



Training Services

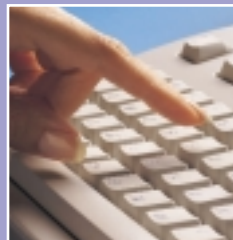
Increase staff competence and motivation with Training Services from IT Solutions

Training Services: a range of services designed to enable your staff to reach their full potential and so maximise your business results.

IT Solutions provide bespoke courses for users and IT support staff tailored to our customer's exact requirements. We know that the 'one-size fits all' methodology doesn't work as the requirements of your organisation are unique to your competitive position. At IT Solutions, we work with you to design, develop and deliver the training activity to match your style, culture and specific technical requirements.

Training courses can be provided either at our dedicated training facility in Haddenham, located within walking distance of a mainline train station and 15 minutes drive from the M40, or at a location to suit you. We provide the pre-training preparation, course materials such as manuals and, in most cases, the IT equipment and software for the duration of the course. We can also provide one-to-one training either in or out of the workplace.

Training increases staff competence, productivity, motivation and job satisfaction. The resulting benefits for your organisation are increased revenue and reduced cost. As a lifetime-accredited *Investor in People*, IT Solutions are keen to share these benefits with you.



"I will certainly use IT Solutions again when we need more training... I am impressed by their ability to understand what we require and then deliver it."

Colin Hayward, IT Manager, Advertising Standards Authority

IT Solutions sets training standards for ASA

When the Advertising Standards Authority (ASA) needed training for 70 staff members, it turned to long-standing solutions provider IT Solutions for effective, low cost tailored one-to-one training.

The ASA is the independent self-regulatory body for non-broadcast advertisements in the UK. It's responsibility is to administer the British Codes of Advertising and Sales Promotion to ensure that advertisements are legal, decent, honest and truthful.

When the ASA upgraded its computer systems in early 2001, moving from Windows NT and Office 95 to Windows and Office 2000, Colin Hayward, the ASA's IT Manager, recognised that 70 of the organisation's staff members would need training to use the new software.

Effective, one-to-one training

"I was looking for a company that could deliver concise, flexible and effective training to teach our staff what they needed to know," says Colin.

Because the ASA was constrained on budget, Colin and IT Solutions decided the most cost effective strategy was to train 6 ASA staff members who would then train the remainder of the ASA's staff themselves.

Tailored course

With advice from IT Solutions, Colin was able to draw up a Training Needs Analysis of areas where training was required.

"We were able to tailor the training specifically to achieve what we needed without wasting time or money. I was impressed that they didn't just try and provide us with a set course, but let us dictate what training we wanted."

Training and coaching tailored to your exact needs:

- Established Training Partnerships
- Bespoke programmes for the IT Support function
- Customised training on Operating Systems
- Business applications such as Microsoft Office
- Graphic Design and Web Design applications such as Adobe and Macromedia products

Cost effective solution

One ASA staff member was trained by IT Solutions to be an Advanced Trainer herself, and she is now responsible for providing much of the training for new ASA staff. "This has proved to be an extremely cost effective way of carrying out internal training, and we are continuing to reap the benefit's from the high level of training that she received from IT Solutions" Colin says.

The result is that 70 ASA staff are now fully trained in the areas of Windows 2000 and Office 2000 that they need skills in to carry out their work. The staff member who is an Advanced Trainer will keep going back to IT Solutions for further training whenever required so she can continue to train staff internally on future versions of the software.

Colin concludes: "We have a very good working relationship with IT Solutions and their staff and I am impressed by their ability to understand what we require and then deliver it. Next time we need training I certainly won't go anywhere else."



Training Services
from IT Solutions
...a strong foundation

Microsoft®
CERTIFIED

Partner

For the latest information on training courses from IT Solutions please visit the training services page on our website

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