## What is Fleet Source Live?

Live is our online training platform that we deliver driver CPC and fleet management courses through. It is not just your traditional webinar, it is delivered via our dedicated broadcast studios, making it very similar to a television program experience.

Live closely replicates the classroom environment, where delegates can clearly see and talk to the trainer and the trainer can easily conduct discussions with delegates. This approach greatly improves engagement and learning, as well as making the course enjoyable and relaxing.

Why should I do my training via Live?

During the COVID-19 Pandemic, we have all had to adapt to reduce our physical interaction with others. With social distancing and continued localised lockdowns, protecting the work force is essential to allow us to continue working. Live allows delegates to conduct training in the safety of their own home and not expose them to unnecessary risks of infection that could occur in the classroom environment.
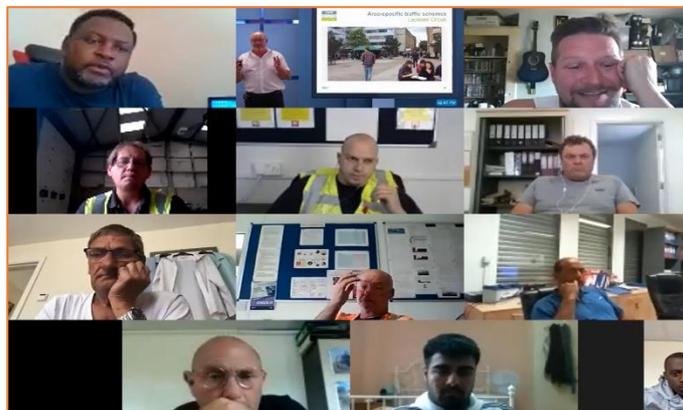
What equipment do I need to do my training via Live?

- A working webcam, phone or tablet with a front facing camera and a microphone.
- A fast, stable Internet connection so that you do not get disconnected or have a blurry webcam picture.
- If you are using a laptop, mobile phone or tablet a charger, or mains adapter so you don't run out of power during the course.
- A quiet, distraction-free place to participate in the course.

What if I do not have a laptop or computer?

Don't worry, Live works on any mobile phone or tablet device (Android or Apple) including Amazon Fire tablets. Providing it has a front facing webcam and a microphone, it will work fine, although it would be better experience if you can use, or borrow, a laptop or tablet.

What if I want to share a computer with someone else?

You can join a course with a colleague if that is easier, but our trainers need to be able to see all the delegates on the camera clearly. Typically, only a maximum of four delegates works for this and remember social distancing should also be in place at present.

Do I provide my license details on the day on the course just like classroom?

No, as unfortunately we need to register and check all your license details <u>before</u> the course however we have very simple web application that we send you a link to, either to your mobile phone number or email address, where you can upload your details…very simple.

Is it easy to connect and join a Live course?

Our system is very simple to use. You will be sent a link 48 hours before the course and you need to just click on the link to join the course. As you sent us your license details beforehand, we will automatically register you when you join. If we have any questions during registration, our technical team will message you on the Live system.

Are there any breaks and lunch like classroom training?

The course is run the same way as in the classroom. On a 7-hour D-CPC course there is a 15-minute break in the morning and the same in the afternoon. Lunch is ½ an hour in the middle of the day. When you go onto break or lunch, there is a countdown clock on the Live platform, so you know how long you have got left before you need to re-join the course.

Do I need to visible on the webcam throughout the day?

Yes, it is very important that our trainer can always see you on the webcam and that you are paying attention throughout the course. Our technical team monitor the delegates during the course to ensure full attendance and also monitor that the delegates are not looking at a different window or computer program on their PC, tablet or mobile phone.

What if have a problem connecting to Live or my internet connection gets broken during the course?

If you have problems connecting to a Live course, our customer support team are available for you to call or email and they will assist with any technical issues. If your connection gets broken or interrupted during a course, you should first try to re-join the course using the original link we sent you and if you still have issues, contact our customer support team.

If I have already done a Live course will I have to register my license details again for any new courses I attend?

Yes. You will need to provide your license details for every Live course, as we need to verify your identity and entitlements for each and every course you attend.