



TNA Report for Computer Training

TECHNOLINK EDUCATION CONSULTING COMPANY

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Glossary

A-Z	Key word/ Important term	Explanation / Definition
A	Adobe Page Maker	- The de facto standard in the graphics arts industry for many years for creating ads, brochures, newsletters and books of all sizes and kinds.
E	E-mail	- Messages distributed by electronic means from one computer user to one or more recipients via a network.
I	Internet	- A global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardized communication protocols.
M	Microsoft Access	- A database management system from Microsoft that combines the relational Microsoft Jet Database Engine with a graphical user interface and software-development tools.
M	Microsoft Excel	- A software which use for calculation, graphing tools, pivot tables, and a macro programming language called Visual Basic for Applications.
M	Microsoft Power Point	- A software which allows the user to create slides with recordings, narrations, transitions and other features in order to present information.
M	Microsoft Word	- A component of the Microsoft Office suite of productivity software, but can also be purchased as a stand-alone product
P	Production line	- An arrangement in a factory in which a thing being manufactured is passed through a set linear sequence of mechanical or manual operations.
P	Publishing	- The process of production and dissemination of literature, music, or information
Q	Questionnaires	- A set of printed or written questions with a choice of answers, devised for the purposes of a survey or statistical study.
S	Survey	- A general view, examination, or description of someone or something.
W	Weekdays	- A day of the week other than Sunday or Saturday

1 Introduction

Firstly, we would like to give our deep appreciation to your company because of giving the chance to cooperate with your company, Rainer Production Company. This report aims to submit for offering the computer training course for your company, Rainer Production Company from Technolink Education Consulting Company. Technolink Education Consulting Company (TECC) is an integrated computer training and consulting company which is recognized by UNESCO-UNEVOC in the field of vocational training. The main office of the company is located in Magdeburg and there are about 16 branch offices all over the Germany. The main objective of the company is to serve customers both the public and private sector in such areas as production, trade, banks, government institutions and NGOs. The idea of its creator is to offer its customers complete solutions from the study, design, hardware and software supply, tips on what and where to be purchased, service and training.

The report is prepared with the detailed explanations to meet the needs of Rainer Production Company from our company.

1.1 Our Mission

- Educate our clients in identifying their specific needs based on company goals and objectives.
- Provide training and consulting in a way that the client is motivated to learn and apply the information technology.

1.2 Training

TECC will bring our top quality instruction with customized curriculum directly to your facility. Our training means we can provide everything needed for a quality course. This includes software, hardware, course materials and any other equipment required to deliver the training course. Every customer is different, so rather than offer a canned approach to your training needs, we first listen to your needs, to deliver the right course at the right level.

1.3 Consulting

At TECC, our consulting is not based on a “Cookie-cutter” mindset. We realize that your needs are unique to your business environment. We believe that by forming a partnership we can better help you identify your present and future challenges and explore a variety of cost-effective solution.

For a detail description or outline of our training courses offerings, please contact office directly to +491 52168 72469 or at the web-side www.technolink.de.

2 Identify Problem and Needs for Rainer Production Company

2.1 Problem description for Rainer Production Company

As we have observed, your company, Rainer Production Company, is one of the largest production companies in Germany. It has 30 departments and 500 employees are working in your company. As a production company, most of the company workers are working in production line so that they just have production experience. They have not well in education and technological background.

Now, your company wants to develop your workers' abilities not only in production but also in office work. That is why your company gives the task to us for offering the computer training for your workers. That training needs to cover the following objectives;

- Collect the data and production values
- Calculate the salaries and statistics
- Give the report

Your company wants your workers to be enabling the above matters after finishing the training.

2.2 Needs for the company

According to the company needs, our company will arrange the computer training. The level of training is considered in order to the technological knowledge background of the workers. Therefore, our company has arranged the survey to know the level of workers by making questionnaires and interviewing with CEO. After know the level of workers, we will give the training for basic course and advanced course as well. Therefore, your workers will be independent in using computer after this course.

3 TECC's design of needs assessment

In order to identify accurately the level of the workers knowledge, we have used two kinds of survey methods; quantitative research with company CEO and questionnaire Survey with the workers. Why we used the quantitative research method is (1) we would like to know the same things from CEO even though we are from different competition groups (2) we have limited time to ask questions. The questionnaire survey for workers was aimed (1) to know in-depth information from workers (2) to gather information from workers. The detailed quantitative survey questions and survey questions for workers are shown in appendix (1) and appendix (2).

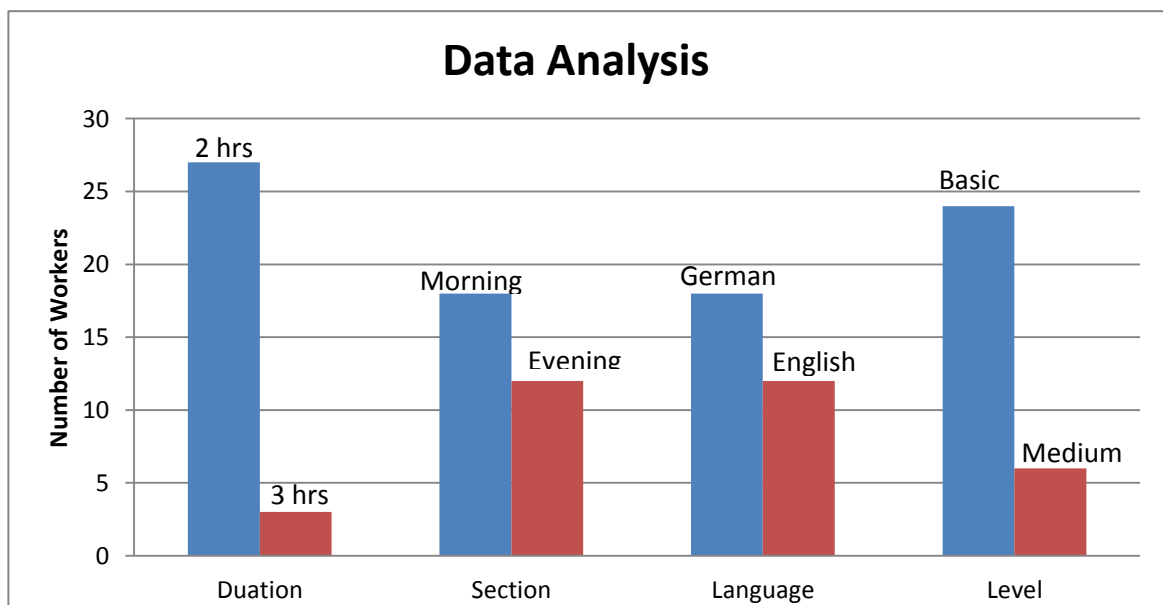
4 Data collection and Data analysis

4.1 Data collection

Our company always delivers the right course to the right level and we always listen first to the client needs. So, we collected the data from 30 people to know which level of knowledge they already have, how many hours they want to attend the training, in which section; morning or evening and which language they want to prefer in this training. These data collections are shown in appendix (3 and 4).

4.2 Data analysis

According to the data collection, we analyzed the data and results are shown in the following chart.








We found that 70% of team leaders want to attend just only 2 hours for learning time. Sixty percent of the team leaders want to attend in morning section. They prefer to learn with German language and German version. Only 6 people have computer knowledge.




5 What we offer the Rainer Production Company?

5.1 Learning Objectives

5.1.1 Basic Course






-  To be familiar with the computer parts and some software
-  To use MS Word correctly
-  To apply MS Excel
-  To know how to use MS PowerPoint
-  To know how to use Internet and e-mail

5.1.2 Advanced Course




-  To know how to use Advanced MS Excel
-  To know how to use MS Access
-  To know how to use Adobe PageMaker

5.2 Course Outcomes

5.2.1 Basic Course

-  Understand the fundamental functions of computer parts and system
-  Make the report systematically
-  Calculate the statistics with computer
-  Make the sophisticated slides for presentation
-  Browse the internet and Send E-mail

5.2.2 Advanced Course

-  Calculate the complicated statistics with MS Excel, Draw the Charts, Data sorting
-  Collect the data, analysis the data, query the data, entry data with sample forms
-  Publishing

5.3 Content Overview

We have considered to offer two kinds of training; Basic course and Advanced course. The following contents will be included in these two training courses;

5.3.1 Basic Course

- Introduction to Computer System
- Microsoft Word
- Microsoft Excel
- Microsoft Power Point
- Internet & E-mail

5.3.2 Advanced Course

- Advanced Microsoft Excel
- Microsoft Access
- Adobe Page Maker

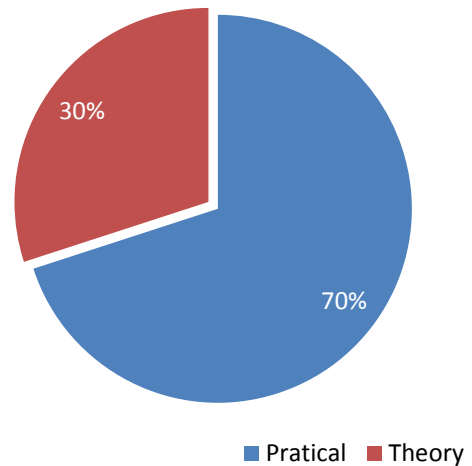
Class size	30 trainees
Training Duration	40 hours
Training Schedule	2 hours / day (Morning Section in weekdays)
Training Cost	100 Euro/ person for basic course
	80 Euro/ person for advanced course

5.4 Methodology Design and Learning steps

Before we start the training, we have to assess the background knowledge of trainees so that we can provide the right course with the right level. We divide the training course as 70% practical and 30% theory. Although our actual lecture time is just 40 hours, we will provide extra 40 hours for practice. We will assess in every steps of learning process. Even though the trainees can report correctly by using computer after finishing the basic course, we will provide the advance course to enhance their capacity for the future life. We will give the **International Recognized Certificate** by UNESCO-UNEVOC after finishing training course.

Theory and Practical ratio

Learning Methodologies is student centered approach.



Learning Schedule

Contents / Date (For Basic course)	03.08.2015	04.08.2015	05.08.2015				11.08.2015			14.08.2015	18.08.2015	17.08.2015
<i>Entry level assessment</i>												
<i>Intoduction to Computer System</i>												
<i>Microsoft Word</i>												
<i>Microsoft Excel</i>												
<i>Microsoft PowerPoint</i>												
<i>Internet and e-mail</i>												
<i>Final Assessment</i>												
<i>Practic Time (26 hours)</i>												

Contents (For Advanced Course)							
<i>Advanced Microsoft Excel</i>							
<i>Microsoft Access</i>							
<i>Adobe PageMaker</i>							
<i>Final Assessment</i>							
<i>Practic Time</i>							

5.4.1 Learning Steps

5.4.1.1 Basic Course

Date	Contents	Objective	Outcome	How do you know?	Assessment	Hours
03.08.2015	Entry level assessment	To know about the trainee's' level	Know clearly level of trainees	Can decide which class trainees have to attend		2
04.08.2015	Intoduction to Computer System	To be familiar with the Computer parts and some software	Can use the computer correctly and some application	Practice with computer, Printing document	Exercise by using computer	2
05.08.2015	Microsoft Word	To use MS Word correctly	Know how to make report with MS word	Make report with computer	Printing report with MS Word	8
11.08.2015	Microsoft Excel	To apply MS Excel	Know how to calculate the number with MS Excel, Draw the Charts, Data sorting	Calculate the salaries, Draw charts and tables	Printing some calculation result and charts with MS Excel	6
14.08.2015	Microsoft PowerPoint	To know how to use MS PowerPoint	Know how to make the presentation slides	Make sophisticated slides	Making sample PowerPoint Presentation	4
18.08.2015	Internet and e-mail	To know how to use Internet and e-mail	Can send the report by e-mail, use social network, use Internet for learning	Receive and send some example document	Receiving and sending some reports by using Internet	2
17.08.2015	Final Assessment	To calculate the salaries, give the reports, collect the data and information, use Internet & e-mail	Know improvement of the trainees' level	Calculate the salaries, give the reports, collect the data and information, use Internet & e-mail	Test with computer	2
Total Hours for Basic Course						26

5.4.1.2 Advanced Course

Date	Contents	Objective	Outcome	How do you know?	Assessment	Hours
	Advanced Microsoft Excel	To know how to use Advanced MS Excel	Calculate the complicated statistics with MS Excel, Draw the Charts, Data sorting	Calculate more complicated statistics, Draw charts and tables	Printing statistics data and charts with advanced MS Excel	4
	Microsoft Access	To know how to use MS Access	Collect the data, analysis the data, query the data, entry data with sample forms	Collect the data, analysis the data, query the data, entry data with sample forms	Collect the data, analysis the data, query the data, entry data with sample forms by using computer	6
	Adobe PageMaker	To know how to use Adobe PageMaker	Publishing	Make pamphlet, logo and advertising	Doing some publishing documents	2
	Final Assessment	To calculate the statistics, analysis data and information, publish documents	Improvement of the trainees' level	Calculate the statistics, analysis data and information, publish documents	Test with computer	2
Total Hours for Advanced Course						14

6 Conclusion and Recommendation

We really appreciate e for offering a chance to give the training for your workers. As we have reported before, we would like to give the training with *two options*.

The first option needs (13) days for basic course and (7) days for advanced course. These two trainings are conducted at the same time. The workers who attend the basic course will be finished after (13) days while the ones who attend the advanced course will be finished just after (7) days. So, advanced training workers will finish (6) days earlier than the other group. The advantage of this option is your workers can work their daily duties as earlier as possible.

The second option needs (20) days for this two course. During the basic course workers attend their training for (13) days, the advanced course workers are no need to come the advanced training. They can still work in your company. After finishing (13) days training, the basic course workers can join the advanced training for (7) days. Therefore, both workers who are from not only basic course but also advanced course can be trained together in advanced training. That is the advantage for advanced course.

The above two options have each benefits. Therefore, your company members can choose freely which one is suitable for you.

7 Reference

- **Technolink Education Consulting Company (TECC)**, Company profile, course content and contact detail. www.technolink.de
- Rainer Production Company, www.rainergerke.net
- Manual on Training Needs Assessment, Project on improvement of local administration in Cambodia
- Developing learning outcomes, A guide for university of Toronto faculty
- Company profile, JET computer service. www.jetcs.com

8 Appendices

Appendix 1

Interview questions for CEO

1. What is your company purpose?
2. What kind of course more training about other computer application course
e.g Adobe PageMaker or AutoCAD?
3. Would we like to know how much money can you support for this
training?
4. How many workers do you want to train?

Questionnaire for Computer Knowledge

1. What is your name?

2. What is your department?

3. What is your education level?

☐ Diploma

☐ Bachelor

☐ Master

☐ Others

4. Do you have experience in using computer?

☐ Yes

☐ No

5. If so, which kind of application can you used?

Microsoft Word

☐ A little

☐ Medium

☐ More

Microsoft Excel

☐ A little

☐ Medium

☐ More

Microsoft PowerPoint

☐ A little

☐ Medium

☐ More

Microsoft Access

☐ A little

☐ Medium

☐ More

PageMaker

☐ A little

☐ Medium

☐ More

Internet & E-mail

☐ A little

☐ Medium

☐ More

6. When would you like to prefer to attend this training?

☐ Morning

☐ Evening

7. What kind of language do you want to use during this training?

☐ English

☐ German

8. How many hours per day would you like to attend this training?

☐ Two

☐ Three

☐ Four

9. What is your objective for attended this training?

10. Do you have any suggestions?

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Technolink Company, Survey data for Computer knowledge

1. What is your name?
Susan Rose

2. What is your department?
Admin Dept.

3. What is your education level?

☒ Diploma ☐ Bachelor ☐ Master ☐ Others

4. Do you have experience in using computer?

☐ Yes ☒ No

5. If so, which kind of application can you used?

Microsoft Word	<input type="checkbox"/> A little	<input type="checkbox"/> Medium	<input type="checkbox"/> More
Microsoft Excel	<input type="checkbox"/> A little	<input type="checkbox"/> Medium	<input type="checkbox"/> More
Microsoft PowerPoint	<input type="checkbox"/> A little	<input type="checkbox"/> Medium	<input type="checkbox"/> More
Microsoft Access	<input type="checkbox"/> A little	<input type="checkbox"/> Medium	<input type="checkbox"/> More
PageMaker	<input type="checkbox"/> A little	<input type="checkbox"/> Medium	<input type="checkbox"/> More
Internet & E-mail	<input type="checkbox"/> A little	<input type="checkbox"/> Medium	<input type="checkbox"/> More

6. When would you like to prefer to attend this training?

☒ Morning ☐ Evening

7. What kind of language do you want to use during this training?

☐ English ☒ German

8. How many hours per day would you like to attend this training?

☐ Two ☒ Three ☐ Four

9. What is your objective for attended this training?

to get skills for computer using

10. Do you have any suggestions?

Signature
Rose



Nay Myo Tun
Zin Mar Soe
Ngu War Bo Bo