

LMS Coaching Sessions

Contents

1. Introduction	1
2. Accessing and Participating	1
2.1 Software and hardware	1
2.1.1 Recording	1
2.1.2 Duration	1
2.1.3 Arranging Training Dates	1
3. Coaching	1
4. General	2
4.1 Issue with your Device	2
4.2 Timekeeping and Absences	2
4.3 Background Noise	2
4.4 Prerequisites	2
4.5 Participation Skills	2

1. Introduction

This document explains the detailed terms and how to get the best from our coaching and training services and should be read in conjunction with our Terms of Business.

In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail. This is a living document and is subject to updates and changes as and when required by us.

2. Accessing and Participation

2.1 Software and Hardware

Our coaching and training services are delivered online using Microsoft Teams. We do not offer or accept alternatives to Microsoft Teams.

All participants must be able to access sessions from a device suitable for participation and collaboration as required.

Minimum requirements:

1. Enabled microphone and webcam.
2. A headset for computer audio (if you use your computer's microphone and speaker, we may have to mute you to stop background noise).
3. Google Chrome or Microsoft Edge (Chromium based).
4. A good internet connection (wireless should be fine, but a wired connection would be better.)
5. A working space that's conducive to a training / work session.

2.1.1 Recording

Online sessions are normally recorded and shared with you for up to 4 weeks after the session.

2.1.2 Duration

Unless otherwise agreed, have a duration of 1 hour.

2.1.3 Arrangin Training Dates

Online training sessions must be arranged and take place within 13 weeks of us receiving payment for them.

3. Coaching

Our coaching sessions are designed to assist you with specific topics, we will request these topics from you prior to delivering the session.

4 General

4.1 Issues with Your Devices

We are unable to offer IT support for your devices at any time during an event so please ensure all participants are familiar with their operation, have sufficient user permissions, appropriate software installed and there are no restrictions that would prevent successful operation during the event. We may suggest some steps to resolve an issue but will not be able to assist in troubleshooting or provide detailed technical assistance.

4.2 Timekeeping and Absences

Participants must be ready and prepared to join the session at the start time. It is within our discretion to extend the session beyond its scheduled end time.

4.3 Background Noise

Participants are advised to use headsets throughout the session or actively manage other microphones and speakers to ensure that distracting background noise is kept to a minimum. If background noise is excessive e.g. colleagues in the office, TV, keyboard noise etc. we will ask if the noise can be reduced.

4.4 Prerequisites

Unless otherwise agreed, each session is designed for a participant who understands their organisation's objectives.

4.5 Participant Skills

Participants experiencing difficulties owing to lack of skill or speed operating their computer or some other reason beyond our control we will provide reasonable support. However, this may impact the delivery of the coaching session, EssingtonITS hold the right to suggest re-scheduling the session.

Learn more about us at
www.EssingtonITS.co.uk