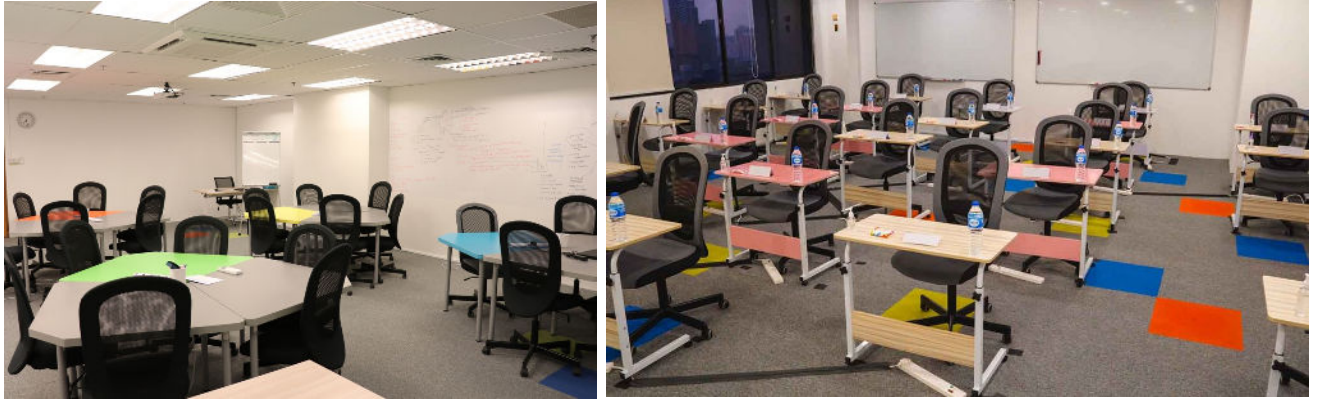

You may view the safe distancing measures implemented at our training centre in light of the Covid-19 development outlined here:
https://www.equinetacademy.com/latest-covid-19-precautionary-measures-taken-by-equinet/

In an **online-based classroom**, lessons will be delivered via a video conferencing software. Lectures will be conducted via screen sharing, while group discussions and group brainstorming will be conducted via "breakout" rooms (individual virtual rooms) to split up discussions into smaller groups.

All videos recorded will be for audit purposes only at the request of SkillsFuture Singapore (SSG).
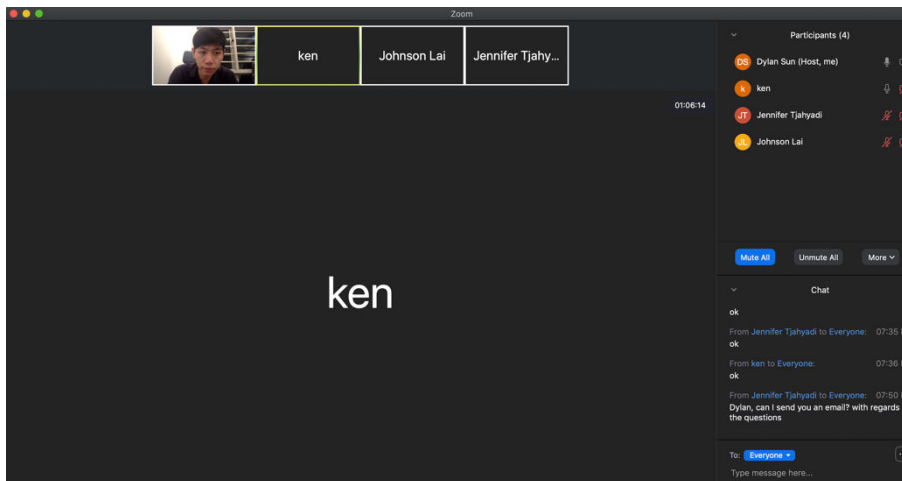
Logistical requirements for online-based classes will be discussed in a further section below.

Part B: Process Flow (From Course Signup to Course Completion)

As a learner of Equinet Academy, you will experience the following events should you plan to sign up for any of our online-based courses:

Step 1:

1. Register for a course via our website at www.equinetacademy.com.

Step 2:

2. Receive a confirmation email including course details, payment and training grant processing instructions, tutorial guide on how to partake in an online-based class (link to join the online classroom, technical requirements, technical support link, user guide).

Step 3:

3. Ensure logistical requirements are met for conduct of online-based classrooms. For example, video conferencing software and any other required software installed into laptops, webcam, mic, and stable internet connection. To perform tests and request for technical support where needed.

Step 4:

4. Receive reminders to attend classes as per registered dates and times.

Step 5:

5. Attend classes as per registered dates and times, at specified virtual classrooms.

Step 6:

6. Complete the course and receive your e-certificate.

Part C: Logistical Requirements for Online-Based Classes

The following logistical requirements are essential in order to ensure a smooth experience when partaking in online-based classes:

| Logistics	Requirements
Personal Computer (Laptop/Desktop)	**Required** MAC or Windows
Second Monitor/Dual Screen	**Optional** For easier reference during hands-on activities, as opposed to toggling between applications.
Stable Internet Connection	**Required** At least 10mbps. Test your speed at www.speedtest.net
Internet Browser	**Required** Google Chrome (highly recommended), Firefox, Internet Explorer, Safari, Microsoft Edge
Participant Name as per NRIC	**Required** *For SSG-funded courses, trainees are required to change their Zoom names to their name as per NRIC for identification purposes. Please refer to our step-by-step guide to do so.*
Webcam (Built-in or external)	**Required** Test your webcam on Zoom at zoom.us/test *For SSG-funded courses, trainees are required to turn on webcams for the entire duration of the course, and ensure full face and upper body are captured as per SSG's requirements.*
Microphone (Built-in or external)	**Required** Test your mic on Zoom at zoom.us/test
Zoom (Latest Version) Video conferencing platform	**Required** To install/update Zoom prior to participating in the online classes. Please contact our technical helpdesk if you face any technical difficulties.
Microsoft Excel and Word	**Optional** Google Sheets and Google Docs are alternatives.

Should you require technical support at any time, do not hesitate to reach out to us via our technical helpdesk.

Part D: Technical User Guide

In this section, we will walk through how to install and set up Zoom:

Zoom

1. When you sign up for an online-based course at Equinet, you will receive an email with a link to join a virtual meeting room. **On the specified date and time of your scheduled class, click on the link to join the meeting.**
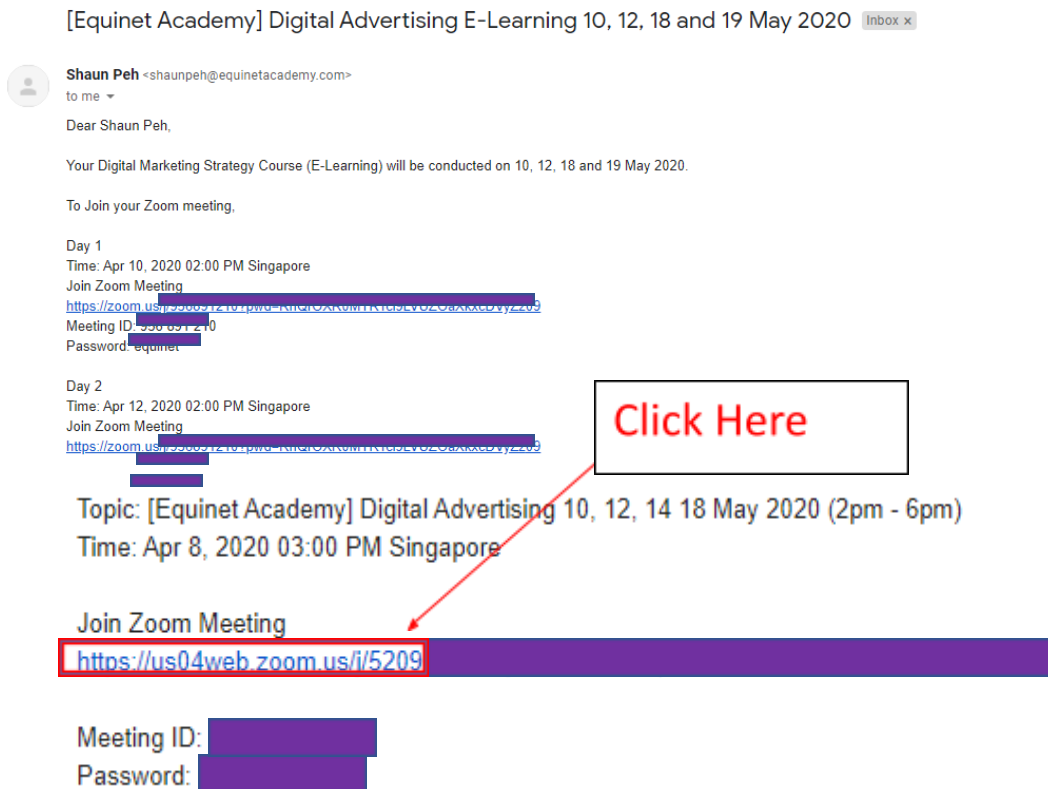
2. Enter the meeting ID and password as specified in the email sent to you. Click **Open Zoom Meetings.** You may choose to run Zoom from your browser or download and run Zoom from your computer.


3. You will be placed in a waiting room. Please wait patiently for the trainer to admit you into the room.

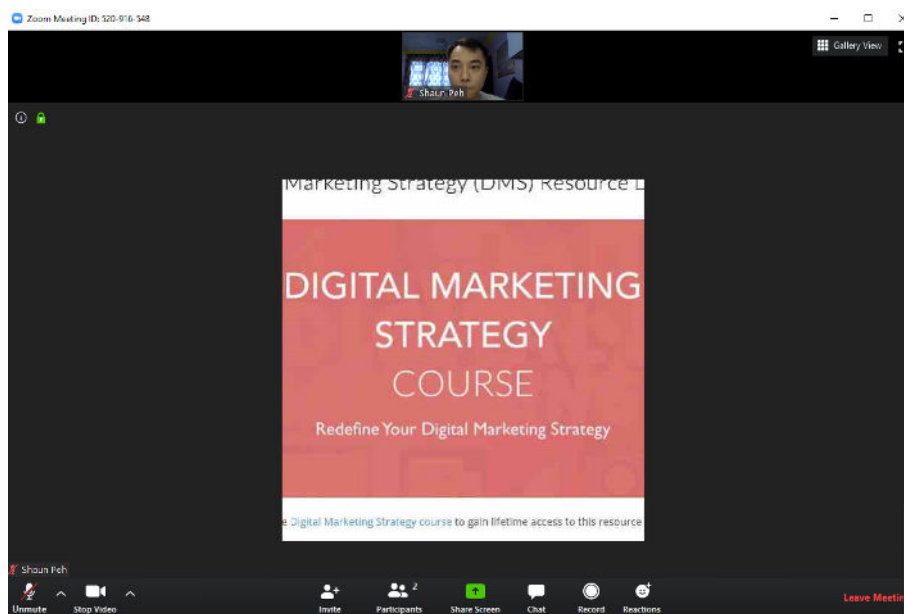Please wait, the meeting host will let you in soon.

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4. Once you have been admitted into the room, click "Join Audio" and "Start Video" at the bottom left hand corner to activate your camera and audio input.
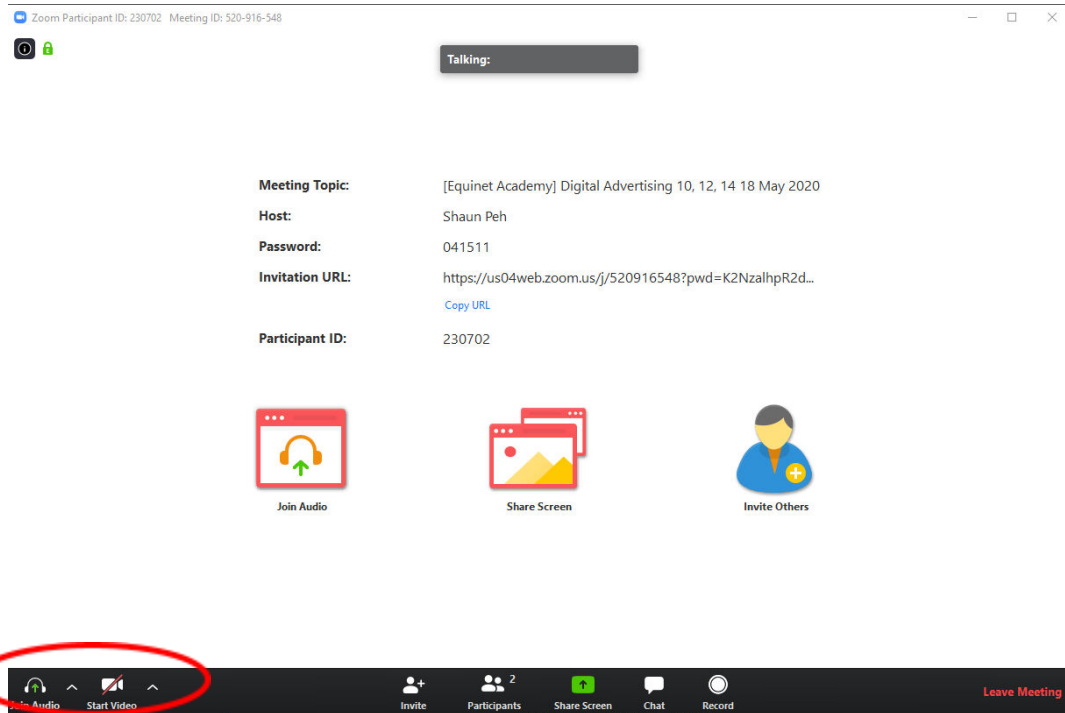
5. Once you see the following screen, you are set and ready for class!

Part E: FAQs

+ What are the security concerns regarding the use of Zoom and how are you addressing them?

There have been many instances where uninvited users join Zoom rooms at random and harass other room participants. To prevent this from occurring, we have enabled the waiting room function and secured our rooms with passwords that will be sent to you via email prior to the course.

+ I have trouble installing or operating one of the required software/apps. Where can I look for help?

For any technical issues, you may contact our [technical helpdesk](#).

+ How are group activities conducted online?

We conduct group activities via breakout rooms. The trainer will assign trainees into different breakout rooms for group work and will engage the groups individually, before moving all trainees back to the main room for review and feedback. Documents will be shared by the groups through Google Docs/Sheets where everyone can see each other's progress.

Trainees will be required to turn on their webcam and mic in order to immerse into the full online classroom experience. *For WSQ courses, the turning on of webcams for the entire duration of the course is a mandatory requirement.*

In terms of effectiveness, the output will still be the same (i.e. the quality of the project work produced). Trainees can approach their trainer independently for post-training support.

+ Will there be video recordings of the sessions made available for reference after class?

While sessions will be recorded, these recordings will not be made available for public viewing without explicit permission. Recordings will be kept only for the purpose of compliance with auditing policies by relevant government agencies, such as SSG.

We have produced bite-sized videos for a number of courses and will be gradually making them available for the rest of the courses. These videos are recorded separately from classes, and are intended to cover essential concepts in an easy-to-digest format.

On top of that, trainees will gain lifetime access to the [learning portal](#), where trainees can access course resources such as the slides, templates, and other course materials at any time.

+ I do not have a laptop, webcam, microphone, or any other logistical requirements stated. What are the alternatives?

In this case, you may opt to sign up for our face-to-face (in-person) classroom learning mode. We provide laptops for loan for the duration of the course without any cost on your end.