



Global Knowledge®

www.globalknowledge.co.uk

Working together focused on learning

Global Knowledge leads the way
in innovative IT and best practice learning.
We work in partnership with our customers
to deliver flexibility, value and service



UK:

- Coventry
- Edinburgh
- Glasgow
- Leeds
- London
- Manchester
- Wokingham

GLOBAL:

- 40 centres
in 12 countries
across Europe
- Middle East & Africa
- Canada
- United States



Welcome to Global Knowledge

Our customers changing needs have to be at the heart of our innovative thinking and it is clear that flexibility and value currently command high priorities. Flexibility, especially in the delivery method, is now a key requirement and increasing responsibilities mean users and organisations are looking for engaging ways to build their skill sets or bringing together disparate teams without clocking up hours of travelling time and accommodation fees. As a result, we have developed a range of proven and flexible methods to provide customers with options and choice to suit their requirements and overcome some of the geographical obstacles of instructor-led delivery.

» GK Flex (Flexible Learning Methods)

Alternative modalities and tools providing flexible delivery of your learning (see page 3-4).

We know that value means different things to different people. This is a key reason why we opted to consult a wide range of delegates and customers regarding the additional tools, resources and support they would consider beneficial to the learning experience. As a result, we created an online repository that complements a number of our training courses. This includes both pre- and post-course activities that are linked to the syllabus and a range of videos and white papers that supplement the learning. The best thing is the service is complimentary and available to all our delegates that book onto associated courses.

» GK Xtra (Delegate Support Tools)

Our complimentary online service provides users access to supplementary learning (see page 5).

OGC Trade Mark Acknowledgement Statements:

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NB: our ISEB courses are run in conjunction with an accredited examination body.



Allan Pettman
UK Managing Director



"The IT Training Awards celebrate outstanding achievement, best practice and excellence in IT training. It's great to see what influence the Institute has had in raising the standards of the world's best training and development. The standards of all of the entries has been outstanding and to be a winner is a real achievement to be proud of."

Colin Steed
Chief Executive of IITT



GK Flex (Flexible Learning Methods)

We accept that skilled, motivated employees work more effectively, and thanks to the dawn of flexible and non classroom-based learning, there are more options than ever before. e-Learning has a role, particularly for a theoretical learner, but it is often required to be part of a blended or collaborative activity with access to mentors, learning resources and hands-on development whilst engaging media and social networking.

» **Virtual 'instructor-led' delivery**

Our virtual 'instructor-led' delivery is about connecting people, and enabling them to learn effectively no matter where they are. We use the latest video conferencing solutions to allow learners to communicate face-to-face with teams inside – and outside – of their organisation or learning environment

» **Class-Connect HD**

Our Class-Connect HD is live, hands-on interactive learning where you can attend a course from different locations and training centres. This premium experience uses HD quality audio and video. The instructor will be presenting from one location, and students attending remotely are able to interact with the instructor and other delegates using video and voice conferencing.

» **e-Learning and on-demand resources**

We offer interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

» **Accelerated courses**

Our accelerated courses are delivered as standard during bank holiday weeks. We have adapted the format across our most popular courses to allow us to deliver the complete programme using innovative technology and delivery media.

Managing the learning demands of a technical community

"Constrained at times by our Island location can be challenging when trying to maximize value for time and cost. Travel expenses are a necessary but unwelcome evil. Therefore the opportunity to work with Global Knowledge on their new virtual learning offering was an opportunity that we grabbed. Having now experienced the virtual experience and received very enthusiastic feedback from our staff, we have no hesitation in recommending Global Knowledge."

Andy Pine

Corporate Solutions Product Manager, Manx Telecom

Cable & Wireless, a leader in integrated communications and computing infrastructure solutions for business, enhances customer satisfaction with focused learning from global knowledge

"Ensuring customer satisfaction is key to the success of a new solution such as our enterprise-class, hosted IP contact centre. Training plays a major role in areas such as routing processes and real-time performance reporting, which need to be aligned to business needs to ensure customer investments are maximised. Finding the right training partner is clearly crucial and with a renowned reputation for both its Cisco training capabilities and the value added services it can provide, Global Knowledge was the ideal solution for us."

Mark Gregory

IPCC Product Manager, Cable & Wireless

» **Community learning portals**

Our community learning portal provides access to a range of learning resources including forums and blogs to deliver learning programmes whilst creating communities of practice and communities of learners. Knowledge is captured and shared across the organisation, making best practice (specific to the organisation) available and accessible.

» **Collaborative learning**

Many organisations are seeking a more 'collaborative' approach to learning, one that provides flexibility and choice around instructor-led (classroom-based), e-learning or combinations that optimise your planned learning programme. Individuals benefit from an application that can assist them to identify which developmental activities may be appropriate to their needs and ensures the learning is supported by 'interactions' such as communities of other learners and peers as well as access to mentors and subject matter experts.

ITIL® training for public sector

The hosted portal allows trainees to access the material from wherever they are through a simple username and password access. This will not only give public sector employees the chance to learn and develop at their leisure, but also empower the agencies, departments and governments they serve.

"This is an innovative approach from Global Knowledge, a company we have accredited for several products. They are one of the first providers of the new complementary 'Analyst Series' of Service Management courses from APMG. We are all aware of the need to reduce government expenditure and we hope this will give all departments the chance to access service management training to continue creating processes and practices which drive efficiencies."

Richard Pharro

CEO of APMG

Visit www.globalknowledge.co.uk/government-Portal

Service Assurance within BT Operate – recently launched IP Academy involving network engineers from the UK, EMEA and the US

BT's objective was to determine the level of IP understanding within the "Trouble to Resolve" community and put in place learning interventions that provides individuals with the IP Knowledge and skills required for their specific role including professional accreditation where appropriate.

"BT Operate required a solution that could cater for remote users, some globally-based, and for shift workers. It was also very important for their teams to feel part of a learning experience with a support network. This called for the traditional classroom learning to be adapted to offer a completely flexible and practical solution. Global Knowledge proved to be professional, proactive with ideas and innovative in their approach in supporting our needs

throughout the complete design and delivery process. Their approach enabled delegates to remain together as a community throughout the learning process, allowing them to share their knowledge and experiences with each other as well as the instructors, as well as offering different learning methods to suit each learners need and style. Overall an excellent innovative learning programme pitched at a very competitive price bringing significant benefit to BT Operate."

BTO Vendor & Supplier Management
Learning and Development Centre of Excellence,
BT Operate HR

GK Xtra (Delegate Support Tools)

GK Xtra is a selection of online resources to help you get the most from your learning programme. This offering has been driven by a shift in learning techniques and customer feedback. The online repository allows users access to support tools such as technical papers, industry experts and video tutorials. These additional activities allows individuals to maximise the opportunity, and at their own pace – either before, during or after the course.

CCNA Xtra

You can access CCNA Xtra by booking the following courses: ICND1, ICND2, CCNA Bootcamp or CCNA Mentored Workshops.

www.globalknowledge.co.uk/ccnaxtra

CCNP Xtra

You can access CCNP Xtra by booking the following courses: CCNP Switch, CCNP Route or CCNP T-Shoot.

www.globalknowledge.co.uk/ccnpextra

VMware Xtra

You can access VMware Xtra by booking the following courses: VSCIM or VSFT

www.globalknowledge.co.uk/vmwareextra

More Xtra also available

CCNP Voice Xtra

Project Management Xtra

www.globalknowledge.co.uk/xtra

“My whole team has benefited from using these resources as it has set context for our learning. Access to the subject matter experts really helps members get more from the activity than just the course curriculum itself.”

Major Telecommunications Company

“Supporting the learner through the cycle is essential to realise the benefit. Too many training companies simply consider the course as the sole learning activity. We made a conscious decision to increase the learning footprint by providing resources and support for the learner before during and after the formal training activity. These additional activities allow individuals to maximise the opportunity, and at their own pace.

We really believe the GK Xtra resources will enrich our delegates’ experience, save time and improve the interactive process with our subject matter experts. It is important that we listen to our customers and continually look to improve the service we can offer in supporting the changing needs of learners. With GK Xtra we think we’ve done just that.”

Allan Pettman

UK Managing Director of Global Knowledge



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