Whether the objective is to reduce travel time and expense, spend more time with your family or support green working practices, remote learning has clear advantages. However, virtual delivery is sometimes limited by the quality of internet, sound and video. Additionally, domestic and work distractions can have an impact on the overall effectiveness of the training.

Arrow Live Class Link has been designed to bridge the gap in quality and interaction between virtual instructor-led online training and in-class training.

**Distance no object**

While courses may be attended from home or in the office, delegates close to one of Arrow’s many UK training centres can benefit from sophisticated touch-screen virtual classroom technology. This allows them to feel much more connected with the live class and provides an extra dimension compared with standard live virtual/online training. In addition, they are removed from the usual workplace distractions and are able to acquire new skills in an ideal, purpose built learning environment, inclusive of lunch and refreshments at no extra cost.
Arrow Live Class Link combines an innovative approach with tried and tested technology and a robust infrastructure to connect the virtual and physical classrooms. It’s powered by advanced video conferencing, with an interactive 65” smartboard. Delegates are connected with the course instructor and fellow learners through HD-quality audio and video over a high-capacity managed network.

This network allows seamless interaction, with no perceptible delay between the classroom and the virtual delegate’s location, including when the instructor is using the smartboard. As a result, remote learning becomes a more rewarding real-time experience.

In addition, the microphone technology used delivers crystal-clear communication, optimised to remove ambient noise.
Fully interactive training

Arrow instructors are skilled in using this training delivery method to ensure all delegates participate. They actively promote group interaction and provide a highly immersive experience, so every delegate feels fully engaged.

Remote delegates can ask questions, either to the whole class or through a private chat function to the instructor. Similarly, instructors can provide guidance on any issues that arise during the course, taking control of the delegate’s PC when necessary.

The smartboards use a special software bridge that enables real-time viewing. This allows delegates, wherever they are located, to collaborate in group activities, with each group’s contribution being seen by everyone on the course.
Your choice of where to learn

Arrow Live Class Link gives your organisation a highly interactive option in the choice of where to take training and maximises restricted training budgets. Delegates throughout the UK are already benefiting from using this training option to access Arrow courses.

Some delegates will prefer to attend an Arrow training centre, where they will find the optimum learning environment and dedicated training technology. Here they are able to focus on learning new subject matter and acquiring technical skills. They benefit from sharing their experience with other delegates attending the training centre and have the opportunity to compare notes during the breaks.

Delegates attending a course remotely from an Arrow classroom will receive personal help from the moment they arrive. They will be familiarised with the technology in the classroom and the Arrow technical team will be available to provide support on any queries during the course. Remote technical support is also available to delegates learning from their home or office.

Documentation is provided in advance to all delegates, so they know what to expect from the technology.

“The technology made me feel as if I was in the classroom with the instructor and my peers.”

Delegate on Check Point Certified Security Administration course
Find out what courses are available through Arrow Live Class Link

The opportunity to learn via Live Class Link is offered on the majority of our courses and, where available, is indicated by there being multiple locations listed for a single scheduled course date. Please see the Arrow Education website at edu.arrow.com/uk.

Live Class Link in brief:

> Greater choice of training venue - learn from a location to suit you

> Reduces course cancellations and doesn’t rely on local demand

> Advanced technology to complement virtual/live online delivery by experienced instructors

> All delegates, wherever located, can collaborate in group activities

> Cost savings on travel, accommodation and expenses

> Technical support available throughout the course

If you have any questions about Arrow Live Class Link, please get in touch:

By Phone:
0870 251 1000

By Email
educationteam.ecs.uk@arrow.com

“As a remote learner, I was able to ask any questions I needed to and never felt side-lined.”

Delegate on VMware vSphere Install, Configure & Manage course
## Frequently asked questions about training with Arrow Live Class Link

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
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<tbody>
<tr>
<td>Can I see the instructor?</td>
<td>Yes, you can: the Live Class Link environment uses HD video to actively promote group interaction.</td>
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<tr>
<td>Is there any lag between what is said and what I hear or see?</td>
<td>The use of a high capacity network allows a seamless interaction – there is no noticeable lag between the classes for either audio or video and that includes when the instructor is using the smartboards.</td>
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<tr>
<td>Do I need to wear a microphone?</td>
<td>The unique microphone technology means that no-one is required to wear a personal microphone. The set-up will deliver clear audio transfer between the classes. Optimisation removes ambient noise and promotes clarity of communication. However, if you wish to use a headset, one will be provided if you are attending an Arrow training centre.</td>
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<tr>
<td>Can I ask the instructor a question in private?</td>
<td>Yes, each delegate has a chat function built into their machine, allowing them to ask a question in private.</td>
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<tr>
<td>How does the interactive smartboard work?</td>
<td>The smart-boards use a special software bridge which enables real-time viewing on information on both the smartboard and the whiteboard, whichever the instructor is using. This allows both groups to do a group activity around the board and each group’s contribution to be seen by everyone.</td>
</tr>
<tr>
<td>What happens when I arrive at the Arrow training centre if there is no on-site instructor?</td>
<td>A member of the training centre team will register delegates when they arrive and show them to the classroom at the start of the course. They will provide support to delegates throughout the event and the instructor will also have direct access to the centre team should delegates require further help and assistance. A member of the Arrow technical team will be available at all times.</td>
</tr>
</tbody>
</table>
Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn’t quite exist yet—the world of Five Years Out.

Five Years Out is the tangible future. And the people who live and work there know that new technologies, new materials, new ideas and new electronics will make life not only different, but better. Not just cheaper, but smarter. Not just easier, but more inspired.

Five Years Out is an exciting place to be. So exciting that, once you’ve been there, it’s hard to get excited about the present. Because we know what’s coming is going to be so much better.

Five Years Out is a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Creating the future of everything from cars to coffeemakers.

Are you one of them? Then you’re probably working with us.