

COMMUNICATIONS TRAINING COURSES

We can offer you a comprehensive range of training courses to suit your needs. Whether you are new to the industry and require a basic knowledge of communications or are a voice or data professional looking to introduce converged or contact centre technology, we have a course for you. Our practical approach to courses is designed to ensure you will be able to apply your new skills as soon as you return to work.

Introduction to Communications

This course will take the mystery out of communications technology, both voice and data. It will explain how such systems operate, which suppliers provide which products and services and how to obtain real benefits.

Who Is It For?

New Staff working in IT or Communications, Switchboard Supervisors, Directors responsible for communications, IT Professionals responsible for voice services, Facilities Managers, Managers looking to take advantage of modern electronic

Course Information
1 Day Course

Pricing

Online Course	£375
Classroom Based	£575
Full Accreditation	£160

Advanced Communications

This course follows on from our Introduction to Communications course and develops the theory and practice of how different technologies operate. This is explained in a simple and easy to follow format.

Who Is It For?

Voice or data professionals looking to develop their knowledge, new staff working in IT or Communications, Facilities Managers wishing to extend their basic knowledge, anyone seeking a refresher course, anyone entering the world of communications

Course Information
1 Day Course

Pricing

Online Course	£375
Classroom Based	£575
Full Accreditation	£160

Communications Management

This course goes beyond the basic introduction and advanced courses to provide an in-depth analysis that covers aspects of business strategy, the communications business issues, communications management issues and future planning.

Who Is It For?

Directors responsible for communications, IT Professionals responsible for voice and or data services, new management staff working in IT or Communications, Communications and IT Managers.

Course Information
2 Day Course
plus prior reading

Pricing

Classroom Based	£995
Full Accreditation	£260

Telecommunications Cost Savings

This course will provide you with a whole range of strategies to save up to 50% on your voice communications budget. The emphasis is on realistic and effective savings while maintaining, or even enhancing, the quality of service provided.

Who Is It For?

Directors responsible for telecommunications, IT Professionals responsible for voice services, Finance Directors and professionals responsible for voice services, Facilities Managers, anyone looking to reduce communications costs.

Course Information
1 Day Course

Pricing

Classroom Based	£575
Full Accreditation	£160

Convergence

This course is designed to cover all aspects of voice and data convergence from the business case to the practical implementation. It includes a detailed cost and Return on Investment (ROI) analysis. Following the course, delegates should be able to analyse the potential for savings within their own organisation.

Who Is It For?

Anyone responsible for Voice Communications or Telecommunications, Voice Professionals, Data Professionals, IT Managers looking at voice and data integration,

Course Information 2 Day Course

Pricing

Classroom Based	£995
Full Accreditation	£260

Introduction to Contact Centres

This course is designed to explain the background to contact and call centres, how they work and what they can achieve. Equally as important, we cover how not to implement a contact centre operation, giving plenty of examples, 'top tips' and know-how.

Who Is It For?

Directors responsible for communications, IT Professionals responsible for contact/call centres, Contact/Call Centre Managers, Facilities Managers, anyone entering the

Course Information 1 Day Course

Pricing

Classroom Based	£575
Full Accreditation	£160

Frequently Asked Questions

Q. Where are the courses held?

A. There are three choices:

- Online for the Introduction to Communications and Advanced Communications courses,
- At Data Track's training centre,
- At your own premises for 4 or more delegates.

Q. What is the Accreditation Option?

A. Why not consider being accredited for your knowledge on a given subject after a small amount of self study? After completing the course, you simply need to read a supplied text, complete a series of knowledge reviews and a multi-choice quiz – all as self study at home or work. Once these papers are returned and marked, successful candidates will be issued with a formal Certificate.

Q. Which organisations have been on the courses before?

A. Many different organisations including: Anglian Windows, AXA Insurance, Bentley, Coco Cola Enterprises, Corporation of London, Halifax Bank of Scotland, Harrods, Marks & Spencer, National Maritime Museum, RSPB, Telford and Wrekin Council, Network Rail

Q. What information is provided with each course?

A. Complete support is provided with every course including:-

- Full documentation
- Lunch and refreshments - Special dietary requirements available
- Personal Certificate of Attendance provided
- Includes many "top tips", handouts and white papers
- Accreditation option on each course
- "Jargon Buster" for each delegate