

## Delivering engaging remote learning experiences

### Remote Learning Experience

At Evolve Military College we pride ourselves in the quality of our delivery. We understand that delivering a great learning experience is essential and we strive to ensure we meet our learner, client as well as our own, high expectations.

The health, safety and wellbeing of everyone associated with Evolve Military College is our primary concern, that of our employees, our clients and our learners and therefore in light of recent events, Evolve Military College are moving to a fully remote delivery model in order to support all learners to continue their training.

Remote delivery is already established for many of our trainers and learners, we will now simply deliver remotely on a larger scale.

With this in mind, we would like to reassure you that the quality of our delivery and the experience each learner receives will remain high and in no way be impacted and our commitment to our learner experience vision is maintained:

*We are committed to ensuring customer experience is at the heart of everything we do. Adopting a customer centric approach to deliver at every touch point along the customer journey and striving to provide a learning experience of a lifetime.*

### What does a great remote learning experience look like?

- Personal
- Clear
- Engaging
- Accessible

### How do trainers achieve this?

Personalisation is key to any great experience related interactions, knowing someone's name, remembering information they have shared and making it about that person are all crucial in achieving the desired experience. Our trainers always ensure they create and maintain excellent rapport with their learners and will continue to do so.

Being clear from the start is imperative, what is expected and what both the learner and the trainer want to achieve during the session, reviewing at the end and ensuring clarity of any difficulties as well as setting expectations ahead of the next session.

Remote delivery has one major difference when it comes to delivering an experience, the lack of eye contact, body language and facial expressions. Instead, trainers will use tone of



voice, enhanced questioning and active listening skills, all of which can contribute to engaging, personalised and successful session. Also, the use of screen share, videos, webinars and other online tools can all support how engaged learners feel with the content being delivered.

Trainers will encourage learners to check certain things to support the remote learning experience, such as internet and phone signal, as well as ensuring all login details are to hand. In the event of any issues, trainers and learners alike can contact our support channels who are all available to help.

### **What skills are our trainers utilising to support the learner experience?**

- Empathy
- Flexibility
- Adaptability & Resilience

Many people will find themselves effected or impacted by current global events, our trainers will be empathetic to this and understand that people react differently. We must first and foremost ask how our learners are, ensuring we offer support where needed. Our trainers will also be empathetic to any change in a learner's circumstances as well as the change to how they are receiving their learning, offer reassurance and guide the learner through their learning and encourage engagement in between remote visits.

Given that some learners may be working from home for the first time, or at least have a change to their normal working routine, our trainers will be flexible in their approach to training and what that looks like for each learner. There may be more or less distractions at home, it may be harder or in fact easier to arrange remote delivery sessions, working together to create a successful plan will help ensure learners continue to progress and achieve their goals.

We will approach any challenges in remote delivery with an open mind and a positive attitude, adapting when needed and feeding back to central teams to make adjustments if and where necessary. Our teams will do this with minimal disruption to the learner themselves but always be open and honest to continue with the trusting partnership we hold in high regard. It is our job to maintain a consistent and high-quality experience.

### **Valued Experience**

Experience is intrinsically linked with emotion, how something or someone makes us feel directly impacts the experience we receive. Evolve Military College are experts in delivering successful, engaging and life changing training, we are also experts in people and are confident that despite unsettling times, we will continue to support and guide each and every learner through their apprenticeship, continuously monitoring and adapting to support a great learning experience.