

The Warner Institute delivers our programs in three ways:



Face to Face Classrooms



Interactive Live Virtual Classrooms



Blended Learning Classrooms
(a classroom where some participants attend face-to-face and some attend virtually)

We are always committed to providing a high-quality learning experience using our Whole Person Learning Model for all our Participants, regardless of their mode of learning. Our Online Service Standards explain how we ensure this for Participants in Interactive Live Virtual Classrooms.

Is Virtual Learning right for you?

Our interactive live virtual classes allow you to learn alongside others and have all your questions answered just as if you were all in the same room, but from your own home. If you wish to learn virtually, you must apply during enrolment. Warner Institute undertakes a comprehensive Pre-Training Review (PTR) with you to determine whether the program is suitable and appropriate for your individual learning needs. This includes understanding your level of digital literacy and whether an Interactive Live Virtual Classroom will help you meet your goals. We determine this through your:



- Employment and volunteer work experience
- Software access and capability levels
- Knowledge and skills achieved through previous courses undertaken and completed
- Responses to other important PTR questions, considering whether additional support is required

Using Microsoft Teams

During your induction, we provide you with a Participant User Guide to Microsoft Teams; this explains all about joining our Interactive Live Virtual Classrooms. If you need another copy, it is available on our website or you can ask your Program Manager or Participant Support Team for a hardcopy.



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Your handbook for the student portal

Here is a link to your [Handbook](#) for the Warner Institute Student Portal.

Your handbook for how to join one of our live interactive virtual class sessions

Here is a link to your [Handbooks](#) that you can join your scheduled live interactive virtual class sessions and continue your learning program. Because we want you to have the best possible learning experience when you're undertaking one of our live virtual interactive classes, here's our [Online Service Standards](#) to help support you.

Go to warnerinstitute.com.au. Click on [Participant Centre](#). Scroll down to the heading [Your handbook for how to join one of our live interactive virtual class sessions](#). Click on the green link to your [Handbook](#).



To use Microsoft Teams, you need to have access to a computer or tablet with capacity to stream video with audio, as well as a reliable internet connection for each timetabled session.

Operating system

Devices running on Windows 8, Mac OSX Yosemite, and iOS8 have limited support with Microsoft Teams. Limited means some media may not be viewable, and some features are not available. It is best to use a computer or tablet with a more recent operating system such as Windows 10, MacOS 11 or iOS 14.

Internet speed

Ensure your broadband connection is 256 Kbit/sec or faster. This will ensure that you can view videos and online presentations through USB wireless modem, ADSL, T1/T2, fibre optic or cable. We do not recommend dial-up access as it will be significantly slower and could make your learning experience difficult.

Internet browsers

Compatible browsers include:

- Google Chrome 32-bit version 38 or later (recommended for optimal compatibility, this has been thoroughly tested on Windows)
- Safari 8 or later (recommended for optimal compatibility, this has been thoroughly tested on Mac)
- Mozilla Firefox 35.0 or later
- Internet Explorer 9 or later is recommended. Earlier versions are not supported. IE 10 is required for the dragging and dropping of files from Windows outside of the browser into Moodle.

Note that add-ons and toolbars can affect any browser's performance.

Browser Settings

We recommend that the following be enabled:

- Cookies
- Pop-ups (in both internet browser and security software)
- JavaScript

Plug-ins

We recommend that you use the latest version of:

- Adobe Flash Player
- Adobe Acrobat Reader

Programs

To view all resources uploaded to Microsoft Teams, you will need to have Adobe PDF Reader. It is preferable that you have Microsoft Office (Word, Excel, PowerPoint) or an equivalent (e.g. Open Office, Viewer) installed.

Security

With all firewalls, ensure that you enable uploading of files.

Learning Materials

To make our Live Interactive Virtual Classrooms as engaging as face-to-face classes, we use a variety of learning materials, including guided content, graphics, video, and audio. We will post you any hard-copy materials that you need, such as handouts and assessments. You won't be missing out on any learning experiences by participating in class virtually.



Participant Engagement



Warner Institute uses an online portal to communicate with you all the essential information about your program. You can see your program status, your class timetable and contact details to support you.

To ensure you get the most out of your learning, we will keep track of your participation and ensure you continue to progress through the program with confidence. We ask that you always keep your camera on during the Live Virtual Classroom to enhance everybody's experience. If you have not logged into the Teams meeting within one hour of the program's first session, your Program Manager and/or Program Support will contact you as a courtesy.

Creating an interactive, collaborative and engaging learning environment is important to Warner Institute. There will be plenty of opportunities for discussion with your peers during Interactive Live Virtual Classrooms, through break-out rooms and chats.



Ongoing communication with your Program Manager is also important, so you stay engaged with the program and achieve your learning outcomes. Your Program Manager is there to listen to your ideas, thoughts and concerns regarding your learning, and provide you with sound advice, coaching and guidance when you need it.

Mode and Method of Assessment

Just like any other program, during your Interactive Live Virtual Classrooms, we will use range of assessment methods for each unit of competency. Forms of assessment could include the following:

- Short answer questions
- Portfolio of evidence
- Formal report or summary report
- Case studies
- Oral presentation
- Role play
- Project
- Demonstration of practical skills

You can complete your assessments by hand in the hardcopies mailed to you or you can complete them in the writable PDFs emailed to you; the choice is yours! Your Program Manager will mark your assessments and put the results on your Participant Portal within 28 days of their receiving the assessment. This timeline may be adjusted if further work is required to be undertaken by you to achieve competency.



Support from Your Program Manager

Program Managers are your first point of contact for support; they will respond to any queries about learning and assessment within 2 business days. You can contact them throughout your program:

- by phone call, text and/or email using the details within Your Program Pack
- during business hours (9am-5pm) Monday to Friday
- except on Victorian Public and during EOY holidays (generally between December 20 – Jan 10)



All Program Managers delivering interactive live virtual content have experience in virtual delivery through one or more of the following:

- tailored professional development to hone their skills
- ongoing interaction with each other and our Manager Education Delivery Excellence, to innovate new ways of delivering virtually

Support from Our Backstage Team

Our Participant Support Team can also provide support through our HelpDesk if your Program Manager is unavailable. Contact us:

- via telephone on 03 9555 9100 or 1300 1400 99 or via email on admin@warnerinstitute.com.au
- during our extended business hours (8am-6pm) Monday to Friday
- except on Victorian Public and during EOY holidays (generally between December 20 – Jan 10)

It's OK if you have questions, please **contact us for the answers that you need** on ph: 03 9555 9100



We will reply to queries and provide support for your learning on the spot if we are able to, or within 2 business days. We can also give you with any technical help that you might need to download and navigate the Microsoft Teams App so you can join your Live Interactive Virtual Classroom.

Your Feedback is Welcome

Warner Institute would like to hear your feedback on any aspect of your Interactive Live Virtual Classroom experience, from the learning materials to the assessment. As your program progresses, you will be invited to tell us about your experiences via:

- Interaction with your Program Manager in formal and informal discussions
- Individual queries to your Program Manager or to Participant Support
- Formal feedback surveys in the middle and end of your program

