****

**Virtual Classroom delivery of Level 5 Certificate in Service Improvement**

**(Lean Six Sigma)**

As you will be aware, with the situation around Covid-19, CTP is no longer able to deliver face to face classroom training, and therefore this course is currently being offered by Virtual classroom delivery. The Trainer will deliver this course using a webinar platform, to the same classroom group. You will be able to fully interact with the Trainer and the group, participate in group discussions and breakout rooms, view videos and boards, and have a very similar experience to that of classroom training.

**Please note** – the delivery of this course by virtual means is identical to a classroom course, this 5 day course consists of 5 days training followed by project preparation on the final day day. As with previous courses, you may be able to work through the project as the course progresses and the tutor will assist you with this.

In order to attend the training online, you will need access to a laptop or PC ideally at home, which has no firewall restrictions. Your laptop or desktop should have a microphone and speakers so that you can continue to interact with the Instructor, as you would within the classroom environment.

Training will take place via the Webex platform and system requirements can be found here:

Webex - <https://help.webex.com/en-us/nki3xrq/Webex-Meetings-Suite-System-Requirements>

Note: Most devices have built-in speakers, but you will get better audio quality while connected via VoIP if you use a headset

If you wish to make a booking, please call our **Course Booking and Information Centre** on  **01252 954007** and CTP staff will be happy to assist you.

Course Joining Instructions will be sent to those who book, and you will also receive the Lean Six Sigma handbook by post prior to the start date.