



# Courtenell

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## Real Time Remote Connected Delivery - What is it?

It appears that SafeWork NSW may be the first to come up with the term, *Real Time Remote Connected Delivery*. Congratulations, it is a very appropriate term.

We are all familiar with face-to-face training. All participants and the trainer are in the same physical location in a workplace or public venue, and the potential for interaction and learning is high.

However, many organisations may encounter trouble and/or high travel expense in getting all participants together in the same physical training location on the same day. And as we have seen with COVID-19 in 2020, physical connection became a health consideration to be dealt with.

So, in April 2020 SafeWork NSW activated their *Real Time Remote Connected Delivery* option, *RTRCD*. Some SafeWork Approved Training Providers were specially approved to deliver SafeWork HSR courses up to the 30th of June, using *RTRCD techniques*. In June the time period was extended so that we can deliver HSR courses to you using *RTRCD* up to the 11th of September 2020. We hope and recommend that SafeWork NSW will extend the time period again.

*RTRCD* – is training conducted over the internet so that even though where the trainer and participants are in different locations they are visually and verbally connected at the same time and able to exchange information, do practical exercises and all facets of training can take place. It is the closest one can get to a face-to-face delivery using software such as Zoom or Microsoft Teams and techniques that includes features such as;

- The participants and the trainer can all see each during the training on their computer screen

- The trainer can arrange participants in small groups for exercises and discussion and then have them return to the original large participants group for a discussion of their findings. During the exercise the trainer can include himself in any of the small groups to monitor their progress and assist if needed
- Participants can always ask questions by raising their virtual hand to gain the attention of the trainer
- The trainer has whiteboard options he can use to display or build information
- The trainer and participants can use text chats to communicate with the trainer and /or other participants
- The trainer can use PowerPoint slides and play safety videos for participants.
- The training delivery is arranged and constructed so that participants are not locked into their seat, looking at their screen for uncomfortable unergonomic periods of time.

The benefits above are also available for clients who request that we deliver our courses for Health & Safety Committee Members and other WHS training using *RTRCD techniques* to their participants. We can use Zoom or Teams or the client's own software to deliver over the internet and it is effective.

29<sup>th</sup> July 2020