

Let's make training work



When you are looking for training for yourself or for your team, the choice can be overwhelming.

How do you compare the various options out there and how can you be sure that they will meet your needs?

First of course, it is important to be clear about what you are trying to achieve. Here are a few examples:

- ✓ to help a team deal with new developments or change
- ✓ to increase the professional competence of a team, in a standardised way
- ✓ to tackle performance issues, reduce errors & save time and money
- ✓ to train more people to do the same or similar tasks to meet demand
- ✓ induction training for new staff or for those changing job function or for new apprentices

Then you can begin the process of assessing what option/s will help you achieve your goal.

In this document we outline the critical ingredients that OTT use, at each stage of the training development, delivery and follow-up process.

These help us to ensure the high quality of our certification programmes.



Before the course



Like any other product in the world, there are a lot of things to consider before a course is created. Is it needed? What should it do? How can it do it?

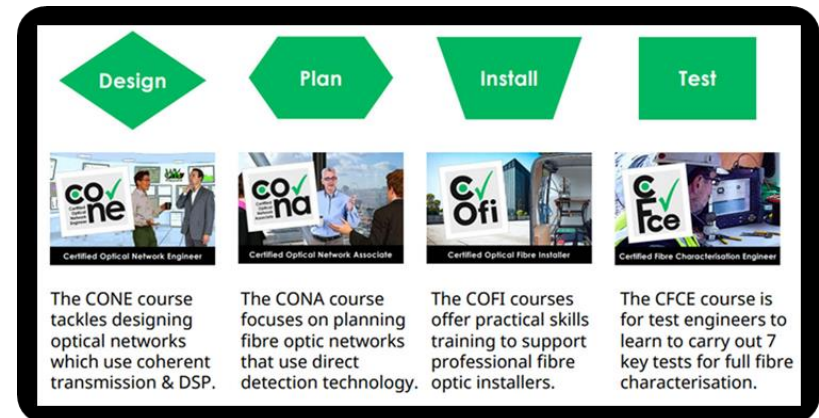
OTT has been a specialist training provider, for a very specific technical niche covering our area of expertise, for nearly 30 years. Our deep knowledge and experience in the industry helps us to identify key job roles, who does what and how does their piece of the jigsaw fit in with others.

Communications technology is ever evolving with increasing demands on it. There are new developments and new products coming to market on a continuing basis.

As experts it's been essential we stay ahead of the curve. We often know what issues you will be asking about well before they filter down to mainstream real-world implementation and you begin to ask about dealing with them. This helps us to design training programmes that are relevant and required for real job roles in the industry.

We think that it is important to provide you with:

- ✓ **a clear, well-structured, programme which builds logically towards the overall objective**
- ✓ **defined, achievable outcomes with a clear focus on providing the *knowledge and skills to do the job* to a professional standard in line with best practice and industry standards**
- ✓ **support in assessing whether a programme is suitable for your needs**



The training materials



A good learning experience is facilitated through good training materials.

Those materials help the trainer and the trainees keep on track to meet the objectives in the course programme.

OTT provide comprehensive, readable, course manuals dedicated for each course. It means that there is no need for you to split your attention by writing lots of notes. Instead you can listen and watch demonstrations and get involved in the practical activities. You can use the manual for review and revision and also for reference after the course. Each module has a purpose, expected outcomes, well-structured content, a summary of key points and review questions. The manuals are written in plain English.

We provide our training delivery partners with a full support package of visual, dynamic and engaging visual aids, trainer's notes, exercises guidelines, project assignments and assessment documentation.

The trainer



A competent and enthusiastic trainer is an essential ingredient.

A trainer not only needs to know their subject, but they need to be able to help you to learn effectively and really want you to succeed.

A great trainer should be able to inspire you, draw you into the subject and encourage a sense of pride in achieving professionalism in your job role.

OTT courses are delivered by named individuals, experienced in the industry, with in-depth knowledge of the subject matter, competent in any practical skills required and proficient in training delivery.

We expect trainers to maintain, update and extend their own knowledge of their subject on an ongoing basis.

You can research our trainers on social media and read their blogs, technical articles etc.

During the course

When we say hands-on we mean your hands-on



A course should be well-resourced enough to ensure it flows smoothly.

Providing enough practical equipment is critical to the success of a course. OTT recommend that our partners provide a complete set, of whatever equipment is required for the course, per pair of trainees. Trainees should also have access to suitable components and realistic test rigs.

On our CONA course we use our own virtual suite of optical networking components to bring the subject to life.

Generally most of us learn best when we are relaxed and at ease in a friendly & supportive environment. We recommend that our training delivery partners limit courses to small groups so you can relax, get involved, get access to equipment and get the most out of your learning experience.

You will complete various exercises during the course. You will practice and repeat individual key tasks to build your confidence.

On all certification courses you will need to complete a practical assignment and pass a formal exam to qualify for the award.

You will usually work with another trainee to complete the practical assignment. This gives you an opportunity to discuss issues and work as a team, just as you might when you go back to work.

The assignment is designed to pull everything together in a realistic scenario to help you to consolidate and apply the knowledge and skills that you have gained during the week.

Having a formal exam will help to focus your attention throughout the course. Reviewing the material as you revise for the exam is an important part of the learning process. This helps to deepen your understanding and helps to transfer key points into your long term memory.

Of course a vital ingredient is YOU!

Learners that are motivated and enthusiastic and work well together as a team during the course, can really make a course zing.

We want you to come on the course expecting to work hard and to learn a lot because our courses are pretty intensive.

If you're on one of our advanced level courses, then it helps a lot if you've done the basic level courses first. Or alternatively that you have the right background knowledge and experience to make the most of the learning opportunity.

After the course



Our process doesn't end with the end of the course.

All course documentation, exam papers, assignment documents & outcomes, test results and feedback forms are sent to OTT by our delivery partners.

We check everything and our technical expert carries out external verification of the course outcomes, before we issue certifications. All certificates have a serial number. We maintain a database of all certified candidates.

We ask you to complete a course evaluation questionnaire designed to encourage meaningful feedback on all aspects of the training and certification programme.

Our partners also provide feedback on courses and we have constructive dialogue with them about potential changes and ongoing improvements.

We like to think that you'll continue your learning journey.

We believe that good training should leave you with the desire to put your new knowledge and skills into practice. It should also give you the confidence to be able to assess the authority & agenda of other information out there as you build on what you have learned.

Once you become an OTT trainee we consider you part of the family.

Trainees often build a rapport with their trainer and OTT approved trainers are happy to hear from trainees after their course, with queries or for general advice. Most of our partners also offer consultancy for more challenging issues.





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