



Virtual Training Guide to Online Learning



Empowering Assurance Systems Pvt. Ltd. (EAS) is pleased to offer both online and classroom modes of learning to accommodate the diverse needs and preferences of our students. With the tutor-led virtual classroom option, students can access course materials and participate in virtual sessions from anywhere with an Internet connection. This guide will help you understand the requirements to take an online course provided by EAS.



The purpose of this guide is to help outline how individuals attending **online ISO internal auditor and foundation training provided by EAS** can leverage online classes and exams in a virtual learning environment. It is broken up into sections so you can access the materials that are relevant to you.

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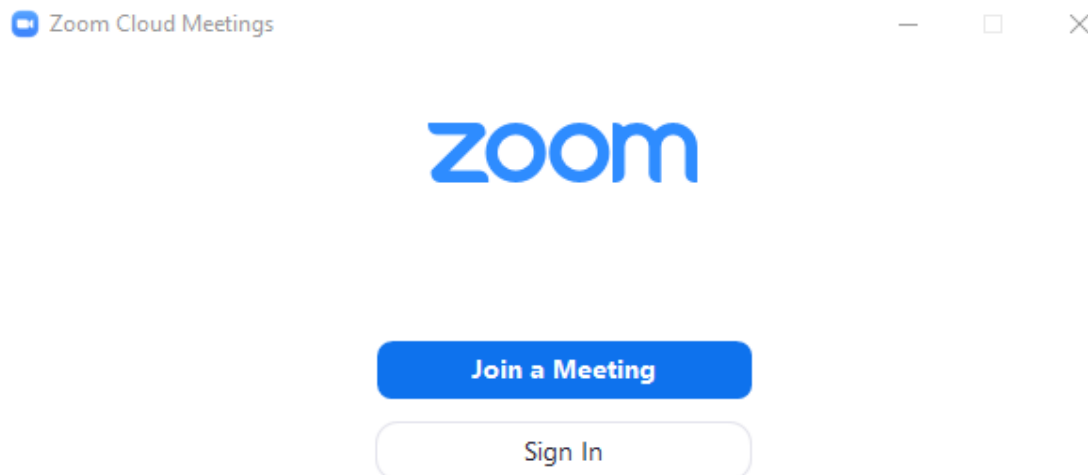
Section 1: Getting started on Zoom

1. How to join a Class/Meeting

To join the class, download and install the Zoom Application:

Go to <https://zoom.us/download> and from the Download Center, click on the Download button under “Zoom Client for Meetings”. This application will automatically download when you start your first Zoom Meeting.

Once downloaded, open the Zoom Application.



Option 1: Join using the provided URL.

- Open the email, newsletter, calendar invite, or other communication that contains a link to the prescheduled meeting and click the URL to join the Zoom Meeting.

Option 2: Join using Meeting ID.

- Open the Zoom desktop app.
- Click on the Home Button.
- Click Join and type in the provided Meeting ID and your name.

2. Best Practices to Adopt While in a Zoom Meeting

- Sign in to the Zoom desktop client and stay signed in.
- Check your internet speed before you start. If you are using a hotspot, ensure at least minimum of 5 mbps Internet speed is obtained. If you are using Wi-Fi, ensure no interruption occurs
- Turn your camera on and have you camera at eye level.
- Stay muted unless you're talking to reduce background noise.
- Make sure you sit in a well-lit and quiet place.
- Be mindful of what's going on behind you. Think about having a solid wall behind you or turning on the Virtual background.

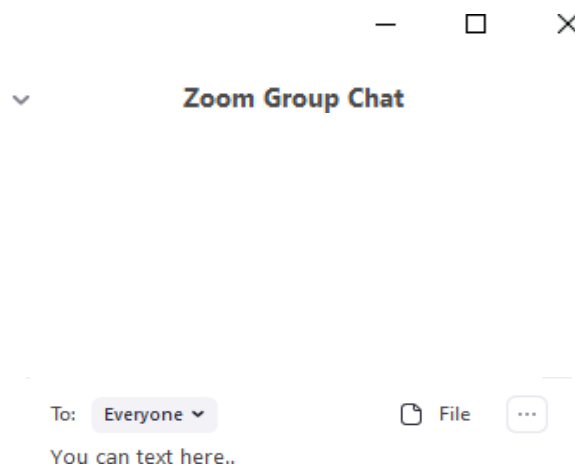
Section 2: Guide to Manage Zoom

1. How to communicate with the tutor and delegates

Chat in a meeting



- Meeting participants can ask questions during a Zoom Meeting via the meeting chat. Start by clicking the “Chat” icon on the bottom of your screen.
- Once the chat panel will open up on the right, you can view and respond to all public chats.
- Use the three dots to choose whether you want to send messages to all meeting attendees, or the host (EAS tutor) privately
- Note: Private chats will not be visible to the other delegates if you are chatting with the tutor.



2. Other Controls

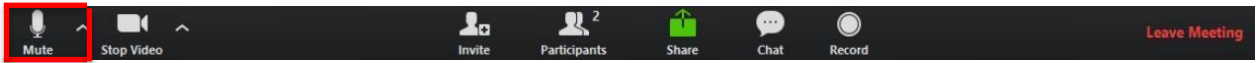
- **Video ON/OFF**

Once in a meeting, you can turn your video on by clicking the “Start Video” icon on the bottom left of your screen. To turn it off, click the “Stop Video” icon



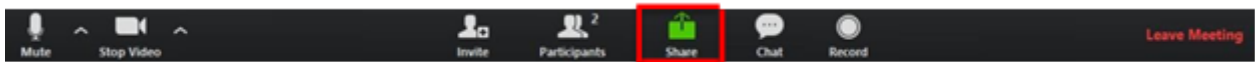
- **Muting**

To ensure minimal background noise during your Zoom meeting, it is recommended that you mute the audio when you are not talking. To do this, click on the mute icon at the bottom of your screen.



- **Sharing Screen**

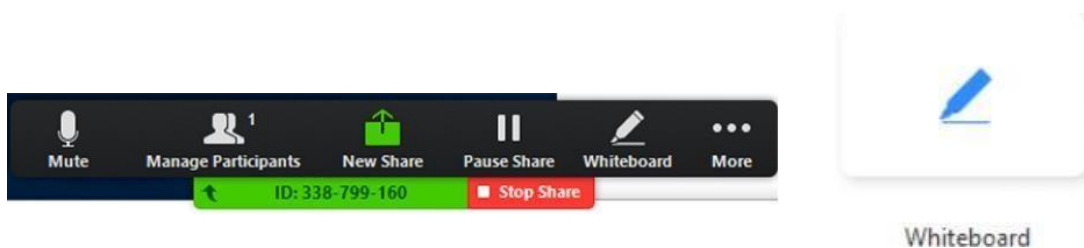
- Click the “Share Screen” icon at the bottom of your screen to share your desktop.
- If you’d like to share specific windows or applications, you can choose to do so from the dialog box.



- **Sharing a whiteboard**

The whiteboard feature will be shared by the tutor during the course as a teaching aid. If you want to share to the tutor and other participants, you can share a whiteboard that you and other participants (if allowed by the tutor) can annotate on.

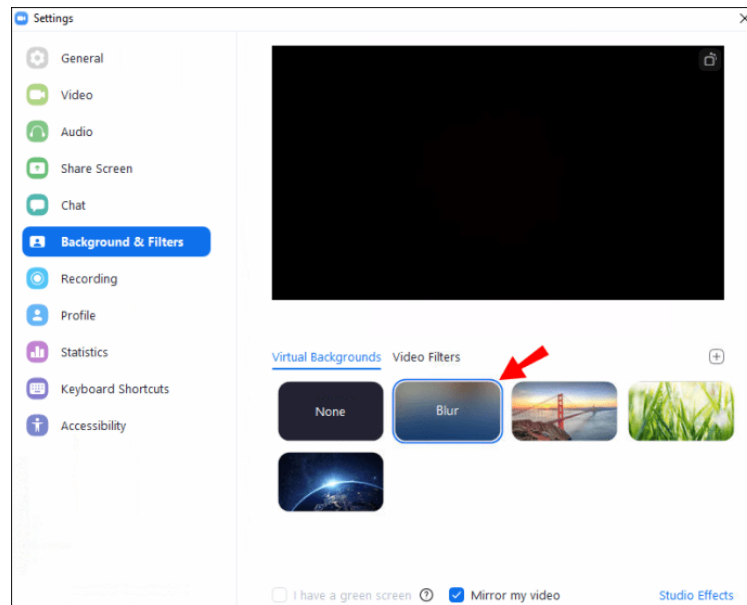
Once you click the share icon, the annotation tools will appear automatically. You can press the Whiteboard option in the meeting controls to show and hide them. When you are done, click “Stop Share.”



Section 3: Contingency Arrangements to Manage IT System Failures

- **Unable to open the zoom exe. file** – Connect to zoom using the application.
- **Registration failed for getting recurring meeting link** – Contact EAS IT team for a fresh link (training@eascertification.com)
- **Internet connectivity failure in broadband during class session** – Connect through mobile hotspot (*In mobile, go to settings → Hotspot → On → Connect the system and enter password*) to system for temporary purposes and contact your ISP provider.
- **Internet connectivity failure while handling through mobile hotspot** – Connect system through another mobile hotspot with a different service provider
- **Power failure during class session** – Ensure your laptop is 100% charged to provide backup support for 1 to 1.5 hours. Pre-arrange with UPS backup for a longer power backup.
- **Audio/Mic connectivity issue in your system** – Go to audio settings and test your speaker and microphone. You may get a ringtone and an option with 'yes/no'. If no ringtone is heard, click 'no' and ensure your equipment is connected properly to the system by unplugging and re connecting. If ringtone is heard, click 'yes' and move to next step for calibrating the microphone. Say 'hello' and check whether you are able to hear your voice. If you are still facing issues, contact the EAS IT team.
- **Background video disturbances on the screen and unable to turn on the camera** – Use 'set background' option in the zoom software to blur or block the background disturbances. To blur the background:
 - In the bottom-left corner of the video window, click the up arrow button next to the Start Video/Stop Video button.
 - Click Blur My Background.
 - Note: This option requires version 5.9.3 or higher. Please refer to the section above to control the blur background feature when using older versions.





- **Unable to share the screen** – Ask host/tutor to enable the multiple screen sharing option.
- **Unable to enter the break out room for the activity/exercise team discussion** – Contact/ping the tutor to reassign the breakout room.

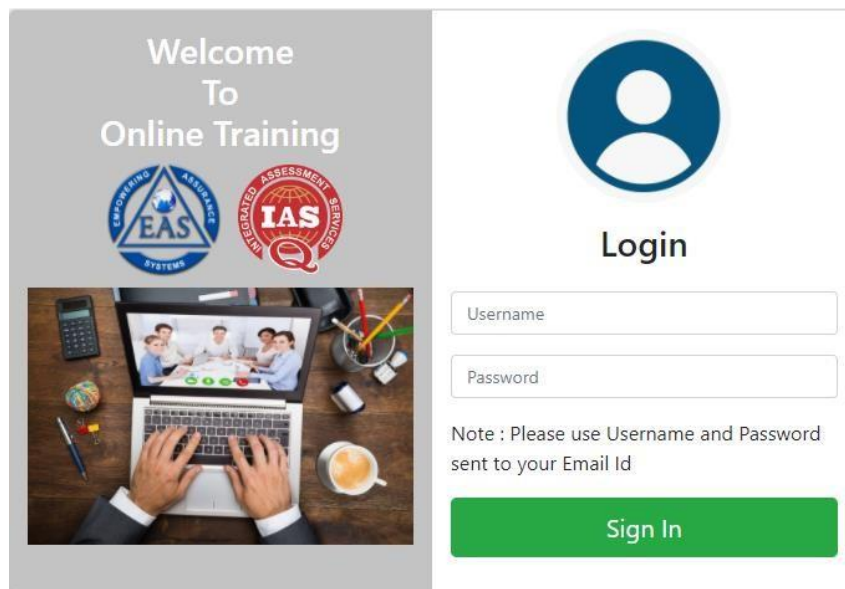
Section 4: Contingency Arrangements to Manage IT System Failures

1. Delegates should ensure they have a stable internet connection with a minimum Internet speed of 5 Mbps.
2. Delegates should have a proper battery backup for their laptop or UPS battery for PCs in case of any power outage situations.
3. Delegates are mandated to keep their webcams ON throughout the session. If there are any background disturbances, it is advised to use the background visuals.
4. Delegates should ensure their equipment are in working condition and shall check the microphone, speaker & webcam with the provided test link prior to the session starts to avoid any hindrance.
5. Delegates are not supposed to leave the session without prior intimation to the tutor unless it is an emergency. Students can request for a short break if required.
6. Delegates are advised to bring hard copies of the standard, note pad and pen for their personal use. Delegates can download course materials in their login. Quizzes, activities, exercises, case studies, the specimen question paper, parking lot, and work space can be utilized online.

7. Delegates are allowed to use the hard copy of unmarked standard during the examination. It will be verified by the invigilator.
8. Delegates shall upload the photo ID proof (e.g. passport, driving license, etc.) to login to the online portal. The same will be verified by the tutor and the invigilator to confirm.

Section 5: Access to the Delegate Login








1. EAS will provide a delegate login link with user name and portal to access the course material and to carry out the activities, quizzes, and exercises.
2. On submitting the nomination completing the payment, a login link <https://document.iasiso.com/c view/delegate login> will be received with a username and password.













3. Delegates are advised to login upon receiving the link to ensure the portal is working properly.



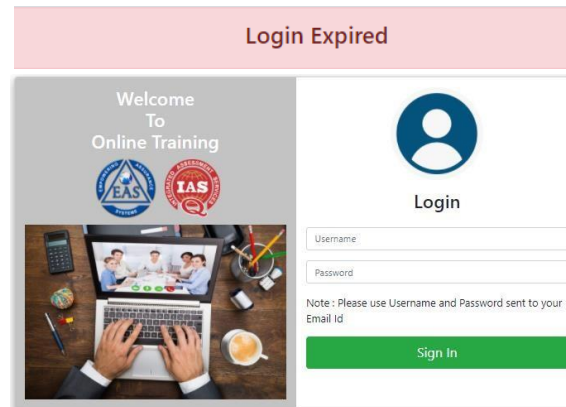
4. The portal carries many tabs, such as course material, quizzes, activities, exercises, case studies, specimen question paper, standard copies, parking lot & work space to access at various sessions. The tutor will advise to open the exercise or activity during the session. Please do not attempt the quizzes, exercises, and/or specimen question paper prior to the tutor's approval.

SI No	Activity Name	Action
1	Activity 4	
2	Activity 6	
3	Activity 7	
4	Activity 8	
5	Activity 10	
6	Activity 11	
7	Activity 12	

Title	Exercise Name	Guide Line	Action
Exe 1	On-site visit as part of stage 1 audit	view	
Exe 2	Performing a documented information review	view	
Exe 3	Prepare a stage 2 audit plan	view	
Exe 4	Prepare a stage 2 work document (Checklist)	view	
Exe 5	Conduct opening meeting	view	
Exe 6	Audit role-play (case study)	view	
Exe 7	Arriving at audit conclusions	view	
Exe 8	Nonconformity report writing	view	
Exe 9	Conducting closing meeting	view	
Exe 10	Evaluating corrective action proposals	view	

5. Click the action button to enter inside the activity/exercise and carry out the assigned task individually or with the group as per tutor instruction.
6. The portal carries a standard copy and case study tab to access for reference. The provided copies are not downloadable. Click the standard copy and wait for 30 seconds to load for the first time. The screen turns black initially and the standard copy will then open.

7. If the portal displays “Login Expired” upon entering your username and password, do contact an EAS representative or send an e-mail to training@eascertification.com for technical assistance.



8. Delegates are advised to complete all the exercises, activities and quizzes at the given timing and ensure the entered data is saved properly. If the delegates failed to click save and submit, the data entered will not store and the tutor will not be able to verify/validate the completed activity or exercise.

Section 6: Specimen Paper

1. As a part of the course, the specimen question paper will be discussed and explained to you by the tutor.
2. In order to facilitate online candidates, EAS has designed and implemented an online specimen question paper with similar features of the real-time online examination.
3. This specimen is also in the EAS online training portal which can be accessed through your ‘username & password’ shared with you.

Section 7: Preparedness for the Online Examination

1. The online final examination will be conducted at the end of the course. You can attend the exam at your own facility.
2. EAS will verify your system capability, power backup, and the environment in which you will be taking the exam.
3. The system capability includes System configuration, video enabling facility and its clarity, MIC facility, minimum Internet speed of 5 Mbps, etc.
4. The exam environment includes the following:
 - Non-interference of other personnel during the exam.

- Not using any other documents, notes, books except the relevant ISO standards.
- Items such as calculators, mobile phones, watches, headphones, iPads, and other electronic gadgets are banned during the examination.
- There shall not be any other electronic gadgets or document on the table in which you are taking the exam.
- During the exam, opening any other applications, search engines etc., will be strictly prohibited.

Section 8: Procedure for Taking the Online Examination

1. On the date of examination, the Invigilator will ensure the system requirements and environment requirements are met, and if satisfied, he/she will issue the link reference and the 'passcode' for login to the online exam.
2. Online exam link will be enabled for a maximum of 1.5 hours from the time of starting the exam. A clock will be indicating the available time. At the end of the 1.5 hours, the session will automatically close and your answers will be submitted. You will not be able to further type your answers.
3. You can answer all the questions online in the given text box. Once final submission is done, the exam link will not work further.
4. During the entire course of the exam, you will be supervised by the Invigilator online, including your video, noise, and activities carried out in your screen.
5. If you have any queries related to the exam or clarifications in the question, you can raise your hand and the invigilator will respond to your question.

Section 9: Other Instructions for Taking the Online Examination

1. Each candidate will get a Re-sit exam opportunity if he/she fails in the first attempt. Candidates who are terminated during the examination for malpractices will **not** be provided with this Re-sit option.
2. If the candidate fails to turn up at the agreed time, he/she will be declared as 'fail' on that exam.
3. The invigilator will call-off the exam under the following circumstances:
 - If the invigilator concludes that the exam environment is not suitable to continue.

- Identification any malpractices or suspicious behavior during the examination.
 - Internal System or Internet failure either on the candidate's end or on invigilator's end
 - Any abnormal disturbances found in the background
4. If examination is called off due to IT-related connectivity issues, power shutdown issues, and/or any unexpected disturbances, the situation will be analyzed by the IT technical team for the reason and rationale behind the claim. If found suitable, the candidate will be given a reappearance, or the candidate has to appear for the re-sit.
 5. Candidates should save the answer for each question without fail.
 6. If you encounter any technical issues mentioned below, you can raise your hand and the invigilator will respond to your question.
 - PHP error showing in the screen
 - Improper clock timing
 - Auto restarting of examination session

For technical assistance, please contact:

e-mail: training@eascertification.com

mobile: +919962590574

We wish you all the best on your learning journey! 😊