Case Study

UNIVERSITY OF WESTMINSTER

The Project

University of Westminster Has been working with Phoenix Solutions4All since January 2014 as they offer ongoing comprehensive Microsoft and Bespoke Systems training for their employees.

The training schedule is set on semi annual bases and the employees are able to find all the scheduled training on the Intranet and sign up for the sessions they require. As the number and quantity of the training is driven by requirement, the number and type of training can be increased or decreased over the course of the Year.

Why Phoenix Solutions4All

University of Westminster chose Phoenix Solutions4All because of their excellent feedback they received for training in the past. Services provided by Phoenix synchronise perfectly with the University's offer to their employees

"PSL have always delivered from us. The evaluations are top notch and our learners are very complimentary about all the trainers"

Booking Process

Booking the training with Phoenix is always a very simple process. As University of Westminster run the sessions on their own premises, using their own, fully equipped training room, Phoenix supplies the trainers for the dates when rooms were available.

University of Westminster provides a list of convenient dates on semi annual bases and Phoenix supplies best trainers to meet their needs.

Tailored Learning

As with all regular clients, Phoenix and University's L&D manager meet up on the regular bases and discuss the outcomes of the training already delivered as well as possible future improvements. All aspects of the training are discussed and a course of action decided on to ensure University of Westminster always receive the best possible service, and a tailored learning experience for all of their employee's needs.

Project delivery

Over the period of 1 year, Phoenix conducts approximately 30 training sessions in Microsoft Word, Excel and PowerPoint tailored to the requirements of University.

Hundreds of employees have been trained, many of them deciding to attend further training. The sessions are scheduled according to demand and thanks to Phoenix's flexible approach to learning, whenever required, training sessions are adjusted to meet the demand E.g. Word Mail merge training can be conducted instead of Excel Formulas and Functions.

"The trainers excellent knowledge of software they were teaching allowed for a smooth delivery tailored to meet the exact requirements of our staff"

Trainers

After a discussion with University's L&D department a decision was made that a small number of experienced trainers, supplying training in rotation, would be the most suitable solution for University of Westminster. This allows the trainers to familiarise themselves with the key staff and the training room setup and reduce the need for extra assistance. This setup releases University staff to concentrate on more pressing matters.

PHOENIX
SOLUTIONS 4 ALL

Customised IT and Soft Skills training to suit your needs

25 Finsbury Circus

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020 3696 2796

Maggie@psalltraining.com

Session suitability

All the tailored course content, together with clearly stated prerequisites was decided together with University of Westminster L&D department in advance and published on their Intranet, available for all employees to book according to their requirements. Prior to the session, all attendees complete LNA form to ensure they meet the entry criteria. Another form is completed at the end of the session in order to measure the KPI.
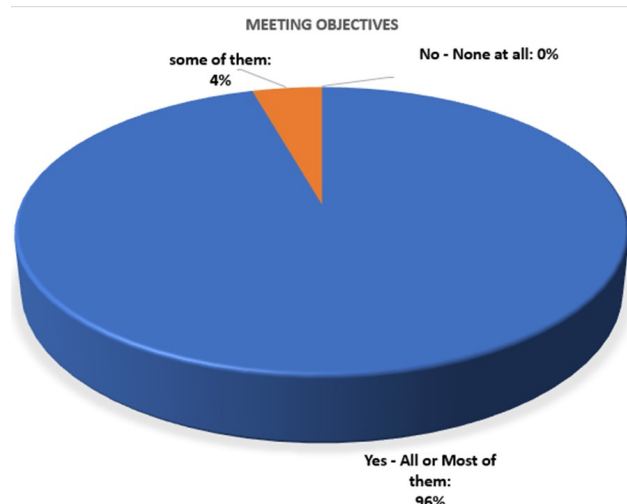
"The training session was very insightful and easy to follow. The guidance and tips provided were extremely helpful and I will retain them for future use."

Project Delivery

As the sessions are run on regular bases and advertised to all employees, there is never a shortage of attendees.

Many people attend multiple sessions to further their development.

As the KPIs are constantly measured, and received feedback reviewed, the content of the sessions can quickly be adjusted to ensure the best outcomes. The University runs a number of short, 3hr sessions to avoid, when possible, employees missing the entire work day.

MEETING OBJECTIVES

some of them: 4%

No - None at all: 0%

Yes - All or Most of them: 96%

Learning & Performance Institute
Accredited Learning Provider
Gold Standard

Training success rates

The training success rates are constantly measured by comparing the pre training and post training forms as well as the feedback forms at the end of every session. All aspects of training are measured on the regular bases.

Course Satisfaction

Very satisfied: | Satisfied: | Somewhat satisfied: | Dis-satisfied:

	Structure	Pace	Level	Overall
	0%	1%	0%	0%
	4%	4%	7%	5%
		11%		
	32%	38%	40%	38%
	64%	50%	52%	57%

"Thanks for the excellent training. It was very useful and given me much greater confidence in using a range of newly acquired skills but also the confidence to experiment more and try to find new ways to solve my problems rather than the 'tried and tested' options."

Post Training Reinforcement

Phoenix Solutions4All is proud to offer post training assistance to University's employees for as long as it is needed after the sessions. Free Manuals, Quick Reference Guides and Tips and Tricks are published on the University's Intranet and can be downloaded as and when required.

Trainees can always call our number **020 3696 2796** or email **coursehelp@psalltraiinng.com.**

"Really well delivered course. Terminology was explained at an appropriate level and a good pace of delivery"

"Trainer was great as usual, we covered a lot and he made time to address our problems or questions also very patient with those who needed time to work through the exercises.. Thank you"