



Technical and User Training

Is your staff prepared for change?

Shorten time-to-value for new technology

Reduce the risks of modernisation

Setting users up for success

Change is inevitable. In your control room, it can help your employees work more effectively – but only if they are properly prepared for new tools and processes. User acceptance is an often-overlooked aspect of technology transitions, and yet it can make or break the success of a project.

Ramping up skills in time for a technology refresh can be challenging. It is often difficult to identify gaps in a user's knowledge, even for the user themselves. In the high-pressure, safety-critical world of the control room, it is natural for there to be some resistance to change. With people's lives at stake, your staff may want to continue with the familiar ways of doing things. But with the right support, users can take advantage of

technological advances to make their lives easier and, crucially, improve the margin of safety for service users.

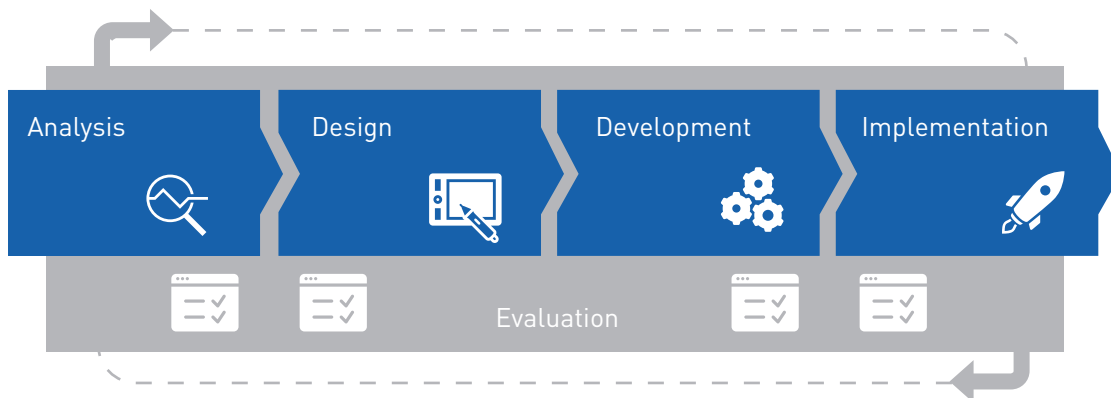
Frequentis Technical and User Training can empower your staff to extract the maximum value from control room technology, mitigating the risk of change.

Key challenges

Challenge	Solution
Lack of skills within the organisation	Outsource training to an expert partner that is familiar with safety-critical environments
Cultural differences	Work with a service provider with extensive experience of training across the world
Technical complexity	Choose professional trainers with deep technical knowledge and experience in adult education
Varying levels of knowledge between users	Analyse user knowledge and offer tailored, role-based training
Different learning styles	Offer a combination of teaching methods and tools
Difficulty keeping up with new features and tools	Provide ongoing training, on-the-job sessions and train-the-trainer courses
Engage users and technicians with training	Incorporate assessment and certification

Training that works for you

Frequentis Technical and User Training Services are customised to your organisation, your users, technicians and your systems. Our experienced, dedicated team of professional trainers can build and deliver comprehensive operational and technical training programmes designed to help your staff adapt to new technology and workflows. From first-line users to supervisors, administrators to maintenance engineers, we can empower your employees to excel in their roles.



The how, where and when

Courses incorporate theoretical and practical elements and different teaching methods to align with a range of learning styles. Extensive training documentation will provide users with additional support during and after each course.

Training can be delivered remotely via an e-learning format or webinars, in-person at the customer's location or at our Technical Education Centre (TEC) in Vienna, Austria. The TEC includes classrooms, technical rooms, a welcome lobby and common areas.

Frequentis collaborates with organisations to perform regular assessments throughout each training course.

To monitor trainees' progress, Frequentis runs interactive quizzes and monitors their performance on practical tasks on a continual basis. At the end of a course, Frequentis Technical and User Training will conduct a quantitative assessment. On passing this evaluation, participants receive a certification outlining the skills gained during the training.

Product training courses:

Air Traffic
Management
training
courses

Defence
training
courses

Public
Safety
training
courses

Public
Transport
training
courses

Maritime
training
courses

Reap the benefits of an upskilled workforce

Just as technology never stops advancing, your employees never stop learning. Support their continuous development and simplify the onboarding of new staff members.

With professional services from Frequentis, you can

Enable innovation

Realise the value of new technology by empowering your employees to use every system to its full potential.

Enhance user efficiency

Foster greater user acceptance of advances in control room technology, such as digitised workflows and automation.

Reduce risk

Simplify the transition to new ways of working by providing the necessary support to your users.

Apply safety standards

Take advantage of Frequentis' expertise in safety-critical environments to manage change without compromising on availability.

The logo for Frequentis, featuring the word "FREQUENTIS" in a bold, blue, sans-serif font. The letters are slightly stylized, with the 'F' and 'R' having a unique, blocky appearance.

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