

Services – Continual Training Support

Floor walking

Floorwalkers are available on site or in a virtual capacity and provide immediate support for users to enable a smooth and quick adoption of new systems. This service can be a standalone option or as a supplementary service to Awareness Sessions.

Helpdesk Support

We can provide telephone support for users. Based in Global Knowledge locations or customer sites to complement an existing helpdesk. The level and focus of the support will depend upon the support goals and discussions will determine the level of support needed.

1:1 Training

We offer short power sessions for users not able to join scheduled training sessions.

Accessibility Training

We provide training to various accessibility groups and various assistance type software.

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.

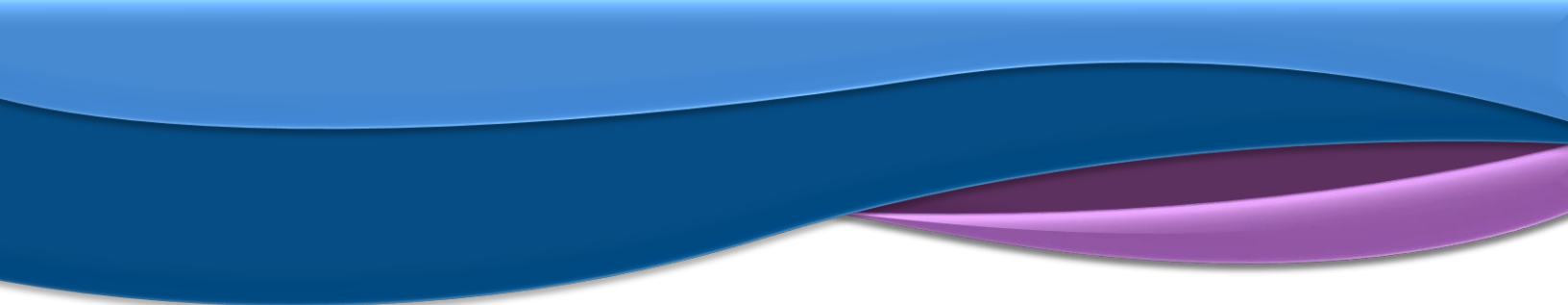
Drop-In Surgeries

Our subject matter experts are available at a defined time (on site or virtual) to meet with users and answer questions and refresh learning. Surgeries are useful in conjunction with our floor walking service.

UK Head Office

Thames Valley Training Centre, Mulberry Business Park, Fishponds Rd, Wokingham, RG41 2GY
T +44 (0) 118 912 3456

www.globalknowledge.com



Courseware

We offer a wide range of standard courseware that is flexible and customisable. We can also provide subject matter experts for bespoke courseware authoring.

Supporting Manuals

- Comprehensive Guides. Act as an excellent reference post training and as self-teach guides.
- Quick Reference Guides (qrg). Provide a focused aid and cover the high touch topics.

Learning on Demand

GKUK elearning is an online library of productivity training consisting of task-based, short and to-the-point video lessons, quick start guides, and a host of features to assist end-user support and learning.

Our portals consist of:

- Simple to access and easy to use, friendly, user interface
- My Training page for individual progress
- Exams and Quizzes
- Certificates of Completion
- Gamification
- User Grouping
- Administrator Dashboard
- Activity Reporting

Custom Video

We can develop custom video to suit individual customer topics and learning requirements.

Corporate Video

We develop corporate videos to help organisations provide a corporate message to staff. They provide a powerful and consistent message for staff to understand what new systems means to them and the benefits of the new ways of working.

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