



KIAMA MUNICIPAL COUNCIL

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Reference:

SB:JL - S40.026.000

1 September 2008

Tristan Miller  
Technology Learning Centre  
96 Market Street  
WOLLONGONG NSW 2500

Dear Tristan

**To Whom It May Concern**

I am pleased to provide TLC with the following reference.

Through June/July 2008 Kiama Municipal Council upgraded to Microsoft Office 2007. In preparation for this major upgrade Council sought a company to provide consultancy and training services. After short listing and interviewing 3 vendors and their proposed trainers, we chose Nick Lamshed from Technology Learning Centre (TLC) as our trainer of choice.

Prior to the training, Nick provided consultancy which included the creation of templates as well as VB scripts, which we're installed as part of the rollout. Our training requirements included a 1 day Overview course for 130 staff, as well as more focused 2 day Word & Excel courses for 70 staff. The 20 courses were held back to back over 28 working days.

While the upgrade for Council was a major challenge, the dedication and professionalism of TLC and particularly Nick Lamshed contributed in making the project a great success. Nick's vast knowledge of the Microsoft suite of applications, allowed him to provide the full range of services from start to finish. Nick's enthusiastic approach to the training was well received by the staff, several of which made comment about the quality of the training. Despite the range of skill level of our staff, Nick's ability to communicate with all parties was pleasing to see. Apart from Nick's product knowledge and training ability, he was also very easy to work with, tailoring the courses to suit our needs.

I have no hesitation in recommending TLC and Nick Lamshed for providing Microsoft Office 2007 training and consultancy services.

Yours faithfully

Scott Butler  
IT Manager

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