



VIRTUAL TRAINING COURSE FAQ

Your Questions Answered

GENERAL

Is this a short-term option or will WZ be offering a virtual option on a permanent basis moving forward?

For now, we are offering this option in response to the COVID-19 crisis. We are, however, looking into implementing a virtual option into our regular line-up. More to follow.

Is the ZOOM platform secure?

WZ will continue to adopt recommended security features provided by the 3rd party service to ensure safety and security of the content we provide as well as the discussion between attendees. We will require unique passwords for each meeting and utilize features such as the "waiting room" to give instructors additional opportunity in screening each participant that joins. Further protocols that Zoom has taken to increase security can be found here <https://zoom.us/security>.

Will virtual courses continued to be offered in the future?

We will continue to evaluate attendee feedback regarding our virtual programs, which allows us to innovate and modify the course to best deliver content to our clients. WZ will also be assessing the needs of our clients to schedule further virtual training programs on a more permanent basis. Our ultimate goal is to provide multiple options for our clients to receive the same high-quality content across a variety of platforms.

REGISTRATION & FEES

How do I register?

There is no change to the initial registration process on our website. The email confirmation will now contain special instructions for virtual attendees.

Will the prices be the same as the in-person?

Yes.

Why is the virtual the same price as the in-person seminar?

Due to the use of a third-party service along with additional technology fees associated, the cost will remain the same. The virtual seminar will bring the same high-value experience along with the exact same certificate for the attendees.

Will groups of people need to register separately?

Multiple students can be registered at one time on our website by clicking "Add Student". Each student will need to complete their Zoom registration individually, per instructions that will be provided.

CERTIFICATE OF COMPLETION

Will the certificate be any different than the one received from the in-person class?

No, it will be the same certificate.



Will I still receive a certificate? Electronic or Paper?

Electronic certificates will be provided to all registered attendees. Paper certificates will be available upon request (attendee responsible to pay for shipping).

ATTENDANCE & PARTICIPATION

If we have more than 1 person in attendance and we will all be in the same room, do we all need access to a computer, or can we share one?

If you are attending an "open registration" Interview and Interrogation course, the answer is "Yes". Every attendee will need their own device to engage throughout the seminar. If inquiring about a contract course, the answer will be case dependent.

Will I be able to interact directly with the instructor?

Yes. We have taken time to implement interactive options into the training platform. There will be a "text to chat" option, live requests for assistance during "breakout" sessions as well as the opportunity to speak with the instructor during breaks.

If I need to leave early, will I still be able to receive credit?

The attendee is responsible to be present for a minimum of 90% of the total training experience. If arrangements need to be made, the attendee should communicate with the instructor in advance.

If we have multiple people attending, are there any bulk discount rates being offered?

We do not offer any "bulk" or "group" discount rates for our open registration courses. If you have a larger group attending, reach out to us for more information on our "contract" courses. However, we do offer, "early bird" pricing if you sign up far enough in advance.

TECHNOLOGY

What connection speed will I need to participate?

Recommendations from Zoom: Broadband wired or wireless (3G or 4G/LTE). Minimum bandwidth is 600kbps (up/down) and recommended is 1.5 Mbps (up/down). Check your Internet bandwidth using Speedtest.net

Will an iPad work with the platform?

Yes, an iPad or any other tablet should be sufficient for participation.

Can I participate and join the class from my mobile phone?

We are requesting all participants join via computer (laptop/desktop) or tablet. We want to maximize engagement and we've found this is most likely while using computer/tablet. In the event a mobile device is the only means necessary to participate, please contact your instructor in advance to discuss.

Will I need to have video and audio capabilities, or would audio only suffice?

Yes, both audio and video will be required to participate in the virtual training. To maximize engagement in the virtual platform, we have incorporated exercises that require participants to access both audio and video components in order to get the full experience.



Will the class be recorded, and if so, will attendees have access to the recording?

Classes will not be recorded as a general practice. However, there may be times where classes will be recorded for internal training purposes. In those scenarios, all attendees will be notified in advance.

Who can I call if I have issues accessing the virtual class?

For registration issues and logistical concerns, contact: info@w-z.com. We recommend logging on at least 10 minutes early to ensure compatibility. Verify your software is compatible at <https://zoom.us/test>

What happens if I lose connection during the course?

If it's a simple connection issue/power outage that's rectified in short order—simply rejoin the meeting when possible. If the connection is lost for a significant period, causing you to miss more than 10% of the total program, you will need to work with your instructor to discuss "make up" opportunities.

COURSE CONTENT & SCHEDULE

Will the material covered be any different in the virtual class than the in-person?

The material covered in the virtual will be the same high-quality content our attendees are accustomed to for the in-person seminars. We have tailored the presentations to increase the level of engagement to make for a more interactive learning experience. We will also be incorporating time for one-on-one Q & A with the live instructor if needed.

**Will I receive the same materials as I would for the in-person training?
If so, how will they be delivered?**

Yes, same materials. An email will be sent out after registration guiding the attendee to a Jotform where they will provide us with their shipping address. Materials will be shipped via USPS and tracking will be emailed to the attendee.

Will we be able to see any videos of real interviews?

Due to liability associated with broadcasting along with consent limitations from previous recordings, we will NOT be showing any real case footage during the virtual training. We will be providing supplemental training exercises to replace the content.

What will the schedule look like with breaks and lunch?

Just as in the in-person seminars, there will be 2 breaks prior to lunch, a lunch break and 2 breaks after lunch for each day of training.

Will class size be limited so opportunity for Q & A by all attending?

We will be keeping classes small enough to promote maximum engagement both amongst attendees and with the instructor(s).

Will I be able to practice and role-play the concepts?

Yes. We have built in interactive "breakout" sessions throughout the training.