

Case Study



University College London Hospitals

250 Euston Rd

NHS Foundation Trust

London NW1 2PG

The Project

UCLH contacted Phoenix Solutions4All as they required Microsoft training for their employees.

After a period without Microsoft training and following a software upgrade, many people were struggling with the work loads. Completion of tasks was taking much longer than it should, meaning lots of stress being put on employees and loss of work time



Why Phoenix Solutions4All

UCLH chose Phoenix Solutions4All because of their excellent track record. UCLH was confident in Phoenix providing friendly, professional and outstanding training service.

"The knowledge of all trainers is outstanding and we can rely upon them to fulfil all of our employees' training needs. The administrative process when arranging, organising and booking training is also second to none"



Booking Process

Booking the training with Phoenix was very simple. As UCLH decided to run the sessions on their own premises, using their own training rooms, Phoenix supplied the trainers for the dates when rooms were available.

UCLH provided a list of dates which were convenient to them and Phoenix got to work sourcing the right trainers to meet their needs.

Tailored Learning

As with all clients, prior to the delivery of a training course, a meeting between Phoenix and UCLH was organised prior to the training, to discuss the training requirements. All aspects of the training were discussed and a course of action decided on to ensure UCLH received the best possible service, and a tailored learning experience for all of their employee's needs.

Project delivery

Over the period of 6 months, Phoenix conducted 23 training sessions in Microsoft Word, Excel and PowerPoint at Introduction, Intermediate and Advanced levels.

Approximately 180 employees were trained. The sessions were scheduled according to demand and thanks to Phoenix's flexible approach to learning, whenever required, training was moved to accommodate the maximum number of learners. E.g. Excel intermediate was carried out in place of PowerPoint.

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



Trainers

It was decided a small number of experienced trainers, running the sessions in rotation, would be the most suitable solution for UCLH. Sending a small number of trainers to the client's site meant that they familiarised themselves with the key staff and the training suites. That released the UCLH training admin team to support other projects.

Customised IT and Soft Skills training to suit your needs

Entrance D Tavistock House South,
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020 3696 2796

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Session suitability

All the session outlines, together with clearly stated prerequisites were sent to UCLH in advance and published on their learning site, available for all employees to book according to their own level of knowledge and training requirements

"I had a great experience. Learnt stuff that will be useful for my role. Being able to produce spreadsheets with the formulas I have learnt will get me in the good books of my senior management"

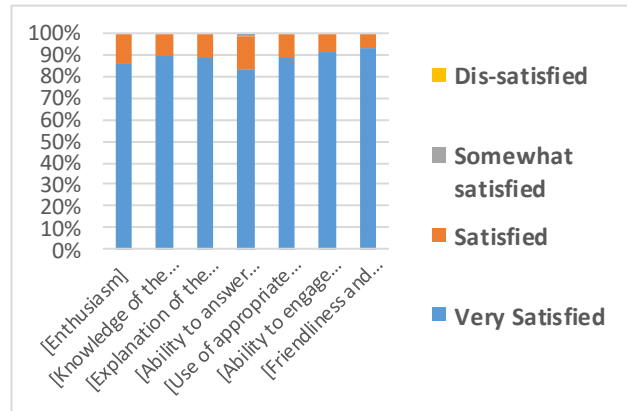
Project Delivery

The initial couple of sessions had low attendance, with one almost being cancelled due to low numbers. Word quickly spread about the training being available and sessions being very useful. Waiting lists needed to be created for future sessions as these courses proved so popular.

All attendees left the training room feeling much more confident in using the software, and happy that they will be able to complete daily tasks much faster and with much less stress. Some attendees started with the introduction level training and decided to progress to the intermediate as well as advanced levels.

Training success rates

The training success rates were measured by using feedback forms at the end of delivery and as can be seen below 100% of trainees were satisfied or very satisfied with all aspects of the training they received.



"The beginners excel course was excellent. Having used Excel for years with simple tables and tasks, the skills learnt today have given me the confidence to explore further and also become much more efficient!"

Post Training Assistance

Assistance from Phoenix Solutions4All doesn't stop at the end of the session. We are proud to offer our help for as long as it is needed after the sessions. Free Manuals, Quick Reference Guides and Tips and Tricks can be downloaded from our website at any time.

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

Very impressed with the Word Advance Course, very practical and good quality of teaching.

Great training for all levels of ability - 10/10 would do again

