



PORT KEMBLA  
PORT CORPORATION

## **Assessment of Training Services Provided by Technology Learning Centre (TLC)**

In January 2007, Port Kembla Port Corporation committed to upgrade from Microsoft Office 2003 to Microsoft Office 2007. Given the significant changes in the Office 2007 user interface, it was necessary to provide staff with “gap” training.

Our requirements were:

- Include only MS Word 2007, MS Excel 2007 and MS Outlook 2007 components
- The training was to be no longer than one day
- The configuration of Office 2007 on the training computers was specified by PKPC
- Training was to focus only on the differences between 2003 and 2007 and how to access / use them.

TLC provided a customised package (inclusive of available delivery dates and session plans) within the next working day. Prior to actual staff training, I was impressed by the professionalism and flexibility demonstrated by the Training Manager - Tristan Miller. I made numerous changes to our staff training schedule and these (and all other requests) were accommodated without fuss.

Nick Lamshed was the instructor that provided PKPC staff with training. Feedback from staff who attended was extremely positive and found him to be an extremely capable trainer. He clearly has vast experience in the delivery of structured training, whilst providing a positive learning environment. Nick demonstrated a superior depth of knowledge in all the components he delivered, and was able to communicate with our staff across their varying skill levels.

I have no hesitation in recommending TLC for providing MS Office 2007 Training.

Derek Hamer  
Information Technology Support Administrator  
Port Kembla Port Corporation  
Telephone: 02 4275 0148

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