



WE MAKE TRAINING CAPTIVATING!

ABOUT US

Arctic Spire are experienced training providers who help our clients achieve their goals. We specialise in bespoke IT training programmes, customised e-learning solutions and tailored training materials. We base our approach on integrity, professionalism, collaboration, transparency and mutual respect.

We bring over 15 years of experience in creating and delivering training on any business system, being off-the-shelf, a customised equivalent or a system built specifically for your business. We partner with our clients to plan, design, develop and deliver, customised training solutions for end-users. Our training programmes have supported business system implementations and upgrades across the world. These partnerships have enabled us to support thousands of end-users, throughout a variety of industries, globally.

Arctic Spire have a team of e-learning specialists, instructional designers, education experts, courseware architects, multimedia/graphic designers and user experience practitioners, with vast experience working with multiple project styles including Agile and Waterfall, who provide our clients with an unrivalled flexible service. Our training solutions support business system implementations and upgrades across the world.



OUR ETHOS

MAKE A DIFFERENCE

We constantly push ourselves to be our absolute best, we focus on solutions, and we arrive every day inspired to make an impact through our talents, passion, determination and hard work. We use our drive and commitment to inspire others.

ACT WITH INTEGRITY

We believe that nothing is more important than our reputation, and behaving with the highest levels of integrity is fundamental to who we are. We're honest, transparent, have strong moral principles and committed to doing what's best for our customers and our company.

OUR CLIENTS TRUST

We believe that building trust is paramount to a productive and long-term relationship. We take the time to ensure that our Clients have the highest possible confidence in our ability to help and support them in achieving their objectives, goals and aspirations.

WE ARE ONE TEAM

We respect people for who they are, for their knowledge, skills and experience as individuals and colleagues. Our collaborations make the difference. It's when we share our skills, knowledge and experience we become one team. Diversity makes us strong.

DELIVER A WOW SERVICE

To WOW, you must differentiate yourself, which means doing something a little unconventional and innovative. You must do something that's above and beyond what is expected. Whatever you do must have an emotional impact on the receiver. We are not an average company, our service is not average, and we do not want our people to be average. Our team delivers WOW.

CAN-DO ATTITUDE

We believe firmly in the saying 'where there is a will, there is a way'. Our team are 'can-do' people and always go the extra mile. We've found that our attitude tends to rub off on everyone we work with.

PERSONAL TOUCH

We focuses on the human touch that's so often lacking in these high-tech times. We treat each client as part of the 'family' and we take their concerns as our own. Every person is different and this goes for businesses as well. There is no one-size-fits-all solution and no plug-and-play method when it comes to training. Our long years of experience have taught us that.

OWN OUR ACTIONS

We readily accept accountability for our actions, inactions and decisions, both individually and as a company. We take ownership of fixing problems, not placing the blame. We own our commitments, accomplish what we promise and exceed expectations.

SERVICES WE PROVIDE

Arctic Spire are experts in creating high quality learning solutions tailored specifically to our clients needs. We can deliver the full training lifecycle or just the specific parts to meet your requirements. We specialise in:

BESPOKE E-LEARNING

We are focused in creating high quality e-Learning, offering a selection of digital learning options tailored specifically for our client needs. Some of our e-learning options include: Interactive e-Learning, Interactive e-Learning Simulations, Tutorial Videos, Quick Bite-Sized Videos, Concept Videos and Instructional Design.

TAILORED MATERIALS

Arctic Spire specialise in creating high quality tailored courseware, offering a selection of blended learning options tailored specifically for our client needs. Some of our training material/courseware options include: Bespoke e-Learning, Quick Reference Guides, User Handbooks, Reference Manuals, Trainer Packs and Communications Templates.

PROGRAMME TRAINING DELIVERY

Implementing or upgrading a bespoke business system has a large impact on an organisation. If the users know how to use the solution in the most effective way, a full return on the investment will be achieved. We are experts in creating bespoke end-user training programmes for the implementation or upgrade of any type of bespoke business system, as well as business-as-usual (BAU) refresher training solutions.



BESPOKE E-LEARNING

We are experts in creating high quality e-learning, offering a selection of digital learning options tailored specifically for our client needs. We specialise in the creation of customised e-learning solutions which meet the diverse needs of different user groups. Some of our solutions include:

INTERACTIVE E-LEARNING

Interactive e-Learning modules are built to require the learner to input and interact with the learning. This is achieved through interactive animation, exercises and quizzes. Our SCORM-compliant interactive e-Learning are exported in HTML5 ready to deploy via your internal intranet or LMS.

INTERACTIVE SIMULATIONS

Interactive Software Simulations are created to replicate the live system giving end-users a safe, practice environment along with guided instruction. Learners interact with the simulation along with performing exercises and quizzes when required. Our SCORM-compliant interactive e-Learning are exported in HTML5 ready to deploy via your internal intranet or LMS.

TUTORIAL VIDEOS

Tutorial videos require no user interaction and allow the demonstration of a process to be completed on screen along with an optional audio commentary.

BITE-SIZE VIDEOS

Quick Bite-Size videos are similar to tutorials but with less detail and instruction. They provide a passive demonstration of a process, accompanied by audio commentary and background music where required.

CONCEPT VIDEOS

Concept videos are light-hearted videos used to give a general understanding of a topic, module or workstream to a wide-audience. These are informal, often cartoon-based with animations.



BESPOKE E-LEARNING

THE FEATURES...

- ▲ Intuitive, highly customised content and solid instructional strategies.
- ▲ Fully user interactive simulations reflecting the live system.
- ▲ Real life/work scenario-based training reflecting relevant organisational context.
- ▲ Rich media for concise explanations of concepts.
- ▲ Delivery on desktops, tablets & mobile devices.
- ▲ Deployment ready content - SCORM compliant.
- ▲ Expandable & reusable, engaging, immersive & fun.
- ▲ In-house production team.
- ▲ Accessible e-learning development to industry standards.
- ▲ Training Projects/Programmes of all sizes professionally managed /delivered in house.

THE BENIFITS...

- ▲ Reduce costs and complexity of delivery training.
- ▲ Ability to reach all geographical locations and environmentally friendly.
- ▲ E-learning content tailored to your end-user exact requirements.
- ▲ Designed to help your learners absorb knowledge & increase engagement.
- ▲ Create scenario-based experiences to drive engagement.
- ▲ Engages users through modern & innovative design.
- ▲ Easy to update for future-proof training.
- ▲ Immersing learners in real-life situations to increase performance & retention.
- ▲ UK based team.
- ▲ Simulations are a safe practice environment with guided instruction.

TAILORED TRAINING MATERIALS

We are experts in creating high quality training materials/courseware, offering a selection of courseware materials tailored specifically for our client needs. Our customised training materials are ensured to meet the diverse needs of different user groups. Some of our solutions include:

QUICK REFERENCE GUIDES

Simple process guides. Quick Reference Guides (QRGs) are graphically appealing and easy to follow without being too busy. They are designed in accordance with our client's brand guidelines and are popular with audiences who have limited time and want easy-to-use instructions.

REFERENCE MANUALS

Comprehensive end-user manuals. Reference manuals are comprehensive user guides, incorporating step-by-step business processes to ensure best practices are known and followed. Reference guides are designed in accordance with our client's brand guidelines.

USER HANDBOOKS

Comprehensive end-user handbooks. User handbooks are comprehensive technical communication documents, incorporating step-by-step system guide to ensure best practices are known and followed. User handbooks are designed in accordance with our client's brand guidelines.

TRAINER PACKS

Lesson plans for consistent delivery. Trainer packs are helpful in ensuring consistency of delivery, especially when multiple trainers assigned to a project. When designing and developing trainer packs we include:

Trainer Delivery Guide

PowerPoint Slide Deck

Consolidation Exercises

Data Set-Up

Feedback/Evaluation Forms.



TAILORED TRAINING MATERIALS

THE FEATURES...

- ▲ Intuitive, highly customised content and solid instructional strategies.
- ▲ Fully user interactive simulations reflecting the live system.
- ▲ Real life/work scenario-based training reflecting relevant organisational context.
- ▲ Rich media for concise explanations of concepts.
- ▲ Delivery on desktops, tablets, mobile devices & and print.
- ▲ Deployment ready content - SCORM compliant.
- ▲ Expandable & reusable, engaging, immersive & fun.
- ▲ In-house production team.
- ▲ Perfectly accompanies classroom training sessions.
- ▲ Training Projects/Programmes of all sizes professionally managed/delivered in house.

THE BENIFITS...

- ▲ Reduce costs and complexity of delivery training.
- ▲ Ability to reach all geographical locations and environmentally friendly.
- ▲ E-learning content tailored to your end-user exact requirements.
- ▲ Designed to help your learners absorb knowledge & increase engagement.
- ▲ Create scenario-based experiences to drive engagement.
- ▲ Engages users through modern & innovative design.
- ▲ Easy to update for future-proof training.
- ▲ Immersing learners in real-life situations to increase performance & retention.
- ▲ UK based team.
- ▲ Blended learning methods - inclusive to diverse end-users.

PROGRAMME TRAINING DELIVERY

Implementing or upgrading a bespoke business system will have a large impact on your organisation. If your users know how to use the solution in the most effective way, you'll achieve a full return on your investment.

Arctic Spire are experts in creating bespoke end-user training programmes for the implementation or upgrade of any type of bespoke business system, as well as business-as-usual (BAU) refresher training solutions.

We specialise in bespoke IT training programmes and training delivery. We deliver the full training lifecycle or just the specific parts to meet your training requirements, from training needs analysis to planning, developing, delivering and evaluating training.

TRAINING NEEDS ANALYSIS

A Training Needs Analysis (TNA) is undertaken to scope the user training phase, providing a clear plan with resources assigned for the development and delivery phases. The TNA report captures the content for each of the sessions required, the duration of the training, the support materials, the geographical dispersion of users and how / where they will be brought together for training.

COURSEWARE/MATERIAL CREATION

Following on from consultations with us, you'll select the training materials and e-learning to assign to Arctic Spire for design and development and we will create them for you.

TRAINING DELIVERY

We will deliver your training directly to your end-users. Occasionally, some clients choose to utilise their in-house training team, if this is the case we will gladly prepare your in-house team to deliver your training.

GO-LIVE AND POST-LIVE SUPPORT

We provide floor walking and hyper-care support during go-live period and provide additional post implementation support to our clients if required.



PROGRAMME TRAINING DELIVERY

THE FEATURES...

- Real life/work scenario-based training reflecting relevant organisational context.
- In-house production & delivery team.
- Training Projects/Programmes of all sizes professionally managed/delivered.
- Our experience covers enterprise wide roll-outs through to individual coaching.
- Our team are experts in instructional design and adult learning principles.
- Our training design maximises learning while minimising business disruption.
- Relevant for your business, your processes, your job roles.
- Supports the design and implementation of Cloud based services.

THE BENIFITS...

- Designed to help your learners absorb knowledge & increase engagement.
- Create scenario-based experiences to drive engagement.
- Engages users through modern & innovative design.
- Immersing learners in real-life situations to increase performance & retention.
- UK based team.
- Blended learning methods - inclusive to diverse end-users.
- High quality materials to enable effective, on-going performance support.
- Knowledge of our approach, methods, tools, can be transferred.

ADDITIONAL SERVICES OFFERED

In addition to our core areas of services being e-learning, training materials and training delivery, we also offer the following services:

INSTRUCTIONAL DESIGN

Instructional Design is the key element to e-learning and training courseware/materials. It is the educator's instruction to the learner. The instruction is what provides the learner the information to learn. We offer a first class instructional design service for both e-learning and training materials/courseware.

GRAPHIC DESIGN

Graphic design is the key element that brings training courseware and e-learning to life. It plays a critical role in the impact and success of e-learning and training materials. Graphic design creates focal points, it establishes relationships between the topics discussed, it helps learners with navigation and it improves readability, even for highly technical topics. We offer a first-class graphic design service to bring your existing training to life.

PROJECT BRANDING

Branding is more than a logo. A brand is the image of the project you want to create in the mind of the stakeholders. Ultimately, branding is the sense-making part of your product or project. It connects people to something they have in common. We offer a project branding service delivered by our first-class team of graphic designers.

CONSULTANCY SERVICES

Our team, as well as being experts in the design and delivery of learning, provide an impartial consultancy service which include:

TNA AND BUSINESS CASE: evaluating your current and future needs against your organisational goals to recommend solutions, and a business case.

DIGITAL LEARNING STRATEGY: supporting L&D professionals deliver impact with proven return on investment through creating a cohesive learning strategy.

TRAINING IMPACT AND EVALUATION SERVICES: evaluating the efficiency and impact of your training and digital tools against your organisational objectives and recommending how to improve RoI.

COMMERCIAL STRATEGY: through market research and industry insights we help you commercialise training to build a successful business model.



OUR WORK PROCESS

When our Client's 'idea' is born the Arctic Spire team get involved applying the training lifecycle:



PROJECT INITIATION

The creation of the project begins with the project 'kick-off' meeting.



TRAINING ANALYSIS

Requirements are documented with solutions identified and agreed.



DESIGN AND DEVELOPMENT

Following a thorough design process. The 'build' is underway.



QUALITY ASSURANCE

Peer review, proof reading and quality assurance including technical and accessibility testing.



USER ACCEPTANCE

Sponsor and Client sign-off.



TRAINING DELIVERY

Go-Live! Whether a big-bang or phased approach.



POST LIVE SUPPORT

We will still be here to support once a project has been signed off and is live. To ensure a smooth transition post live and if anything crops up we will be around to help.

SERVICES DELIVERED

AGREED QUALITY

All e-learning and training courseware will typically progress through these high level developmental stages:



PROJECT BRIEF

Ensures the high level requirements and objectives are captured, shaped and agreed. It allows for the technical aspect deliverables to be thoroughly understood ensuring the wider user audience is being considered.



INSTRUCTIONAL DESIGN

Requirements are gathered and documented in a 'Storyboard'. Reviews of the Storyboard both internally and externally follow ensuring the eventual Design output is clear and the client objectives are understood and met.



MULTIMEDIA AND INSTRUCTIONAL DEVELOPMENT

With a signed-off Storyboard the 'build' process is initiated and talented Designers apply their skills to bring the Storyboard content to life in the form of e-learning and training materials/courseware.



QUALITY AND TESTING

With the project ready for client review quality assurance is of great importance. Our professional team of quality assurance experts will undertake specific reviews including testing and user experience.



SIGN-OFF AND DELIVERY

Once the project has received the formal approval and sign-off from our Client, the e-learning, materials/courseware and classroom training is ready for delivery.

OUR CAPABILITIES

**INTERACTIVE
E-LEARNING**

**FULL TRAINING
LIFECYCLE**

**REFERENCE
GUIDES**

**SUPPORT YOUR
IN-HOUSE TEAM**

**TRAINING
PLANNING**

**MULTIMEDIA
DESIGN**

**BITE-SIZE
VIDEOS**

**INTERACTIVE
SIMULATIONS**

**CLASSROOM
DELIVERY**

**KNOWLEDGE
TRANSFER**

**CONSULTING
SERVICES**

**GO-LIVE
SUPPORT**

**PROJECT
MANAGEMENT**

**CONCEPT
VIDEOS**

**BESPOKE
E-LEARNING**

**USER
HANDBOOKS**

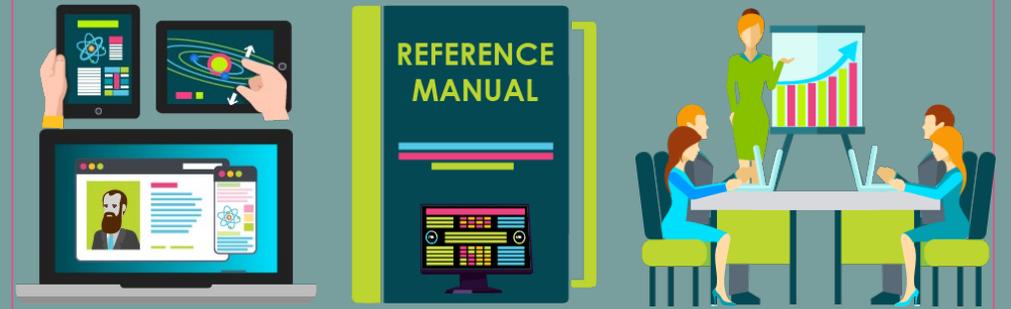
**INSTRUCTION
DESIGN**

**VIDEO
TUTORIALS**

**TRAINER
PACKS**

**TRAINING NEEDS
ANALYSIS**

**REFERENCE
MANUALS**



OUR CONTACT DETAILS



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