



Global Knowledge®

www.globalknowledge.co.uk

Community Learning Portal

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

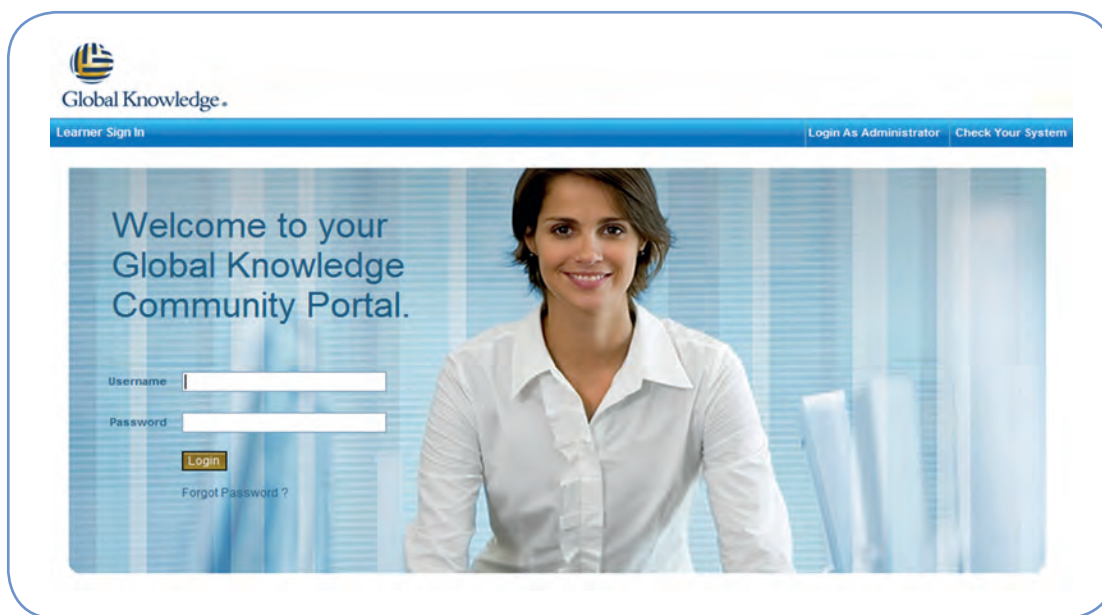


COMMUNITY LEARNING PORTAL

Global Knowledge's Community Learning Portal

Flexibility, especially in the delivery method, is now a key requirement for customers and increasing responsibilities mean users and organisations are looking for engaging ways to build skill sets and bring together disparate teams. Despite facing limited resources and budgets, organisations still need to deliver consistent skills and we recognise that often existing LMS (Learning Management Systems) are functional for deploying content but all too often are complex and do not offer some of the increasingly important 'social' functionality required to make learning participative, engaging and with an organisational context.

The Global Knowledge Community Learning Portal provides access to a range of tools and resources that underpin and "enable" learning programmes whilst creating both communities of practice and learners. Knowledge is captured and shared across the organisation, making best practice (specific to the organisation) available and instantly accessible. This innovative new technology platform stimulates and transforms learning programmes into 'learning environments' through active facilitation, multimedia content and online collaboration.



The Technology Platform

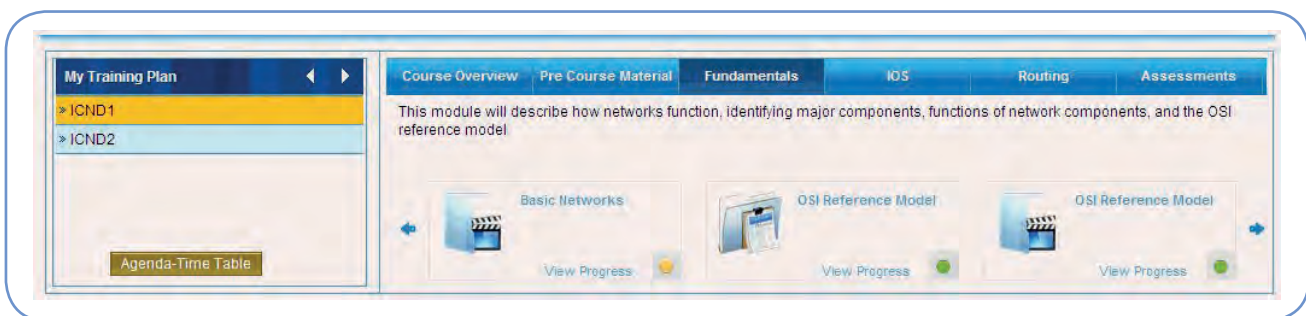
The Community Learning Portal is a hosted web-based application platform that:

- » Provides a learning environment that is simple to understand and use
- » Reduces the cost of delivering and management of learning
- » Rapidly deploys targeted learning across widely distributed organisations
- » Provides a central source for the learning needs of individuals, groups and communities
- » Allows individuals and their line managers to have access, control and visibility of their learning and development programme
- » Provides reporting capabilities to track and manage progress whilst using a secure platform to host assessments
- » Provides online collaboration tools, including forums, chat rooms, Ask the Expert and polling
- » Offers access to additional content and learning resources that "augment" the more formal class and virtual-based training programmes.
- » Reduces the need for travel and the resultant disruption to projects or business activities.

To promote 'self-servicing' through intuitive navigation for users, the Community Learning Portal functionality is divided into three functional sections:

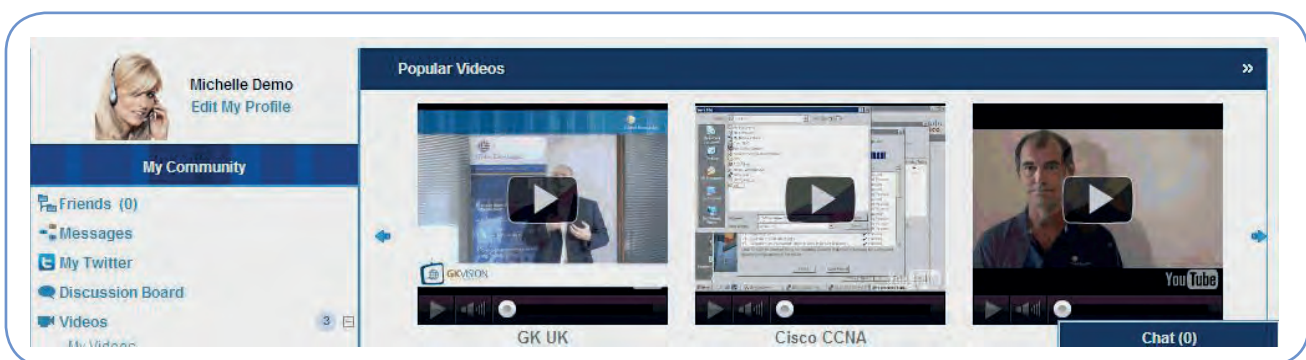
» My Training Plan

My Training Plan provides a user friendly interface to view and access all aspects of training including: online courses, remote labs, assessments, and reference material. The intelligent design ensures that 'My Training Plan' remains in view while learners; chat, exchange videos, respond to a poll, or ask for help.



» My Community

Collaboration is encouraged through a range of social learning tools including; chat, blogs and discussion groups. Group communication is enhanced through pre-configured communities, allowing learners to share knowledge and ideas regardless of time or location. Subject matter experts also provide additional support using discussion forums and automated emails.



» My Resources

Additional information and support is provided via a series of useful links:

- » Frequent surveys and polls to provide a regular source of feedback
- » Useful sites to access information relevant to the learners curriculum
- » RSS Feeds
- » Access to additional supporting content
- » The Training Archive provides access to all your expired (either completed or incomplete) assigned e-Learning
- » Access to technical and administration support





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

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

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