

# Headline Working in Partnership with Local Councils

**H**eadline Training & Consultancy Ltd have enjoyed a long partnership of working alongside the Royal Borough of Windsor & Maidenhead Council since October 1998 to deliver a blended approach to their IT training requirements. Our blended approach incorporates a tailored corporate induction in the form of e-Learning and tailored instructor-led IT training courses.

The main requirement for our tailored IT instructor-led courses are largely on the Microsoft Office suite, ranging from introductory levels through to advanced visual basic programming. The delivery of each course is aimed to suit the specific needs of delegates, tailoring the course contents as required. We achieve this by requesting the delegates to complete a 'needs analysis' form prior to each course.

## Tailored IT Training

In September 1999, the IT Programme Office Team at the RBWM requested Headline to provide tailored Microsoft Project 2000 training to thirty five delegates from the IT Services Unit. They required a trainer with knowledge of both MS Project 2000 software and Project Management methodology.

It was due to the success of this training that Headline won the training contract to provide the Council with tailored IT training on all Microsoft packages as well as other packages such as Adobe Acrobat, Crystal Reports, Adobe Photoshop. and MS Excel with Visual Basic.

## The Audience

Many delegates attending our courses are those returning to work for the first time in many years or inexperienced and without the necessary IT skills to operate a computer confidently. To assist these users Headline developed some introductory

*"The Royal Borough of Windsor and Maidenhead have been working with Headline Training for over 12 years. Headline Training are responsible for about 90% of our classroom based training. We have always had a professional and friendly relationship with them and have always found them to be reliable and adaptable when delivering this training."*



*Kathy Collins,  
Training Support Officer,  
Royal Borough of Windsor & Maidenhead*

courses such as "PC Novice User", "MS Office - Don't Retype" and "Outlook Special Features", to give the users the confidence and quick start to familiarising themselves the basics of using a computer before moving on to specific applications.

Headline also deliver tailored training at Intermediate and Advanced level. Courses are challenging with mixed groups in skills and diverse in what they do and how they want to use the software. Our trainers need to be very experienced, adaptable, friendly, and flexible.

## Feedback from Delegates

Some feedback from our delegates:

*"Very interesting course. well presented, learnt a lot, thanks"*

*"The tutor was very clear and kept the course well paced. Good knowledge of her product and how to present it."*

*"Very good course - covered all subjects. Useful for my work"*

*"Course and tutor extremely helpful. this covered the basics of excel and will certainly enable more effective use of this package in the future"*