



I-CAR Virtual Classroom Frequently Asked Questions

GENERAL FAQ

What is a “Virtual Classroom”

A virtual classroom is a learning experience that is led by a live instructor over the internet with students watching and listening remotely on their own computers.

What is an I-CAR “Virtual Classroom?”

It is a regular I-CAR course led by a live I-CAR Instructor over the internet to students in remote locations, including handouts, videos, and a post-test.

Why is this being offered?

The collision repair industry has been asking for a way to obtain training in remote areas where a live classroom is not practical.

Why is this being offered now?

There are two important reasons for this. Firstly the problems associated with delivering the traditional Live Training classes right across Australia means that some areas simply cannot be covered. I-CAR is committed to provide training to all participants within the industry. Second, computers and electronic communication capabilities are now readily available and relatively common.

Where is this being offered?

The delivery method means that students from any state in Australia can undertake the course at the same time. A search of the I-CAR Australia website will show the I-CAR Virtual Classroom choices and when they are planned to be held.

Are all I-CAR courses available?

No. The Virtual Classroom courses are selected as being the most suitable for virtual delivery and do not require extensive demonstrations or discussions. The courses cater to all role specific training levels and do not have an online class option.

How do I know if one is available in my area?

Search for a Live I-CAR class from the I-CAR website in the usual manner. If there are Live I-CAR classes available, you will see information for those. Discussions, demonstrations, and interactions face-to-face with an I-CAR Instructor is still the most effective learning experience.

If there are no Live classes scheduled in the next 90 days and this is one of the I-CAR courses converted to a Virtual Classroom format, you will see a “Virtual Classroom” choice.

How do I register for an I-CAR Virtual Classroom?

There are two parts. First, register and pre-pay for the class in the usual manner with I-CAR. Registration forms will be available on the I-CAR Australia website, or from the office. In your email receipt, you will receive a GoToTraining® link that is specific to you for this class. The second part is following that link and registering for the GoToTraining® event.

GENERAL FAQ (cont.)



What is GoToTraining®?

I-CAR has a license for use of internet meeting software called GoToTraining®. This is the electronic host for I-CAR Virtual Classrooms.

Does the I-CAR Virtual Classroom include videos?

Yes. This is the same course content contained in Live I-CAR classes, including videos. Students are directed to another website where I-CAR videos are hosted. Each student watches a video in a second browser window on their own computer when directed by the instructor. Please note that some companies have internet firewalls that will not allow videos to play on their equipment. The same video link can work on another computer later.

How late can I register for an I-CAR Virtual Classroom training class?

You must pre-register and pre-pay at I-CAR at least 7 days in advance.

How do I know if I am registered?

After pre-registering and pre-paying, you will get a confirmation email from I-CAR and it includes the GoToTraining® registration link. You need to register at GoToTraining® too. But don't worry, a complete "How to Guide" will be emailed to you.

After registering at GoToTraining®, you will receive a confirmation email that includes additional class information and a link to join the training class on the right date and time.

Please verify the correct start time for your time zone. I-CAR lists all Virtual Classrooms as AEST (Eastern Standard Time.) You will also receive a reminder email from GoToTraining® on day before and one hour before your class.

How do I prepare for an I-CAR Virtual Classroom training class?

After registering at GoToTraining®, you will receive several written instructions in your confirmation email. One is to test your system by following their test link:

Example: http://support.citrixonline.com/en_US/GoToMeeting/help_files/GTM140010

Another instruction is to download and print your student materials for the I-CAR course. You will also receive a link to another website that hosts the I-CAR videos. Test this link to make sure the videos play on your equipment.

How do I join the training class?

On the right date and at least 15 minutes before class time, click on your GoToTraining® link and follow directions. It would help if you had already tested your system with the GoToTraining® test link prior to the class so you know everything will work.

Please not that if a virtual class is delivered over 2 nights and you do not attend on the first night you will not be allowed to attend the second night or complete the test.

GENERAL FAQ (cont.)



What equipment do I need?

You must have a computer and a high-speed broadband internet connection. Dial up is not suitable. You must be able to see the presentation and view the videos. That is why it is important to test both websites with your equipment before class.

System requirements

- Windows®7, Vista, 2003 Server or XP
- Mac OS® X v10.5 Leopard® or newer
- Internet Explorer® 7.0 or newer, Firefox® 3.5 or newer, Safari™ 3.0 or newer or Chrome™ 5.0 or newer

How will I hear the instructor?

GoToTraining® has an excellent Voice-Over-Internet-Protocol (VOIP) system. With a set of speakers and a microphone, or a USB headset with both, you can clearly listen to and interact with the instructor through your internet connection. Wireless equipment tends to cause delays and can be difficult to hear.

An alternate method is to dial into the training with your phone. The phone number, password, and your individual PIN for this training will be visible on your GoToTraining® screen.

How long is each class?

These are the same I-CAR courses that are delivered in a live classroom. However to enable all Australian students in the different time zones to have access, the normal four (4) hours courses will be delivered over two sessions, on the same day but in consecutive weeks. Please reserve two hours for each session of the class. This time may or may not include your post-test.

Can I watch the class with someone else?

Yes. Several students can attend on the same equipment as long as all can see and hear the class presentation. A conference room with a large projection screen and external speakers can work well. Post-tests will be taken separately.

How do I take the class post-test?

After the second session of the class, a post-test link will automatically be emailed to you. Follow the link and take the test online. It is strongly suggested you do the test immediately after the final session, while the material is still familiar. You have 24 hours to complete the post-test and return.

How many Platinum Individual accreditation points are these Virtual Classroom courses?

They are the same points as Live classroom delivery for each successfully completed course.
