

# Top 10 Tips – Booking Computer Courses for your Staff

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## Top 10 Tips for.....

If you are planning a one-day computer course for your staff, the following questions and tips will help you compare and choose between the various Training Providers:-

**1. Do your staff need to travel to another venue or does the trainer come to you?**

*On-site training has cost advantages.*

**2. Does the training company provide all the equipment?**

*Using equipment supplied by the training provider ensures all the delegates are working on the same software version and reduces the temptation to be distracted by their normal work.*

**3. Do the delegates receive a Certificate of Attendance?**

*Receiving a certificate can add to staff motivation and a copy can be made for the staff training record.*

**4. Do the delegates receive a personal copy of a bound training manual?**

*It is always helpful to have a reference manual. (Single page hand-outs are easily lost). Some of the features learnt may not be used straight away and a personal training manual is a useful memory-jogger.*

**5. Does the trainer use demonstrations via projector?**

*Check if the trainer has a projector or let him/her know if you have this facility. It's useful for the delegates to see actual demonstrations, but this should not override hands-on involvement.*

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### 6. Is the course more hands-on than watching and listening?

*Hands-on courses help the delegates remember more and therefore are more likely to identify how the course features can make their job more effective and efficient.*

### 7. Does the course include shortcuts and tips?

*Often the shortcuts and tips are where individuals can speed up or be more accurate with their work.*

### 8. Is consideration given to the health and comfort of the delegates?

*Your members of staff will be in front of the screen for about 6 hours. It is important that they are comfortable and not at risk of getting wrist, arm, neck or back strain. The training provider should do everything possible to reduce such a risk, e.g. do they provide a mouse, mouse mat, full size keyboard and raise the screen to eye level?*

### 9. Can the training provider provide course content to assist with the selection of the appropriate level for your staff?

*Printing the course content for each level and asking your staff to carry out a self-analysis of their current level will ensure you book a course for your staff at an appropriate level. Staff are normally advanced level in the part they use every day at work and beginner level for parts of the software they never use. Often staff who judge themselves as advanced may benefit from the content of other levels.*

### 10. Is the Tutor available to discuss the course and procedures?

*Meeting or speaking with the person delivering the course gives you both an opportunity to discuss the layout of the room including any other requirements for the day including arrangements for lunch and breaks.*

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