

Case Study



The Training

Phoenix Solutions4All has been assisting with Pantheon's Staff development since 2017. Phoenix delivers Microsoft training, mainly Excel and PowerPoint. Word and Access have also be delivered during this time.



Why Phoenix Solutions4All

We have used Phoenix Solutions 4 All for the first time when their name was passed over to Pantheon by another L&D consultant who used them. training venue proximity to Pantheon office was another factor that assisted the decision. We have used Phoenix Training for several years. Their service is fantastic, and they are highly accommodating to our requirements.



Booking Process

Phoenix Booking process is very straight forward. They always respond promptly and we have never had any issues with being able to book the dates we require.

Online Learning

We have used Phoenix for in person training and online training. The quality of the training remains to the highest standard even when online. The trainers ensure that engagement is a priority and the sessions run seamlessly.



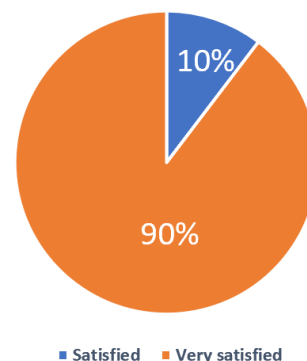
Trainers

The delivery of the training is of a very high standard, all the trainers that Phoenix have provided have been professional, personable, and highly engaging. Our employees have provided positive feedback on several sessions run by Phoenix

"This was by far one of the most engaging and articulate trainers I have worked with. He had a great sense of humour, accommodated our needs and tailored his approach accordingly."

"I'd highly recommend Phoenix again, and a special thanks to trainer for a great session!"

Knowledge of the subject covered



Session suitability

Pantheon uses mainly the standard course content, Introduction, Intermediate advanced etc. On occasion the course content gets tailored to suit the requirements, Learning Needs Analysis are always available to assist with ensuring that people attend the correct level training, suitable for their current level of knowledge but also looking at the individual requirements. Feedback forms are completed at the end of each session in order to measure the KPI.

Project Delivery

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

Many people attend multiple sessions to further their development. it allows for the gradual but structured development.

Post Training Reinforcement

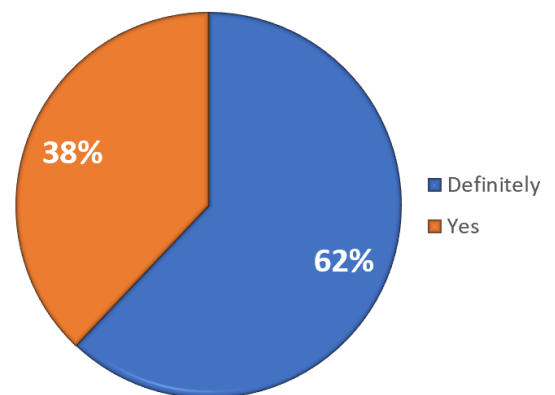
To ensure that the training does not end at the same time as the training session, Phoenix offers all the training resources, including Manuals, QRGs, exercises, short videos and quizzes, free of charge, for download on their website: <https://www.psalltraining.com/free-resources>

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

Were your objectives met



"Great training session and would highly recommend if you are trying to learn a new skill, very pleased with overall course."



WOULD YOU RECOMMEND PHOENIX SOLUTIONS4ALL TO OTHERS?

"Thank you for your patience and kindness. Sitting today's excel training was an absolute pleasure and I have learnt so much and will bring home so much more. Can't wait to get home and get practicing on all my Pivot and VBA skills. "

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 basis.



Customised IT and Soft Skills training to suit your needs

25 Finsbury Circus

London EC2M 7EE

020 3696 2796

Maggie@psalltraining.com