

There are two categories of training available that can be tailored to suit individual client needs and budgets. Software training is not included within the standard contract and is subject to a separate fee agreement under the following terms.

Fees & Terms

Training charge out rates

- Daily charge out rate is £1,200.00 (+ VAT) per day + admin fee
- Hourly charge out rate is £150.00 (+ VAT) per hour + admin fee
- Admin fee is £150.00 per training session.

Administration fees

Client-site training

Clients charged on an hourly basis for the administration and set up of on-site training to be held at their nominated office. Additional discretionary fees may be charged for rearranging training or where sessions are customised to client. Administration includes:

- Liaising with IT department
- Creating of practice documents and exercises for users
- Liaising with nominated training co-ordinator
- Provision of customised or standard training materials and course outline and other documentation to client
- Confirmation of attendees

Internet-based training

Clients charged on an hourly basis for the administration and set up of internet-based training. Administration includes:

- Liaising with trainee and/or nominated training coordinator
- Set up of demonstration computer with client software and sample documents
- Provision of training materials and course documentation to client following session, if required

Cancellations

Client-site training

Cancellations up to 48 hours prior to delivery chargeable at normal rates for session booking. Course administration time spent prior to cancelling, not refundable.

Internet-based training

Cancellations up to 8 hours prior to delivery chargeable at normal rates for session booking. Course administration time spent prior to cancelling, not refundable.

Instructor-Led On-Site Training (using client facilities)

Group or Individual Sessions 1:2

- 1:1 or 1:2 with Personal instructor using client software and facilities
- Ideal for senior management
- Training can take place at the candidate's PC with access to trainer via internet and teleconference
- Short training session focused on training in basic requirements and tailored to user's needs

Prerequisites: course assumes familiarity with the Windows environment and Office Applications (PowerPoint, Excel and Word).

RECOMMENDED DURATION 1 HOUR

Group Sessions 1:6

- Classroom style training using client software and facilities
- Maximum of 8 attendees to enable the trainer to give adequate to demonstrate and answer questions
- Demonstration style training which gives an overview of all functions available to assist the production of documents
- Training will also cover some native functionality, best practices, shortcuts and hints & tips

Prerequisites: course assumes familiarity with the Windows environment and Office Applications (PowerPoint, Excel and Word).

RECOMMENDED DURATION ½ DAY

Super-User Group Sessions 1:6

- Classroom style training using client software and facilities
- Maximum of 6 attendees to enable the trainer to give adequate time to demonstrate and answer questions
- Advanced workshop giving extensive coverage of the tools with focus on enabling users to get plenty of practice
- Training covers some native functionality, best practices, shortcuts and hints & tips and the top 10 requirements of producing a presentation
- These users can be internal point of contact and knowledge base for best practices

Prerequisites: course assumes familiarity with the Windows environment and Office Applications (PowerPoint, Excel and Word).

RECOMMENDED DURATION 1 DAY

Instructor-Led On-Site Training (using client facilities)

Helpdesk Support Training

- Classroom style training using client software and facilities for support helpdesk technicians to enable them to respond to Create™ software first line queries
- Advanced workshop giving extensive coverage of the tools with a focus on what will be the most frequently asked questions and support queries raised
- Training covers some native functionality, best practices, shortcuts and hints & tips, discussion about native issues, other versions of Office and the limitations and compatibility between Office versions

Prerequisites: course assumes advanced knowledge of the Windows environment and desktop applications support experience

RECOMMENDED DURATION 1 DAY

Train-the-Trainer 1:3

- Classroom style training using client software and facilities for internal trainers to deliver Create™ software training
- Maximum of 3 attendees to enable the trainer to give adequate time to demonstrate and answer questions
- Advanced workshop giving extensive coverage of the tools with focus on enabling users to get plenty of practice using the tools and to become familiar with all aspects of Create™ software
- Training covers some native functionality, best practices, shortcuts and hints & tips

Prerequisites: course assumes advanced knowledge of the Windows environment and desktop applications training experience

RECOMMENDED DURATION 1-2 DAYS

Internet-based training 1:1 (trainees log into PSL session)

Introduction to Create™ software

- User dials-in to a web-based training session and conference call
- Demonstration style training session focused on training in basic requirements and tailored to user's needs
- Q&A at the end of the call

Prerequisites: course assumes familiarity with the Windows environment and that users have attended the Introduction to Create™ software workshop

RECOMMENDED DURATION 2 HRS

Advanced Create™ software

- User dials-in to a web-based training session conference call
- Demonstration style training focused on the advanced features of Create™ software and tailored to user's needs
- Q&A at the end of the call

Prerequisites: course assumes familiarity with the Windows environment and that users have attended the Introduction to Create™ software workshop

RECOMMENDED DURATION 2 HRS