

# Case Study



## The Training

Phoenix Solutions 4 All has been supplying training for Ninety One since 2021. Company delivers Microsoft training, mainly Excel both Intermediate and Advanced. Phoenix have also arranged training in Derivatives and Time Management.



## Why Phoenix Solutions4All

We have been using Phoenix for about 2 years and so far, the feedback has been great from delegates. The level of service received from Phoenix is exceptional. They are efficient and very easy to work with.



## Booking Process

The response time for bookings is excellent, the process is very efficient and professional but with a personal touch.

## Training delivery

The training is delivered face to face, at our offices which works well.

*Amazing, wish I'd taken a course sooner - would have saved me hours and hours! Trainer was super approachable, friendly and clear, and made Excel seem like a breeze! Thank you!*

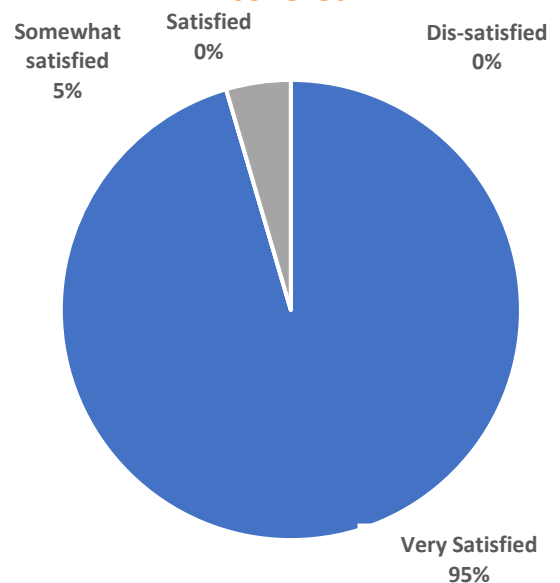


## Trainers

The delivery of the training is of a very high standard. The training is at the right pace and the trainers are extremely professional. The feedback from delegates about the trainers and the training has been very positive.

*"Thanks for your patience with us as a small group, with varying levels of skill and energy. Your 'tuning in to the needs of the client' was much appreciated and we got a lot more out of the course than we had anticipated."*

## Knowledge of the subject covered



### Session suitability

LNA forms are used for Ninety One to establish the current level of knowledge for each attendee, before deciding on the most suitable training.

Ninety One uses mostly standard course contents for the sessions, however, each session will be further tailored depending on the group's requirements.

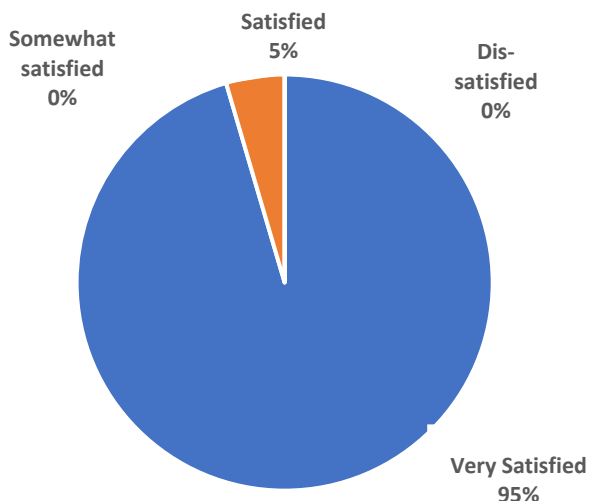
### Training Delivery

Training is delivered by Phoenix whenever Ninety One has training requirements.

Training dates are discussed and the most convenient day for both sides will be booked.

Depending on the level of knowledge and the end goal, employees may decide to attend multiple sessions to further their development

### Course Level



*“Great trainer! He was extremely enthusiastic and passionate. He explained everything really well and took time after each topic to check we all understood and gave us opportunities to ask questions. I will be able to use lots of the shortcuts and new techniques in my daily activities. Thank you!”*

### Training success rates

Feedback forms get completed at the end of the each session. Verbal feedback from attendees will also be gathered. Phoenix is always happy to discuss the feedback and make adjustments to ensure the training is delivered to the highest standard possible



### Post Training Reinforcement

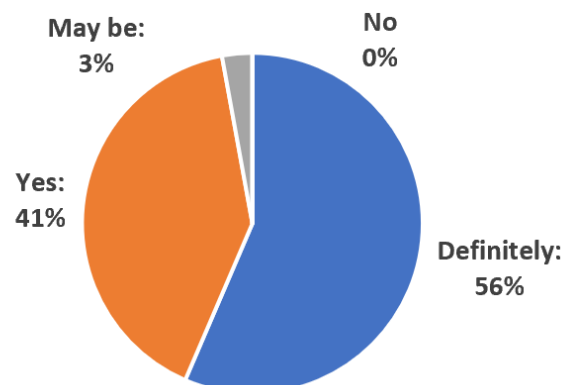
Phoenix offers all the training resources, including Manuals, QRGs, exercises, short videos and quizzes, free of charge, for download on their website:

<https://www.psalltraining.com/free-resources>

Trainees can always call for assistance with applying the new found knowledge, whenever required on **020 3696 2796** or email **coursehelp@psalltraining.com**.

*“Amazing thanks again. Really enjoyed the course and felt that you were super patient and a great trainer where i was able to absorb a lot of what you went through. Hope to see you again!”*

### Would you Recommend Phoenix to others



Customised IT and Soft Skills training to suit your needs

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