> Case Study: Training and e-Learning Solutions

Client: Aerospace Market – Cincinnati, Ohio

TES has been providing training, e-learning and technical publication services to a Cincinnati-based Aerospace client since 1989.

The Challenge:

How to provide training to an increasing customer base on an expanding product line, utilizing existing staff and facilities.

BACKGROUND:

Historically, customers would come to our client's facilities for all levels of training. This training would range from several days to several months. Our client's customer base and product lines were growing and so was the demand for product training. The client's existing training staff and facilities would not be able to keep pace with these growing training requirements. Travel time and costs were also a concern for the client's customers. Our client needed to find a way to continue providing high-quality training with their existing staff and facilities, while at the same time increasing the value for their customers.

THE TES SOLUTION:

TES was chosen to develop and evaluate a process that could provide an effective learning experience, and that could be tracked and run over multiple operating systems. Computer-Based Training (CBT) courses delivered via CD were selected as the targeted solution. These CBT courses would contain basic product information and would be prerequisites for the hands-on classroom training. The CBT courses could also be web-based, allowing individuals to take the courses from around the world, while our client could track completion and test scores through their local Learning Management System (LMS).

THE RESULTS:

The solution reduced the need for basic training in the classroom. Our client was then able to meet the demand for the more advanced hands-on training with its existing staff and facilities.

This approach also reduced travel costs for customers and reduced the time that individuals would have to be away from their jobs. Thanks to TES's proven ISD and e-learning expertise, our client's customers are receiving greater value through more flexible training options with reduced travel time and costs.

TES continues to be a strong team member, supporting the client's classroom, e-learning and blended training initiatives.

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TRAINING AND E-LEARNING SOLUTIONS

> Training & e-Learning Solutions

Thinkpath Engineering Services, LLC. (TES) – When You Insist on a Professional

TES has been providing value-added training and e-learning solutions to satisfied clients for nearly two decades. Add this to our many decades of technical publications experience and you will be engaging a company that knows how to transfer knowledge and performance skills. Clients have come to depend on TES for its creative and effective training solutions.

TES – Experts in Training and e-Learning

TES maintains a staff of highly professional instructional designers, courseware programmers and graphic illustrators. Our instructional designers can accurately diagnose the training needs and then precisely target the solutions utilizing instructional design methodology, such as:

• Analyze the performance gap	• Evaluate training effectiveness	• Develop the courseware and materials
• Design a targeted solution	• Implement the solution	

TES's comprehensive solutions range from web-based training (CBT/WBT) courses to classroom course and materials design. While creating an on-line learning experience, our programmers can also ensure that your e-learning courseware will comply with AICC and SCORM standards. They will work closely with your systems administrator to ensure smooth course integration with your Learning Management System (LMS).

We Specialize in These Areas

Using the Instructional Systems Design (ISD) process, TES can analyze your training needs and create effective solutions for those needs. We are committed to providing the highest level of professionalism while creating your cost-effective training solution.

Training Services:

- Classroom Training Programs
- Blended Training
- Video Training
- Computer-Based Training (CBT)
- Web-Based Training (WBT)
- Training the Trainer
- Training Documentation
- Convert Classrooms to WBT
- Job/Training Aids
- LMS/Course Integration

Training Subject Sampling:

- Product/System Installation
- Use and Operations
- Maintenance/Service
- Manufacturing Procedures
- Illustrated Parts Catalogues
- Software Applications
- Corporate Policies
- Quality/Regulatory Systems
- New Hire Orientation
- Human Resource Processes

Classroom Training

Many organizations use classroom training to provide performance-based training to their employees or customers. This method is often chosen when it is imperative that students have hands-on training and/or testing.

Classroom advantages include:

- Performance skills can be practiced and observed by qualified coaches or instructors.
- Students can be certified to meet performance objectives.
- Cost-effective for small target audiences located in a localized area.
- Content of training program in a state of change.

e-Learning Programs

Today's organizations are increasingly turning to e-learning to provide cost-effective, high-quality training. E-learning is any form of training that is delivered via electronic media, and is an excellent platform for transferring knowledge, information and computer skills.

e-learning advantages include:

- Students can progress at their own pace.
- Available at any time around the world.
- Lower cost per training hour; large target audiences especially.
- No travel, classroom or facility costs.
- Students can access/review data at will.
- Can be designed as an Electronic Performance Support System.

Blended Training

Blended training is a combination of classroom training and e-learning training. The transfer of knowledge and information is provided via an e-learning platform prior to attending a classroom program where performance skills can be practiced.

Blended training advantages include:

- Cost savings per student compared to all classroom delivery.
- Reduced demand for instructor podium time.
- Reduced travel costs.
- All students enter the classroom with the same prerequisite knowledge.

You Can Count On TES

Using the Instructional Systems Design (ISD) process, TES can analyze your training needs and create effective solutions to satisfy those needs. We are committed to providing the highest level of professionalism while creating your cost-effective training solution.

Knowledge • Experience • Vision   >>>