

## Learner Support Bookings

genU Training have made available options for learners to book themselves into learner support sessions to get additional assistance from a support trainer.

There are 2 types of Learner Support Sessions available:

- Group Support Sessions
- One on One Support sessions

### Group Support Sessions

Group support sessions have a limit of 15 learners in each session. Different topics are available for learners to choose from, and their trainer will run through a short training session based on the topic of the Group Support Session.

E.g., of Group Support session topics:

- Navigate the LMS
- Navigate Practical Placement Documents in the LMS

### One on One Support Sessions

One on one support sessions are private support sessions between the learner and the support trainer. Support trainers can provide the learner with one-on-one support on varying topics.

E.g., of One-on-One support sessions topics

General Support

- Goal Setting
- Time management skills
- Motivation & momentum
- Personal support
- Academic support

Qualification/Unit Assessment Support

- Support with specific units and their assessments

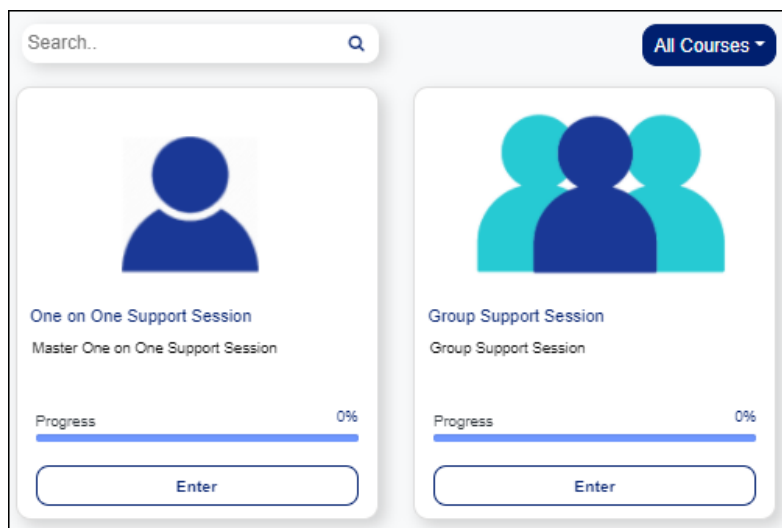
## Booking a Support Session on the genU Training Online Website

Please note: Bookings for support sessions are only available through the website (not the mobile app)

### Step 1 Log into the LMS

Navigate to [www.genutrainingonline.org.au](http://www.genutrainingonline.org.au) and log in with your username and password.

### Step 2 Select “All Courses”



Select “Enter” on either “One on One Support Session” or “Group Support Session”

## Step 3 Select the booking scheduler and book the relevant date and time required

### Booking a One-on-One Support Session

Select the Support trainer and support type required

For e.g., General Support Yvonne Roberts

**General Support**

Get general one on one support with:

- Goal Setting
- Time management skills
- Motivation & momentum
- Personal support
- Academic support

**31** Support Session - One on One with Yvonne Roberts

**31** Support Session - One on One with Russell Voss

**31** Support Session - One on One with Ashley

Select "Book slot" on the chosen session day and time.

Please leave a message for your support trainer to confirm booking type (Zoom or Phone call)

If learner is requesting a phone call, please ensure learner includes their contact telephone number.

Booking instructions

**In the space provided in "Your message" below, include the following information:**

**Your contact details**

1. Email Address
2. Contact telephone number

**Your preferred appointment type**

1. Virtual Zoom Video conference (email required)
2. Phone call

Your message !

Rich text editor toolbar: Bold, Italic, Underline, Bulleted List, Numbered List, Link, Unlink, Image, Video

## Booking a Group Support Session

Select “Book a Support Session ...” for the relevant Group Support Session Topic


For e.g., Get support to navigate the LMS

### Get support to navigate the LMS

Are you having trouble navigating the LMS? Join this support session to get help from one of our support trainers.

Get support with:

- How to access the support page
- How to log in
- How to navigate the LMS
- How to access assessments/resources
- Types of assessments (PDF, Word, Print)
- How to request extensions
- How to submit assessments
- How to receive feedback

 Book a Support session on how to navigate the LMS

Select “Book slot” on the chosen session day and time.

The Booking has now been confirmed!

The Support trainer will receive an email to inform them a learner has booked into their group session.

The learner will receive a reminder notification a day before the group session.