



**Blended learning**

**PTT** - providing telecommunications training for the 21st Century

**PTT** is a UK-based company with a wealth of experience of training provision for the telecommunications and ICT sectors.

**PTT's** e-learning courses are providing authoritative, up-to-date training for telecommunications organisations' technical and managerial staff around the world.

**PTT's** e-learning courses can be used as a standalone solution for career development or as part of an blended learning approach to training.

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### **Blended learning – removing the barriers to training**

The telecommunications sector is experiencing rapid change. Although the skills and knowledge of its people must keep pace, the business pressures that generate the need for new skills may also act as a barrier to traditional training methods.

Line managers are often reluctant to release staff because of difficulties in providing cover for their normal duties. Organisations with geographically dispersed offices face a particular challenge when organising classroom-based training.

Blended learning not only reduces these barriers to training provision but also increases the effectiveness of the training.

Blended learning can include a variety of training components and be implemented in several ways. For example, a blended learning program could include e-learning, online mentoring, centre-based workshops, web conferencing and mobile learning.

The e-learning component could provide principles training with course delegates given access to the e-learning before attending a training centre. This ensures that those attending subsequent training at the centre have the necessary pre-requisite knowledge. This has the added benefit of reducing the time a trainee is absent from the work-place while the centre can concentrate on the more practical aspects of the required training outcomes.

A trainer can use the Learning Management System (LMS) to gauge the level of understanding of the trainees on the first day of the workshop by inspecting the results of online question sessions taken prior to the course. The trainer can then concentrate on any topic areas that may have caused difficulty to the group or individuals.

When prospective trainees are given access to the e-learning content in advance of attending the training centre, they could also be provided with online access to a tutor at the centre.

This would allow them to ask technical questions as well as getting to know the tutor and their fellow trainees before the first day in the classroom.

E-learning content could also be made available at the centre to demonstrate principles and systems and to provide revision opportunities.

Web conferencing, another possible training element, allows instructors to convene live virtual classroom sessions using audio, video, application sharing, and content display.

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## Learning management

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It is important that an integrated approach is taken to training delivery. A learning management system (LMS) can assist in this by acting as the gateway to all training elements.

**PTT's** dyskans<sup>®</sup> LMS provides easy access to training and a targeted set of training management and analysis tools. It allows training provision to focus on the needs of individuals or groups of trainees and allows managers to measure training success.

dyskans<sup>®</sup> online mentoring tools allow trainees to keep in touch with their designated mentor or trainer. Facilities such as a chat room and links to an online forum allow trainees to share in the learning process with contributions from subject experts.

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## Tailored training

**PTT's** e-learning development service can tailor the existing learntelecoms e-learning courses to meet your organisation's particular training requirements or develop new courses to meet your specific training aims.

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## **A case study**

**PTT** learntelecoms courses have been studied by technicians and engineers of major telecommunications providers and manufacturers around the world.

For example, Belgacom, the major telecommunications provider based in Belgium, uses PTT e-learning courses as a Continuing Professional Development resource. Staff members can select courses to update their technical knowledge as required.

Also the Belgacom Corporate University include **PTT** e-learning courses as part of a blended learning approach to structured training. Staff study a recommended selection of learntelecoms courses before attending specialised trouble-shooting training sessions.

*“PTT is our most important e-learning provider regarding technology packages. PTT have supplied e-learning courses and associated products to Belgacom for several years. Many hundreds of Belgacom staff have studied PTT courses and the courses are built into Belgacom Corporate University’s blended learning programmes. On the rare occasions that there have been problems, PTT has responded in a timely, effective and courteous manner.”*

Gino Van de Sompel, Training and Development Consultant, Belgacom Corporate University.