
Tips for a Successful Real Time Remote (RTR) PME Class

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Our mandatory Practice Management Education (PME) courses are designed to facilitate discussions on demonstrated best practices and strategies that can assist RCICs in managing their practice and dealing with clients.

We have put together the following tips to ensure your online PME class provides you with the best learning experience.

Before the Course

- Download **course materials** before attending the class and print a copy of the workbook. This will allow you to take notes and complete the activities in the workbook during the class.
- Secure a **quiet place** to take the class, clear your agenda and avoid distractions. Your focus will be improved as will your learning experience.
- Make sure you are **properly equipped**:
 - Hard connect to the Internet – Wi-Fi is typically not a stable connection. If you are unable to complete the class due to connectivity issues, you will have to re-register for a later date.
 - Use a webcam and headset with built in microphone – Classes are designed to be interactive; being able to both see and hear other participants helps facilitate positive interactions between participants and allows the instructors to confirm your full attendance for the duration of the class.
- **Check the College's Public Event List**. Courses are listed at least 20 minutes prior their scheduled start time. If you do not see your course on the list, please check your registration confirmation email to confirm that you have the right date, time, and time zone. Also check your email inbox to ensure that you have not received a communication from the College advising you of a change. Should you still require assistance, send us an email at pme@college-ic.ca

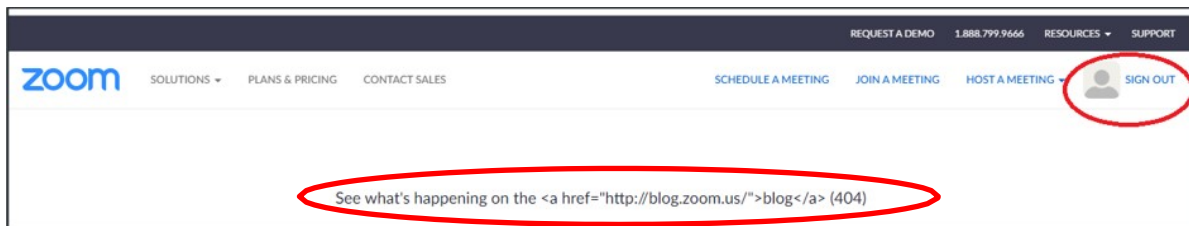
- **Log into the class at least 15 minutes prior to the class start time** – It will give you time to test your equipment, confirm your registration with the classroom instructor and familiarize yourself with the technology before the class officially starts.
- **Do not show up after the scheduled start time** – You might find the classroom locked and have to re-register for a later date and may incur a late cancellation penalty.

Course Expectations & Requirements

- **Only individuals registered for a course are permitted to attend courses.**
- **Participation is key.** You will fully benefit from the course and get the chance to know colleagues.
- **You are responsible for having easy access (either hard or soft copy) to all course materials** so that you may fully participate during class. If you do not have easy access to the course materials, you may not be able to complete the course and may be asked to leave and re- register for the course.
- **You are required to attend the entire class and give it your undivided attention.** Plan ahead and do not schedule appointments on the day of your session. Restrict the use of mobile devices and email to the scheduled breaks.
- You must be **physically present** in front of your computer for the entire session to receive credit for the course.
- The College supports **respectful classroom environments**. Any licensee who is disrespectful to the instructor and/or other licensees will be asked to immediately leave the session.
- **You must complete 1 PME course within the first 3 months** and the remaining courses within your first year as per the [Practice Management Education Regulation](#). Failing to meet this requirement will result in a fine and may also lead to a suspension.
- **If you registered with the College as an employee rather than a business owner**, you are not required to complete the Planned and Unplanned Absence course and the Managing an Immigration Consulting Practice course, but you may still find them beneficial.
- **To cancel a class**, you must send an email to pme@college-ic.ca 4 business days in advance of the class you are registered to attend in order to avoid a late cancellation penalty.

Troubleshooting

- **Do not “Sign In” into your own Zoom account** when accessing **the College’s Public Event List**. Otherwise you will not be able to view our PME course calendar.
- **Remember to hard connect to the Internet.** Wi-Fi may be causing connection problems.
- **Zoom does not launch properly** – Log off, restart your computer and log back in ensuring you are hard connected to the Internet. This usually resolves most tech issues.
- **Test your microphone and camera in the waiting room.**
- **The headset is not working properly** – Try unplugging your headset and plugging back in. If that fails, try exiting the course and rejoin with your headset connected. When prompted be sure to select “Join audio by computer”.
- **Error message when trying to access the course** – Sign out of Zoom and refresh the page.



- **Cannot join and/or complete a class due to technical problems** – Send an email to pme@college-ic.ca with screen shots of the technical issue.

Additional resources

- Visit our [Practice Management Education](#) page to register for PME courses, check the Zoom guide and download course material.

Classes do fill up fast! Visit often to view added classes or openings occurring from cancellations as we do not keep a waitlist.

The Instructor Team looks forward to seeing you in class!