



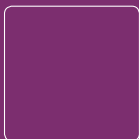
Business applications

Office applications have become such a core part of business life that it's easy to overlook the need for applications training and the impact this can have on the productivity of an organisation.

QA training subscriptions

Most people use a wide range of Office applications but the skills you need will be individual, depending on your role and existing skill. That's where our subscription products come in.

Pick and choose the right training, whether it's a multi-day classroom course for advanced users or a series of 1 hour online sessions to get the most efficient shortcuts and tips – for an all-inclusive annual cost.



You don't need to learn every feature of today's complex desktop applications: you just need to learn what's needed to perform your job. This focus dramatically cuts the time spent learning and increases the retention of new skills.

At QA, we have extensive experience in showing all types of people how to get the most out of Microsoft Office: the most widely used productivity application. We are also experts in SharePoint and showing users how to get the most out of Microsoft's collaboration solutions.

Our range of training courses cover all areas of business applications:

- Microsoft Office
- Microsoft SharePoint
- Adobe Creative Suite
- SAP

Innovation

Microsoft Office business applications are continually evolving, and at QA we have a long pedigree of working with Microsoft on the latest innovations.

Office 365 delivers the power of cloud productivity to the familiar Office desktop suite. We offer courses in Microsoft Office 365 for end users that complement our existing Office courses.

SharePoint is increasingly a core business technology, used for internal collaboration as well as interactive customer web sites and portals. We have a full range of courses for SharePoint users, administrators and site designers.

Our experience

PRUPIM

www.prupim.com

“The main benefit of working with QA was the ease of transition, minimising the loss of productivity usually associated with moving away from something familiar. They made the process much easier to support”



Sarah Goodliffe
Project Manager: IT, PRUPIM

Supporting a range of user groups through a Microsoft upgrade

When PRUPIM wanted to upgrade end users across its organisation to Office 2010, it chose QA to provide a dynamic training solution. Our approach was to tailor our training based on the specific needs of each of the three training tiers:

- **For heavy users**, QA's 1 day classroom course was an ideal fit, giving this group a broad understanding of the features of the new system to support them, and their colleagues, in their roles.
- **Regular users** required a scaled back approach, both in content and time. Consequently, we tailored a ½ day variant of the course to provide a general introduction to the new features, focusing on the tools heavily used by workers at PRUPIM, as well as areas of potential difficulty.
- **For board members**, short 1:1 sessions were arranged to fit around their busy schedules, tailored to the specific needs of the individuals, with a particular emphasis on Outlook.

Courses were supplemented by floorwalking to support the implementation of the new system in the workplace. Throughout the following month, experts were available to answer questions and check that users were confident using the new system in their day-to-day roles, backed by guidance on using online guides hosted on PRUPIM's SharePoint.

BT South
Tyneside

www.btsouthtyneside.com

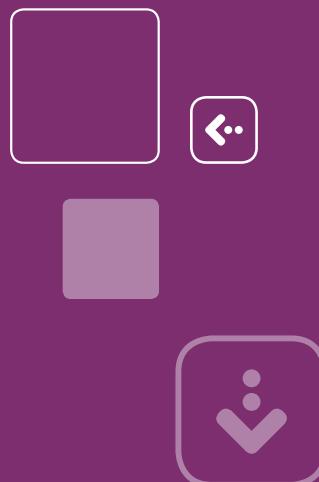
Bespoke training project for a major Microsoft Windows migration

When BT South Tyneside wanted to carry out a major Windows migration, they engaged QA to design, project manage and deliver a bespoke training solution that would ensure a seamless transition and maximum benefit from the new technology. To establish requirements we first undertook a needs analysis, focusing on Skills Validation.

The Office 2007 and Windows Vista 'menu of topics' were used as a template to identify the areas of training needed. We then designed a bespoke modular course 'New features of Office 2007 and Vista', which showed users how to use the new tools effectively within the BT South Tyneside environment. By creating a bespoke course it was possible to align training to the organisation's specific needs and include key corporate messages. Particular skills were mapped to the jobs performed in each department, grouping

staff into 'user training groups' based on current competencies and role requirements.

To ensure a seamless delivery we integrated with BT South Tyneside's deployment plans, mirroring its schedules, project deliverables and timescales and providing full project management throughout the scoping, planning, design, development and delivery of the bespoke programme. Day-to-day logistics around delegate bookings, schedule changes and trainer logistics were also handled by QA.



“We have received very positive feedback on the method of the trainers. Although the training was delivered in a training room, attendees felt that the training had a personal touch, not just someone talking from the front of the room. The people I have worked with have been very friendly and very helpful. Everyone has been great, from the Project Manager down.”

Judith Armstrong
Senior Development Officer/Project Lead
BT South Tyneside

The widest range of productivity applications

Make your IT investment deliver more business value with better skilled and productive end users.

Ensuring all end users are effectively trained will give an organisation's workforce the knowledge and skills needed to meet strategic goals. We offer a full range of education courses designed to help you leverage the power of business applications to drive greater proficiency and productivity.

SAP

In partnership with SAP we are the exclusive providers of end user training:

- Accounts Payable Accounting
- Accounts Receivable Accounting
- Sales Order Processing
- Purchasing
- Warehouse Goods Movement
- Material Requirements Planning
- Monitoring Shipping
- Overhead Cost Controlling
- Personnel Administration

Microsoft Office

Our extensive range of courses covers all levels and versions of Office from 2003 through to 2010 and Office 365, including:

- Excel
- Outlook
- Word
- PowerPoint
- Access
- Project
- Windows

Microsoft SharePoint

We have an extensive range of Microsoft and QA Authored courses that cover SharePoint 2007 and 2010:

- End User Introduction
- End User Advanced Features
- Office Integration
- Web Publishing
- Site Administration
- SharePoint Designer

Innovation in learning

We provide courses in a range of innovative delivery formats, to make it easier for you and your people to access the required training, when and where it is needed.



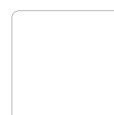
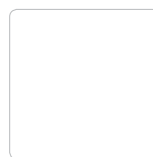
Classroom training: led by experienced tutors in our purpose designed training centres with full IT labs for hands-on experience.



Virtual courses: the full interactive learning experience in an online classroom, giving flexibility to fit your schedule and location. Find out how our courses work at www.qa.com/virtual



eLearning: complete training at your own pace, from wherever you want.



Large-scale and bespoke applications training programmes

Investing in new systems and upgrading business applications to improve productivity can be expensive – and the planned benefits don't happen until everyone across an organisation starts using the new applications correctly and effectively. So training all your business users in how to get the most from the new applications can make a major difference to investment return.



At QA we have the experience and track record of delivering nationwide applications training programmes to thousands of people.

Using a mix of scheduled training courses, eLearning, workshops and on-site coaching we have helped some of the UK's best-known brands get more from their business applications.

In addition to our scheduled training courses, we also regularly develop bespoke applications training courses.

These can incorporate key internal applications linked to your business processes, along with standard packages, all in one training programme.

To see examples of bespoke eLearning training we have designed for applications training, see www.bespoke-elearning.qa.com

Adobe training courses

Adobe Creative Suite 5 is the ultimate toolkit for designing eye-catching print content, digital magazines and elegant eBooks. It can create engaging browser content with 'up-to-the-minute' HTML5 tools and it can be used to develop interactive applications for devices such as Android phones and tablets, BlackBerry and other smart devices.

The applications offer creative design tools for print, web, film, video, or mobile. CS5 includes Photoshop, Illustrator, InDesign, Dreamweaver, Flash and Acrobat.

At QA we have extensive experience in Adobe training, and provide courses in the following key applications:

- Adobe Photoshop
- Adobe Flash
- Adobe Dreamweaver
- Adobe Illustrator
- Adobe InDesign
- Adobe Acrobat

Why choose QA for Adobe?

- QA have courses designed specifically for end users – relevant and highly effective
- All course topics align to ACA (Adobe Certified Associate exams)
- Lead Adobe trainers have real-world experience and work backgrounds in using Adobe applications



Why choose QA for your business applications training?

- 1 We run a complete range of business application training courses, all designed to maximise your productivity.
- 2 We have the UK's biggest network of training centres, from Aberdeen to Bristol with more dates, greater choice and lower overall cost to your business.
- 3 All our business application trainers have at least 5 years of hands-on experience.
- 4 We provide high quality training in all areas of business applications, from the latest cloud applications through to older versions of Microsoft Office.
- 5 We provide great eLearning and virtual classroom options to give to you learning flexibility.
- 6 Our range of customers includes all kinds of organisations across all sectors, so you can be sure we understand how to address your training challenges.
- 7 We provide nationwide applications training programmes for some of the UK's best-known brands, delivered to thousands of end users.
- 8 We develop bespoke applications training courses – which combine essential computer skills with key business processes tailored to your organisation.
- 9 Our robust training processes ensure accuracy of content, consistency of delivery and a proven methodology for effective learning.
- 10 We are the first choice for training for more companies than any other provider.

“The trainer was great; I have found the course very useful and insightful.”



Tammy, Business Operations Administrator
from leading Insurance UK Company (Microsoft Excel 2007 Level 1)

“Very good training – clear, knowledgeable and very helpful.”



John from Department for Education and Skills
(Crystal Reports 2008)

“This training was extremely useful and will certainly help me with future projects.”



Paul, Technical Manager, TS Tech UK Ltd
(Microsoft Project 2010 Level 1)




Microsoft Partner
Gold Learning

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Why QA?

Transforming performance through learning

QA provides the most complete range of training courses and learning services available in the UK.

Our unrivalled range of training solutions helps people and organisations build their skills to gain real, lasting benefits. The sheer quality of what we do can be experienced at every level, from the professionalism and expertise of our people, through to our innovative solutions and services.

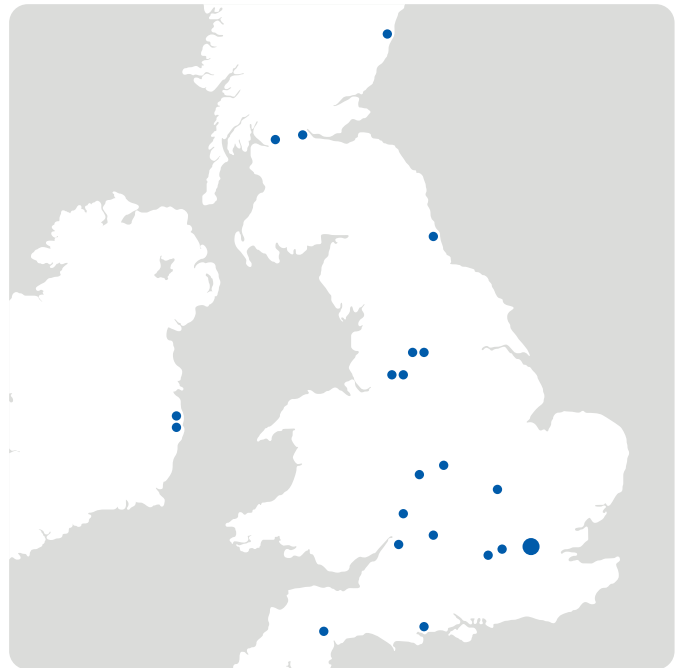
We have a local presence within a nationwide infrastructure. As the largest provider of training in the UK, we benefit from a large community of consultants who have many years of real-world experience in business applications training.

With training centres in prime city centre locations round the country from Bristol to Aberdeen and across London, you can spend your budget on training, not expensive travel.

Our pledge is that our highly engaging courses and learning programmes will make a real difference to each and every person in your organisation, helping to drive your business forward.

With a 20 year track record of helping organisations across all business and public sectors, we are the training partner of choice for organisations such as: British Airways, Unilever, Nationwide and Defra.

Let us show you, how you can be next.



Contact QA

QA – the UK's leading training company

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