



"The well rounded educator – Myth or reality?"

Sarah Walker – Head of Training Services

Agenda

Myth or Reality?

- Drivers for Accreditation & IITT
- Business & customer benefits – TAP & Accreditation
- Case Studies & feedback

Why did Northgate hr choose IITT Accreditation?

Northgate hr is a division within Northgate Information Solutions. The Training Department was divided in to 3 main areas, all with different quality controls, procedures and methodologies. I wanted to align these to:

- Provide a high quality service to our Customers
- Raise the level of perception and visibility within the business
- Enable all Trainers to have the training competencies required to impart their specialist knowledge and skill to others effectively through 'TAP'

The IITT is a well known accreditation within the UK, I have worked with them for many years and have benefited immensely. They have the experience, skills, the right attitude and qualifications to help Training Departments achieve and become a recognised high quality service.



Institute of IT Training
Gold Standard
Accredited Training Provider

Benefits

There are many benefits to individuals, customers and the business:

- It can be used as a quality control, providing a standard of excellence against which the business & organisation are benchmarked
- Within marketing & promotions
- Gives both experienced and new Trainers guidance, skills, support and a quality standard to Training delivery
- Helping to raise the level of perception & visibility of the training profession
- Continuous development of skills and careers of individuals
- Many organisations now ask for the IITT Accreditation within tenders etc
- Allows us to have a quality standard with flexibility to ensure the best fit for our business
- Opportunity to take part in IITT Conferences, Networking session, Seminars etc
- Customers are reassured by the accreditation and TAP certification, it means they can be confident that they will receive consistently high standard of learning

Benefits

- IITT Certificated TAP is recognised as a de facto standard by the NHS Information Authority
- All Accredited Trainers have the training competencies required to impart their specialist knowledge and skill to others effectively
- You receive guidance and advice from IITT to help you improve in all areas of Training
- Gives credibility, focus, confidence to trainers and the training profession
- The Accreditation focuses on all areas of the training business;
 - ▶ Delivery methods & Procedures
 - ▶ Course Materials & Learning materials (e-learning & non e-learning)
 - ▶ Business Integrity & Client Perception
 - ▶ Quality of Staff
 - ▶ Training Delivery Environment

Feedback from some of my team that have attended the TAP course:

“A major benefit was that I was able to see how IT training should be designed and delivered, learning tips & trips for running a question driven training session. It helped increase my confidence and I was able to see the skill levels from trainers from other organisations.”

Richard Dixon

“As a new trainer, the TAP course I attended gave me a new insight on training; I benefited substantially from the question techniques session which gave me a great basis to work on and develop my questioning techniques style: today, these techniques give diversity to my training and, according to comments from delegates, 'inspire effective learning.” **Gema Ramirez**

“I thought that the IITT course that I attended was excellent. As a new trainer I did not have any pre-conceived ideas about what the course should or should not consist of. I found the structure of the course both logical and enjoyable. Looking back I can say that this was the best course I had ever attended and also received the best pass mark I had ever had which goes without saying that the IITT method of learning works.” **Joanne Bradshaw**

Case Studies & Press releases

We have recently achieved the IITT Gold accreditation for the whole of Training Services which is a huge achievement. We have used this opportunity to promote our services to our customers:

IITT 'TAP' Case Study: released Jan 05

Northgate hr Press Release: released April 05 to the following publications:

Pay Magazine, t-Magazine
Onrec.com, Employee Benefits
HR Director, Training Zone
HR Business, Payroll World and t-Magazine

Interview for Pay Magazine on Payroll training, market customers etc.

Questions, Feedback, Thoughts...