

Helpful Information for Learning Online with Aspire Sussex

Before you start your course

What is Aspire Cloud?

Aspire Cloud is the online learning platform provided by Aspire Sussex. With Aspire Cloud you can take part in online lessons with a highly qualified tutor. All you need is an online device with a webcam and headphones or speakers.



Why should I learn online?

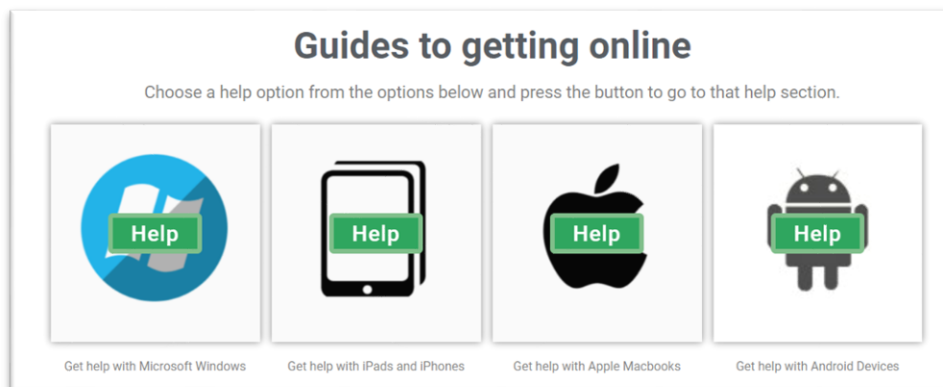
Learning online is an interactive way to learn something new! It allows you to develop new skills from the comfort of your own home and with Aspire Sussex you are assured that all of our courses are delivered by highly qualified professional tutors. Learning is also part of the 5 ways to wellbeing and is considered to be beneficial to our health.

What is Microsoft Teams?

Microsoft Teams is a hosting platform for online meetings. We use this platform to bring the tutors and groups of students together to learn about a specific subject.



For help on downloading the FREE Microsoft Teams Application go to:
<https://aspirecloud.co.uk/guides-to-getting-online/>



After you have downloaded and installed Microsoft Teams on to your chose device(s), you DO NOT need to sign into Microsoft Teams. Just go straight to www.aspirecloud.co.uk and follow the instructions in the guide relevant to your device from <https://aspirecloud.co.uk/guides-to-getting-online/>.

Do I need an account?

No, students do not need an account to attend courses online with Aspire Sussex. You do not need to sign into Microsoft Teams. The only detail you need is the course code and PIN code for your course and enter them in www.aspirecloud.co.uk.

What browser should I use to access my course?

You can use any browser on your device to access the www.aspirecloud.co.uk page. These include:

Internet explorer (No longer supported after 30th November 2020)
Microsoft Edge
Mozilla/Firefox
Safari (Mac/iPad/iPhone)
Google Chrome
Samsung Internet browser

Do I need a microphone?

Yes, you will need a microphone so you can talk to the tutor and other students in the lesson, this may be built into your webcam or device already.

Do I need a webcam?

Yes. As our virtual classroom sessions are interactive it helps the tutor to see you and to be able to see other students on the course and interact as if in a physical classroom.

Will I be able to interact with other students on the course?

Yes, you will be able to see and hear other students through their webcams and microphones. You can also send messages to your tutor on your course page.

Is it secure?

Yes, we will provide you with a pin code to access the virtual classroom. Microsoft Teams utilises end to end encryption, so the connection is safe and secure.

Do I have to attend the virtual classroom lessons live or are they recorded and able to be watched at another time?

All lessons will be delivered live on the video link button in your virtual classroom. The courses are supposed to replicate as far as possible our usual classroom provision which is live and interactive.

My computer/device is old, will I be able to use it for learning online?

To ensure the best experience you should be running the latest version of your device's operating system software. We recommend the following operating systems are installed on your device:

Windows devices – Windows 8.1 or Windows 10
Apple Mac devices - Mac OS X 10.11 El Capitan or later
Android devices – 8.0 Oreo or higher
Apple iOS devices – iOS 13 or higher

You can check your operating system version in your device's settings menu.

What does "virtual classroom" mean?

A virtual classroom, according to Aspire Sussex, is the space that facilitates your learning online. Your virtual classroom on www.aspirecloud.co.uk is the place where you can access the live session for your course and to see documents and links to resources your tutor will be using during your course.

During your online course

What support does Aspire provide with my online learning?

When you enrol with Aspire Sussex you have access to full support for your learning from your tutor, plus support for your course administration from our Student Services team. If you require any assistance during your enrolment either contact your tutor directly or email enquiries@aspireSussex.org.uk and we will be able to help you.

Will I be able to see everyone on my course?

Yes, you will be able to see those that would like to use their web camera, if they have one and those that chose to turn it on. You can see up to 9 people, plus yourself on your Microsoft Teams window at any one time. The system works so that the 9 latest speakers will appear on your Microsoft Teams Window. This does not impact the number of students that we can have on each course. Those that haven't spoken recently, will appear as a circle with their initial(s) inside it.

How can I make my tutor appear larger on my screen?

If you are on a computer or laptop hover your mouse or cursor over the video of the tutor and click on the three dots that appear. If you are on your tablet or smartphone, you should press and hold your finger on the video feed of your tutor and wait for the menu to appear. In either of these two options, you should click on "PIN" and this will make the tutor take up most of the window on your Microsoft Teams application.

How can I see everyone at once?

If your course has more than 10 students, you will be able to see everyone in one screen by clicking on 'more actions' on your toolbar. This button appears as the three dots on your toolbar at the bottom of the Microsoft Teams Window. By selecting 'Together Mode' you will be able to see everyone in your group within a 'auditorium' style view.

(Please note, this function is dependent upon the specification of the device you are using, it may not be available on older devices).

How many students will be on my course?

The number of students enrolled will vary from course to course, however the maximum number of students per course is 12.

How do I contact the tutor outside of the online lesson, if I have questions?

Your tutor will ask for your permission to be able to contact you outside of the virtual classroom via email. If you have any general queries regarding your course please email enquiries@aspireSussex.org.uk.

What materials/information will the course provide me with?

You will receive all the information you need to attend your course, three days before it starts. We will also send you a reminder on the first day of your course.

How will course materials/information be provided to me (email, post etc)?

All course materials will be provided to you by the tutor during the course, either via your virtual classroom, Moodle or by email.

Will I need to print off course materials?

The course is delivered wholly online so you will not need to print off anything to do with your course, unless you want to.

If I forget my pin code, course code or student/learner number, how will I get this again?

If you happen to misplace or forget your course code or pin to access the course, or your student/learner number, please contact our Student Services Team, either by email on enquiries@aspireussex.org.uk or call us on 0345 601 0161.

If I miss a lesson, will I be able to catch up at a later date?

As virtual classroom lessons are live, it is not possible to 'catch up' with the lesson another time, however the tutor may - at their discretion - provide you with any course materials and notes from the lesson you missed.

What does my course contain – which topics will be covered?

Information about the course can be found on our website, www.aspiresussex.org.uk by searching for the course code and is also emailed to you when you enrol on a course.

Why is my course fee the same as a physical classroom-based course?

We are continuing to pay our tutors the same amount of hourly rate as well as our staff who are all currently working. Our overheads remain the same except for some external venues. We continue to offer a quality assured provision with highly qualified tutors.