

ROYAL ACADEMY OF DANCE

Continued Professional Development Australia Participation in Online CPD

Online CPD sessions will come in one of the following formats:

- Livestream practical workshop

Includes practical exercises, breakout rooms and opportunities to share your experiences with fellow teachers around the world.

- Interactive webinar

Includes a presentation, question-and-answer sessions, breakout rooms and opportunities to share your experiences with fellow teachers around the world.

- Live webinar

Includes a presentation and a question-and-answer session. These sessions are livestream only and are not recorded.

Required resources for all online CPD sessions:

- Computer/laptop/tablet with internet connection, camera and microphone
- Speakers or headphones
- A safe space for the duration of the session (see below)

Important information for all online attendees:

- Please ensure you have checked the session time against the time zone in your location (this website is handy for this <https://www.timeanddate.com/worldclock/converter.html>)
- Your screen name must match that of the ticket name of your booking. You may not be allowed access from the waiting room if we cannot verify your booking against the name. First name and initial of last name is sufficient.
- Please aim to be online 10 minutes before the session is due to start. You will be admitted in from the waiting room at first opportunity, as will any late comers - your patience with this is appreciated.
- Please check that both your camera and microphone are working. We appreciate your camera being on at all times due to the interactive nature of these sessions. Please remain on mute unless otherwise instructed to avoid any background disturbances.
- For any practical activities, please wear comfortable clothing that allows you to move freely. When participating in the practical elements of this

ROYAL ACADEMY OF DANCE

activity, you are participating at your own risk and should only do those activities that you consider safe for your own body.

- Before participating, please ensure you are in a safe space for the duration of the session, that is free of obstacles, suitable to work in safely, that the floor surface is suitable and that you have appropriate footwear for that surface. This includes not being in transit (i.e., driving). Any non-compliance with safe space expectations will result in temporary removal from the session until safe working conditions are resumed.
- If the RAD experiences any technical difficulties, we will make every effort to rectify these as soon as possible.
- These sessions are not recorded and are livestream only.
- Any recording or photography is strictly prohibited.
- As with courses held in person, your full attendance and focus is appreciated during online sessions. Please note any late arrivals or early departures may result in a reduction of your CPD hours.

Technical FAQs

When will I receive the link to join the session?

Links will be sent to the email address registered with Trybooking approximately one week before the session date. This email will come directly from Trybooking or the CPD host. This same email will be sent again approximately 24 hours before the session time.

If you have registered within one week of the session, this link will be included in your booking confirmation. You will also receive the same information email approximately 24 hours before the session time.

If within 24 hours of the session is scheduled to begin you have not received the link, please contact the organiser. If you have booked tickets for other attendees, only the person who made the booking will receive the email so please forward this on to any additional ticket holders.

Please note any mistakes in entering your email address when registering will result in missed communications. Please ensure you double check this is entered correctly at the time of registering.

I have joined but I am not in the meeting?

Once you have clicked on the link to join the session, you will be placed into a waiting room. The CPD host will admit you into the session at the scheduled start time. Note you may not be granted access if we cannot verify your booking against the name on your profile. Your patience with any late admissions is appreciated as this is likely due to a technical difficulty. Any late comers will be admitted as soon as possible.

ROYAL ACADEMY OF DANCE

How do I turn my camera on?

You can turn your camera on by clicking on the camera icon (Start video/Stop video) in the bottom left-hand corner of your main screen. It is a requirement that your camera remains on for the duration of the course due to the interactive nature of these sessions.

How do I change my screen name?

Hover over your name in the participant list, or over your profile screen in the top-right hand corner and click the three dots. Select rename. You are welcome to use your first name and initial of your surname if preferred but please ensure your name matches that of the ticket name on your booking.

How do I change the view?

You can choose to view all the participants (as can fit on to your screen) by selecting 'gallery view' in the View options in the top right-hand corner of your main screen.

Select 'speaker view' to automatically focus on the person speaking. If you wish to always view RAD Australia's screen in full, click the three dots in the top right-hand corner of the RAD Australia screen and select 'pin'. This will enable RAD Australia's screen to remain the main viewing screen even if other participants unmute and speak (in 'speaker view' this will change depending on who is speaking).

If the tutor or CPD host wishes for everyone to view one screen, they will 'spotlight' that screen. We do not do this for the session in general as the tutor needs to view the participants in 'gallery view'.

How do I ask a question or participate?

Please remain on mute unless otherwise invited to avoid any background disturbances. You can unmute your microphone by clicking on the microphone icon (Unmute/Mute) in the bottom left-hand corner of your main screen. If your microphone is not connecting properly, please use the chat window. For many sessions, any messages you enter into the chat function can only be viewed by the host or co-host.

How do I join a breakout room?

The CPD host will create breakout rooms where necessary and you will see an invitation pop up to join. You can 'ask for help' whilst in the breakout room and the tutor will join when they are able. The CPD host will bring participants back into the main meeting room or you can select 'leave' to return once the breakout room activity is complete.

ROYAL ACADEMY OF DANCE

What do I do if I'm having trouble joining the meeting or technical issues? What if the RAD has technical issues?

If within 24 hours of the session is scheduled to begin you have not received the link, please contact the organiser.

Shortly before the session is due to start, at the start time and for the first few minutes once the session has begun, the CPD host is managing the technical aspects and introduction of the session. If you joined the waiting room after the start time of the session, you will be admitted as soon as possible.

If you are having technical difficulties or trouble accessing the meeting, please send an email and the CPD host will assist you as soon as they are able. Please understand this could take a few minutes depending on when you are in need of assistance. The CPD host will assist as much as possible but will not be able to assist with internet connections, camera and microphone issues on the participants' end.

If the RAD experiences technical difficulties and the session is unable to go ahead, we will rearrange the session. However, if you experience technical difficulties, we will not be able to provide you with a refund. In some instances, we may be able to provide a suitable alternative.

Please be aware that from time to time we all experience issues with technology. These usually last only a few seconds and are related to individual networks. This will not detract from the session. The RAD is not responsible for local network disruption.

Will it be recorded?

Due to privacy considerations and the importance of maintaining the trust and confidence of our participants and tutors, we do not record CPD courses. It is essential for participants to feel confident that they can fully engage in their training, knowing that their comments or images will not be shared, taken out of context or misrepresented.

Please contact cpd@rad.org.au for any other assistance