

## Instructor Services



MicroTek knows the challenges involved in searching for qualified instructors for your training events. Finding skilled contract instructors during the periods you want them, scheduling them to teach, and taking care of instructor-related administrative matters can be difficult and time consuming. We created our Instructor Services to give you the flexibility you need by providing the instructors you need when you need them.

We are experts at developing training logistics efficiency. Combining our advanced technology and processes allows us to partner with you to develop the best solution for your situation. Our comprehensive delivery plan will examine the instructors needed, the types of classes, the best method of instruction, and the most reasonable dates and times. To ensure quality and make sure we meet your requirements, we employ the following initiatives:

- **Thorough instructor screening** – We scrutinize every detail of an instructor's background and verify all required skills and certifications. Our instructors go through rigorous interviews, screenings, approvals and confirmation procedures.
- **Student and client feedback** – We seek out and monitor student and client feedback about our instructors, and we take prompt action when necessary to ensure continued quality of instructional delivery.
- **Event verification meetings** – Every Thursday prior to your training events, our Instructor Services team reviews and confirms all final details of the training events. We conduct reviews on Monday after the events to confirm that all instructor services were delivered to your satisfaction.
- **Ample planning time** – Instructor scheduling is an ongoing, rolling five-week process during which we confirm schedules 14 calendar days from the course start date. This provides a significant amount of time to organize your training events so all details are finalized and confirmed.

## Instructor Services

## Management and Quality Control

the right  
training  
expertise  
whenever  
it's needed



## Our Extensive Instructor Database

Whether you need one instructor to supplement your training or hundreds of instructors to support a large scale project, MicroTek can handle all your instructor sourcing requirements.

Our exclusive system allows you to define the profile of the instructor you need, then utilize the skills matching tools to quickly find the best candidates. With access to thousands of contract instructors representing a wide range of technology capabilities and specialized skills, we can find the appropriate candidates for your training needs. We negotiate contract terms and manage the scheduling process. Our extensive database can reduce your search and qualification process dramatically, improve the time to market for your training, and significantly reduce your costs.

### Our instructor expertise includes:

- Microsoft
- Cisco
- Oracle
- SAP
- CRM
- Web and Application development
- Project management
- Soft skills
- Leadership
- Telecommunications
- Security
- Process training
- Sales training
- ERP roll-out training
- Networking
- Server products

*... and more!*

