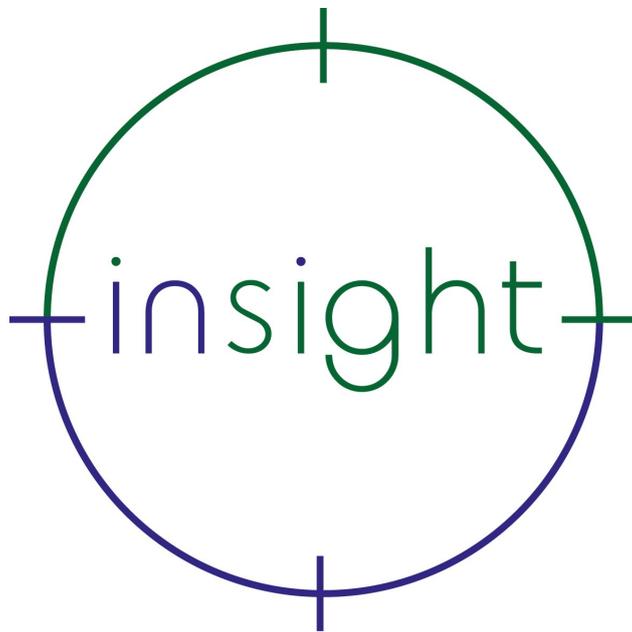




**A Different Approach to  
Computer and Business Skills training  
is now ....**



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## **Our Story**

Insight IT Training is a family run business established in 1998 to provide instructor led IT and Business skills training to organisations throughout the country. Originally based in Norwich, we re-located the main office to the Midlands in 2005 so that we can meet the needs of our customers more effectively.

## **What are you like to work with?**

A warm, open minded and friendly company offering a flexible and innovative approach to training. We are here to help you all the way from your initial enquiry to the delivery of the training, and beyond. All in an easy and stress free way!



## **Insight's approach**

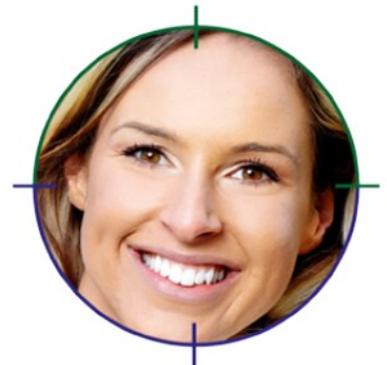
First and foremost we have no desire to be a large volume-driven business. All we want to do is provide consistently high standards of training in the most cost-effective way we can. You are in control and free to organise the training you want, when and where you want it!

If you wish, you have the opportunity to make the training as relevant as possible to the needs of your staff. By considering the skills your staff need to become more efficient and productive, we offer you true value for money. Simply tell us what you want the training to achieve and we will help you in the best way we can.

## **What are your trainers like?**

Our experienced trainers have real world industry knowledge, are empathetic and bring enthusiasm and fun to the training. They will inspire your staff to apply their newly learned skills in the workplace.

They have "real life" industry knowledge, use "jargon-free" language and plain English. They don't demonstrate or offer "follow-me" training either. The training will be hands-on with relevant exercises throughout.



## **The learning environment ...**

... is friendly and non-threatening, allowing your staff to ask the questions they want and to explore the software properly.

To ensure the trainees get the most from their trainer, we recommend the following class sizes: -

- for IT training a maximum of 6 people
- for Business Skills training a maximum of 10 people

We are happy to talk to you about larger group sizes and 1-to-1 training is also available.



## **Where can the training take place?**

Anywhere you like! You can come to us or we can come to you, bringing along the computers for training at your office (one per person).

## **Insight's courses**

The trainees are welcome to bring along their own files, data and documents etc. to work on during the training. We offer the following courses from basic to advanced levels and in old or new versions: -

- Adobe
- Act!
- AutoCAD
- Business Skills
- Corel
- Crystal Reports
- Microsoft
- FileMaker
- Programming
- QuarkXPress
- Sage
- Social Media
- Upgrade/Conversion
- Web

Short 2-hour courses, half-day sessions and training at people's desks are also available.



## **But I want a Bespoke / Tailored course!**

This is not a problem. The training can be tailored to meet your exact needs **free of charge** in the following ways:-

- **"Pick and Mix"** the topics you want from the outlines
- Send a **Wish List** of your requirements to us
- We can provide and evaluate a **Skills Assessment Form** for each trainee
- **"Chat"**—the trainer can call, or we can meet with you, to discuss any specific requirements

Whichever option you choose, Insight will recommend a content, format and duration for your approval. Whatever your criteria, it's easy to organise a tailored course which will save you time, money and give you a greater return on your training investment.

## **How else can we help?**

You can move away from the regular content of a basic to advanced course. To focus on specific topics, reduce time away from the office or help you get the most from your training budget, please consider the following options-

- **Workshop** - for trouble shooting, problem solving or achieving a specific goal
  - **Modular** – ideal for training people from different departments or a group of people who do not need to attend a full day of training
  - **Mixed Software** – combine topics at different levels for one or more software packages. For example, you could have basic InDesign in the morning followed by intermediate Excel in the afternoon
- The combinations are endless!**
- **Flexi training** – ideal for directors or busy managers
  - **Floor Walking** – one-to-one help and support with specific problems
  - **Upgrades or Conversions** – learn about new and changed features
  - **"On the Road"** – ideal for out based staff or staff that are away from the office a lot
  - **Telephone or "At Desk" interviews** – to provide a more in-depth understanding of what needs to be achieved (current level of knowledge and future objectives)
  - **"Live" Problem Solving** – providing help with projects such as Templates, VBA solutions, Spreadsheet problems, etc.
  - **Training Plan Development** – use our help and experience to combine these options in the most beneficial way for you

These options can be combined to create a truly unique, flexible and cost-effective training solution.



## **After the training...**

... you are not alone because we provide: -

- a Certificate of Attendance for each trainee
- a course manual for reference after the training
- copies of the Assessment Forms for your records
- an Evaluation Report (*optional*) to help you to evaluate the quality of the training provided and plan any future courses
- if needed, **free** support by email or phone
- access to our Discount Plan
- access to our Loyalty Reward Scheme
- receipt of a quarterly Newsletter by email (*opt-in or opt-out*)
- entry into our Competition / Prize Draws (*opt-in or opt-out*)



If they wish, the attendees can also take the files or data they have worked on away with them afterwards.

## **Why do our customers choose Insight?**

We make the most of their time and money. Their staff learn skills which increases their productivity and improves their effectiveness in the workplace.

We are more than happy for you to talk to our customers and full references are available on request.

## **Let's have a chat!**

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