

# CAPITA

Communications and control solutions

## Training Services



### 'Hands on' training

CCS Training Services deliver a range of courses to support the implementation of Capita's Control Room solutions and other products within the Police and Emergency Services, in the UK and overseas.

All our courses are specifically designed to ensure that all delegates are proficient in their component of the solution. Learners will also benefit from our 'hands on' approach to the training courses. The courses are student led, allowing the students to discover the solution through using it, with appropriate guidance from the trainers.

Each course has clear and measurable aims and objectives; with assessments taking place continually throughout the course through written exercises, questioning, group discussions and individual work. Courses can either be delivered directly by Capita trainers or we can deliver 'train the trainer' courses to allow our clients' training organisation to deliver the required courses to their staff.



### Help desk

To equip personnel, assigned as Helpdesk Support, with the necessary skills and knowledge to understand the terminology used and the impact of reported faults.



### Operator

To provide operational personnel with sufficient skills and understanding to operate the system.



### Supervisor

To provide more advanced skills and understanding for supervisory staff.



### Administrator/ System Manager

To equip personnel, assigned as System Managers, with the necessary skills and knowledge to be able to confidently maintain the system.



### Data Manager

To enable Administrators to configure datasets within the solution such as gazetteers.



### 3<sup>rd</sup> party modules

Providing specific training on 3rd party components deployed with Capita's solutions e.g GIS, Voice Recording.



### Maintenance 1<sup>st</sup> line

To equip nominated engineers with the necessary skills and knowledge associated with 1st line technical maintenance where Capita personnel are not delivering this service.

All our trainers hold recognised training qualifications as well as a wealth of experience delivering courses in our specialist markets. They are experts in scoping training requirements and developing bespoke training applications that encompass many products, job roles and functions. Each trainer is a product expert in their own right, enabling 360 degree product expertise in all areas.

In the last 12 months Capita have trained over 100 emergency services delegates. This figure is comprised of Trainers, Operators, Supervisors and Administration staff in various aspects of the product. Some of the persons trained this year include delegates from:

- Network Fire Control Service Partnership (NFCSP)
- Themes Valley Fire Control Service (TVFCS)
- Maritime Coastguard Agency (MCA)
- London Fire Brigade

As a training organisation Capita CCS holds ISO 9001:2008 quality assurance accreditations and courses are accredited by the Learning Performance Institute meaning that customers can be confident that they are receiving the highest quality of training.




In order to ensure that training programmes are successful for delegates we gather reports and statistics from course evaluation forms. It is our expectation that over 90% of delegates will fully meet all objectives and ensure that where any objectives are only partially met or not met at all the training content is revised and improved.

*Enjoyable course delivered at the right pace for all candidates with plenty of opportunities to ask if unsure and more support was offered if required.*

Warwickshire Fire and Rescue Service

*Our trainer Louise was excellent, nothing was too much trouble and her knowledge of the product was second to none.*

Guernsey Police



*I would like to say how impressed I was at how the course was delivered, this is down to how fantastic you are Tracy! Your variety of teaching styles, delivery and your personality were a perfect combination.*

Devon & Somerset Fire

*Enjoyable week, well-structured good training with a wealth of knowledge.*

North West Ambulance Service



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