



case study



Computeach ensures top quality training through TAP[®]

computeach

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Computeach tutor John Edmeade coaches a learner at Parkinson House in Dudley

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Computeach delivers flexible technology-based skills for businesses and individuals. With over 40 years' experience, the company remains at the forefront of technology training by offering distinctive, award winning, customer-focused learning solutions. Computeach has grown from just 20 students and five staff to a current workforce of over 200 and over 6000 active students.

Computeach also offers the services of a specialist in-house recruitment division whose goal

is to equip students with all the skills and information they need to get their foot on the career ladder. Many students launch their new career before even completing their studies, so support starts during the programme and continues for as long as required, even after completion of the course. Some students have, in fact, joined Computeach in tutorial roles and are now passing-on their knowledge to a new generation of students.

High quality and effective teaching is



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fundamental to all that Computeach offers. To maintain its reputation as a leading technology trainer, and to offer its students the best possible resources, Computeach ensures that all of its tutors achieve the TAP® (Trainer Assessment Programme) Certificate in Training Delivery Skills.

Phil Wheeliker, Learning Operations Manager at Computeach comments: "Our tutors and learning support staff come from a variety of backgrounds and teach a number of skills. In order to ensure a common standard across the business we needed a third party accreditation. The TAP® programme was the only standard we would consider - it is the recognised industry standard."

"New staff at Computeach are required to complete either the Delivery Skills Refresher or Training Delivery Skills courses offered by The Training Foundation, both of which result in the award of the TAP® certificate in Training Delivery Skills. Our tutors are always looking to improve the way they work so making this compulsory has been met with real enthusiasm."

Les Meadows, Learning Solutions Director, believes that the adoption of the TAP Certificate in Training Delivery Skills as a minimum required standard for tutors has brought a number of benefits to the business: "TAP® has given us a level of expertise we wouldn't have had previously, and it will continue to do so as our tutors take part in new courses and update their skills. We have also seen how the confidence of our tutors has grown as they see their skills developed by The Training Foundation and they become certified."

Computeach remains committed to the Trainer Assessment Programme as Phil Wheeliker concludes: "We consider TAP® to be integral to the assessment and development of Computeach tutors for the foreseeable future. TAP® even features as an element of our business plan moving forward. We see the Trainer Assessment Programme as essential in order for Computeach to provide the best possible flexible technology-based skills for businesses and individuals."



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