



Insight IT Training Ltd



*High quality face-to-face training,
with a flexible and
convenient service*



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making IT easy

Insight IT Training Ltd

The computer training you want



When and

Where you want it!

making IT easier





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FIRST CLASS TRAINING

About Insight IT Training Ltd

We are an independent family run company with more than 20 years experience of delivering IT and Business Skills training solutions to public organisations and companies in most business sectors throughout the country.

What We Do

Our paramount concern is to deliver the highest standards of training and to make the training as relevant as possible to the needs of your staff. This is why we only deliver private face-to-face classroom training.

Our service will be dedicated to the needs of your organisation and only your staff will attend the training – either as a group or “One-to-One”.

The Benefits of Private Training

Our different approach to training offers many benefits such as: -

- Flexibility
- Personal attention of the trainer at all times
- Your staff dictate the pace of delivery
- Tailored to your needs
- Your staff can work on their own data and documents
- A choice of locations and dates that are convenient for you
- Training that is relevant to the needs of your organisation
- Important topics aren't omitted or glossed over

Your staff will gain a total understanding of the software and the self-confidence to use their newly acquired skills in the workplace, helping your organisation become more **productive** and **efficient**.

Our Customers

Our customers include Inland Revenue, Sainsbury's, Lloyds TSB, Norwich Union, Ministry of Defence, Royal Navy, Powergen, Rolls-Royce, Learning and Skills Council, Shell, Bank of England, Department of Health and Virgin.

They choose Insight because **we deliver the training they want, when and where they want it.**



FIRST CLASS TRAINING

Training Style

Our computer training is delivered to Institute of IT Training standards. This means that your organisation will benefit from:-

- Consistent high quality training
- Trainers who use plain English
- Hands on training with relevant exercises (we don't demonstrate software or offer 'follow me' training)
- A friendly non-threatening environment in which your staff can ask questions and explore the software



Institute of IT Training

Insight's Trainers

Insight's trainers have the following qualities: -

- Relevant software and training qualifications
- Empathy, relating easily to the needs of your staff
- At least five years training experience
- Excellent communication skills
- Real world industry experience, versatility and expert knowledge
- Enthusiasm and fun

Wherever possible we look to provide the same trainer for each requirement which helps us to build a closer working relationship with your company and a much better understanding of the key issues and factors relating to the operation of your business. We will be more than happy to provide you with a profile of the trainer who will deliver the training for you.

Class Sizes

For IT training we recommend a maximum group size of six people and for Business Skills training we recommend a maximum group size of ten people.

We will be happy to talk to you about a larger class size depending on the current knowledge level of the trainees and the level of training needed.





FIRST CLASS TRAINING

Single Point of Contact

You will have a single point of contact for the course content, administration and post training feedback. This dedicated approach also helps us to develop a close working relationship with our customers and a genuine understanding of your organisation's training needs.

Course Documentation

Each trainee will receive a comprehensive and user-friendly manual for reference after the training has taken place. The manual will include the accompanying exercise data for practice and the trainees will also be able to take away any files or data that they have worked on during the training.

A certificate of attendance will be given to each trainee by the trainer at the end of the course.

Post Training Support

If needed, **FREE** telephone or email support is available for questions asked up to three months after the training has finished.

Training Feedback

A Course Evaluation Report will be sent to you to help you measure the effectiveness of the training and plan future courses. This will include copies of the evaluation forms completed by the trainees. The report can be tailored to measure whatever criteria you wish. You will then receive a follow-up call to review and discuss the report.





LIST OF IT COURSES

SOFTWARE

PACKAGES

ADOBE

- ACROBAT
- AFTER EFFECTS
- AUTHORWARE
- CAPTIVATE
- COLDFUSION
- DIRECTOR
- DREAMWEAVER
- FIREWORKS
- FLASH
- FRAMEMAKER
- FREEHAND
- GOLIVE
- ILLUSTRATOR
- INDESIGN
- PAGEMAKER
- PHOTOSHOP
- PREMIERE
- ADOBE GRAPHICS SUITE

BUSINESS OBJECTS

- BUSINESS OBJECTS
- CRYSTAL REPORTS

CAD

- ARCHITECTURAL DESKTOP
- AUTOCAD
- AUTOCAD LT
- AUTOSKETCH
- MECHANICAL DESKTOP
- REVIT ARCHITECTURE



LIST OF IT COURSES

| SOFTWARE | PACKAGES |
|---------------------------|--|
| COMPUTERS | <ul style="list-style-type: none">• INTRODUCTION TO COMPUTERS & WINDOWS |
| CONTACT MANAGEMENT | <ul style="list-style-type: none">• GOLDMINE• MAXIMIZER |
| COREL | <ul style="list-style-type: none">• DRAW• GRAPHICS SUITE• PHOTO-PAINT• PAINT SHOP PRO |
| FILEMAKER | <ul style="list-style-type: none">• FILEMAKER PRO |
| LOTUS | <ul style="list-style-type: none">• APPROACH• NOTES |
| MICROSOFT | <ul style="list-style-type: none">• ACCESS• EXCEL• FRONTPAGE• INFOPATH• INTERNET EXPLORER• OFFICE SUITE• OUTLOOK• POWERPOINT• PROJECT• PUBLISHER• SHAREPOINT• VISIO• WORD |



LIST OF IT COURSES

| SOFTWARE | PACKAGES |
|--------------------|---|
| PROGRAMMING | <ul style="list-style-type: none">• COBOL• JAVA• NOVELL• SQL• VISUAL BASIC• VISUAL BASIC FOR APPLICATIONS (VBA)• VISUAL C++ |
| QUARK | <ul style="list-style-type: none">• QUARKXPRESS |
| SAGE | <ul style="list-style-type: none">• ACT!• SAGE LINE 50• SAGE PAYROLL |
| WEB | <ul style="list-style-type: none">• ACTIVE SERVER PAGE (ASP)• ACTION SCRIPTING (FLASH)• DHTML• HTML• JAVASCRIPT• WEB DESIGN & WEB GRAPHICS• WEB MAINTENANCE & MARKETING• XHTML• XML |

**IF YOU CANNOT FIND THE TRAINING THAT YOU WANT
PLEASE CALL 08452 30 60 99
OUR LIST OF IT COURSES IS CONTINUALLY UPDATED**



LIST OF BUSINESS SKILLS COURSES

Appraisal Techniques
Assertiveness Skills
Courseware Writing
Employee Performance
Interpersonal Skills
Leadership
Man Management Skills
Mentoring
Morale & Motivation
Presentation Skills
Project Management
Project Planning
Report Writing
Sales Skills
Stress Management
Supervision Skills
Team Building
Telephone Skills
Time Management
Train the IT Trainer

**IF YOU CANNOT FIND THE TRAINING THAT YOU WANT
PLEASE CALL 08452 30 60 99
OUR LIST OF COURSES IS CONTINUALLY UPDATED**



COURSE CONTENT

Course Outlines

Detailed outlines are available for all of our IT and Business Skills courses. They can be viewed by visiting our website at www.insighta.co.uk or please call **08452 30 60 99** if you would like to receive them in electronic or hard copy formats.

Please be aware that the outlines are only available as a guide as to what is covered at the various levels. Course durations can be shortened or lengthened and the content can be tailored to meet your exact needs.

How to Tailor your Training

The content of the training can be tailored in the following ways:

1. **Pick and Mix** - by choosing the relevant topics from the outlines.
2. Send a **Wish List** of your training needs and priorities by e-mail to our Head of Training, Clare Blake, at cblake@insighta.co.uk
3. We can send you a **Pre-Course Objectives** sheet for the trainees. Once complete, our Head of Training will then either meet with you or call you to discuss your needs further.
4. We can evaluate a **Skills Assessment** form for each trainee. This service is free of charge for a maximum of 6 people.
5. **Discuss** the training with us – we can either meet with you or a trainer can telephone you.

Whichever option you choose, we will recommend a suitable content and duration for your approval. This service is free of charge and please call **08452 30 60 99** for further information (calls charged at local rate).





INSIGHT'S LOCATIONS

Options Available

With trainers and venues based throughout the country, we offer nationwide coverage and a local service for your company. You have a choice of three options: -

1. **In-House** – the training would take place at your offices nationwide using your own computers and software.
2. **On-Site** – if it is more convenient for you, the training would take place at your premises nationwide and Insight could provide a computer and software for each trainee. All we need is a meeting room large enough to seat the people that you want to train and we will provide all the equipment that will be needed.
3. **Off-Site** – the training would take place at one of Insight's venues nationwide. The rooms are spacious, comfortable and air conditioned, providing an ideal environment in which to learn new skills. Lunch and refreshments are also provided.

**Our main office in
Alvechurch (Birmingham) &
our central training venue.**



A list of locations for private training off-site can be found over the page or on our web site at www.insighta.co.uk. Please call **08452 30 60 99** to request a location map.

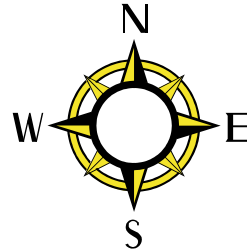
Training Dates

Training can be arranged with as little as five working days notice. You can either reserve dates that are most suitable for you or we can send you a list of dates that are currently available. We offer convenience, flexibility and courses won't be cancelled at the last moment.



INSIGHT'S LOCATIONS

Please find below a list of locations where we can deliver private training off-site : -



| SCOTLAND | YORKSHIRE & HUMBERSIDE | SOUTH WEST |
|----------------------------------|----------------------------|------------------------------|
| Aberdeen Edinburgh Glasgow | Hull Leeds Sheffield | Bristol Exeter Swindon |

| NORTH EAST | M25 EAST | WALES |
|-------------------------|-----------------------|--------------------|
| Newcastle Sunderland | Dartford Brentwood | Cardiff Swansea |

| M40 CORRIDOR | M1 CORRIDOR | M25 WEST |
|------------------------------------|---------------------------------------|--------------------------------------|
| High Wycombe Oxford Uxbridge | Luton Milton Keynes Northampton | Chertsey Staines Stockley Park |

| KENT | THAMES VALLEY | M3 / M27 CORRIDOR |
|-----------------------------------|--|---|
| Ashford Maidstone Rochester | Bracknell Maidenhead Reading Slough | Basingstoke Bournemouth Camberley Fleet Southampton |

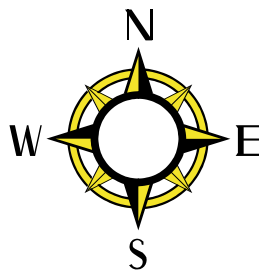


INSIGHT'S LOCATIONS

Please find below a list of locations where we can deliver private training off-site : -

| NORTH WEST | MIDLANDS | EAST ANGLIA |
|---|---|--|
| Carlisle Cheadle Chester Liverpool Manchester Nelson Warrington | Alvechurch Birmingham Coventry Derby Lincoln Nottingham Stoke | Bury St. Edmunds Cambridge Colchester King's Lynn Ipswich Norwich Peterborough |

| M25 NORTH | M25 SOUTH | LONDON |
|---|--|---|
| Harrow Hatfield Potters Bar Rickmansworth St. Albans Watford | Brighton Crawley Croydon Gatwick Guildford Leatherhead Reigate | Brentford Canary Wharf Euston Road Hammersmith Liverpool Street St. James Square |





INSIGHT'S TRAINING SERVICES

Unique Training Solutions

It is possible to achieve more efficient use of your staff's learning time and a greater return on your training investment. A wide range of services are available to focus on specific topics, reduce time away from the office and to help you get the most from your training budget:-

- **Workshop training** - for troubleshooting, problem solving and time saving tips. Ideal for staff who want to learn a few features of a software product and do not need to attend a full course.
- **Modular training** - ideal for training staff from different departments. The training is split into a series of modules lasting between 20 to 60 minutes and your staff attend the sessions they need to. This option also helps to keep time away from the office to a minimum.
- **Training Needs Analysis** - to help you identify the training that is required and ensure that the training is relevant to the needs of your organisation and the job roles of your staff.
- **Mixed Software training** - customised training for two or more software packages. For example, topics from our Excel outlines could be mixed with topics from our Word outlines.
- **Software Upgrades or Conversions** - focus on new and changed features.
- **Floor Walking:** for one-to-one help and support with specific problems for your staff at their desks.
- **Training Plan Development** - once your training needs and objectives have been identified, benefit from our experience and expertise in developing a training plan that will meet all of your requirements to your budget. This service can include the scheduling and administration.
- **Consultancy** – such as VBA development.
- **Flexi training** – ideal for busy directors, managers or out-based staff because the training can be spread over a period of time that is convenient for you.

We can combine these and other options to give you a truly innovative, flexible and cost effective training solution.

Further information about our Modular service can be found on the opposite page.

For more information about this or any of the other services,
please call **08452 30 60 99** (calls charged at local rate).



An example of how Insight's Modular IT training service can work for you!



Client

dewynters

The Problem

Dewynters needed to train 70 people from all of their departments in their main office, all with different levels of knowledge of Microsoft Office. The most important objectives were to keep time away from the office to a minimum and to organise training that would help the staff become more effective in their jobs.

What is Modular training?

Traditionally businesses book their staff onto courses with a standard content and they are away from the office for a day. If you wish to keep time away from the office to a minimum, then our Modular training is a very effective way to achieve this.

From a Skills Assessment, either completed by Insight or yourselves, the training can be broken up into a series of modules lasting between 20 minutes and 2 hours.

Your staff just attend the sessions they need to, keeping time away from the office to a minimum. Modular training also allows you to tailor course content for one or more software packages and is very cost effective.

Below is an example of the Modules that were covered on a day of

| Session time | Topics covered | People trained |
|--------------|--|----------------|
| 1h 30m | Word: Cross-references Footnotes/endnotes Creating an Index Table of Contents | 4 |
| 45m | Word: Tracking Changes | 5 |
| 30m | Word: Formatting Text & Paragraphs | 2 |
| 30m | Excel: Simple Calculations | 4 |
| 30m | Excel: Absolute Cell References | 5 |
| 1h | Excel: Sorting Data Subtotalling Data Filtering Data | 5 |
| 20m | Excel: Graphs/Charts | 4 |
| 1h | Excel: Functions (IF, VLOOKUP) | 4 |

The Solution

1. Skills Assessments were carried out and analysed by Insight.
2. After evaluating the results of the assessments, Insight identified the key skills that Dewynters staff needed to learn in order to be most effective in their job roles.
3. Insight then developed a Training Plan using a combination of their Mixed Software and Modular training services.
4. The Training Plan was then approved by Dewynters.
5. Staff were then scheduled onto the Modules of training that they needed to attend.
6. After the training was completed, Insight provided detailed management information on training performance.

The Facts

- Instructor-led training was delivered for Microsoft Excel, Outlook, PowerPoint and Word
- 70 staff were trained from 12 departments
- The training took place over 6 weeks
- Insight provided the computers for the training that took place on the customer's premises
- An average of 8 Modules of training took place on each day
- On average 4 people attended each Module and 32 people were trained each day
- The cost equated to £36 per person

For more information, please contact
Insight IT Training Limited:-

Tel: 08452 30 60 99
email: sales@insighta.co.uk
www.insighta.co.uk



TOTAL FIXED PRICES

Total Fixed Prices

The prices we quote are the same wherever the training takes place. For example, you will be charged the same whether the training takes place in Newcastle or Bristol.

The prices also include all of our costs such as accommodation and travel. You won't be charged a penny more than the prices quoted!

Guideline prices can be found on our website at www.insighta.co.uk or please call to discuss the training in more detail.

Once we have a better understanding of your training requirements we can usually find a way to deliver the training as cost-effectively as possible, without compromising on the quality of the training provided.

We will be delighted to send you a quote for any specific training requirements that might be needed.

Please call **08452 30 60 99** for more information about our **Special Offers!!**

For further information,
please call **08452 30 60 99**
or send an e-mail to training@insighta.co.uk