



WHAT DIFFERENTIATES COGNOS TRAINING?

ACCELERATING THE NEXT LEVEL OF
PERFORMANCE

INSTRUCTORS

When did the instructor last deliver training for a client?

Within the past five business days. Cognos instructors are dedicated, full time, to the delivery of Cognos Education.

What credentials does your instructor have for teaching the program?

The hiring profile for a Cognos instructor includes not only a strong technical background but also the unique skill set required for engaging delivery of technical training. Once part of the Cognos Education Team the instructor receives intensive product training, mentoring, hands on experience, and must pass both CTT certification as well as Cognos Internal Certifications.

How long has the instructor been teaching the program?

Cognos instructors are professional educators with technical training backgrounds as high as 20 years. The average Cognos Instructor has been delivering Cognos training for over 2 years.

When was the last time the instructor taught the program?

Cognos offers a variety of courses. Instructors are leveraged based on background and skill set, creating specialists in each area. Although one instructor may teach multiple courses, they will have delivered the course within the last eight weeks.

How do you certify the instructors teaching your programs?

Each Cognos Instructor successfully completes an intensive 90 day initial training period, including mentor and peer reviews. Cognos Education also requires outside certifications, such as Instructional Techniques Training, CTT Certification. Instructors are also Cognos Certified on the products they deliver to our customers. Instructors are life long learners and continually upgrade and increase their skills.

How do you evaluate your trainers to ensure they maintain high quality delivery skills?

The most accurate indicator of successful delivery is the student satisfaction. Following each course each student is asked to complete a satisfaction questionnaire. Daily these responses are monitored by both Cognos Education as well as the instructor. Additionally, mentor and peer reviews as well as ongoing education are used to maintain quality delivery. The North American average customer satisfaction rating is above 97%. In excess of 15,000 students are surveyed every year in our public classrooms.

Do the instructors carry out the design and development of the programs?

Due to the breadth and depth of Cognos Education in multiple languages, Cognos has a dedicated curriculum development team. Throughout the development process instructors are involved providing feedback and assisting in the test delivery process.

COURSE/PROGRAM DESIGN

When, if ever, was the course re-developed?

Cognos training materials are continually evolving. Upgrades and updates to courses are provided continually based on customer and instructor feedback. Each course is reevaluated as a new version of product is released.

What is the class size per instructor?

Cognos limits the public class size to 12 students per class, allowing for both interaction between students and individual attention from the instructor.

Is the program tailored to meet participants objectives? How?

Each course is designed using problem based learning and hands on participation.

COGNOS®

THE NEXT LEVEL OF PERFORMANCE™

All of our training materials may be customized to meet the needs of the audience.

What kind of resource and reference materials do participants get?

Each student receives a comprehensive student guide based on sample data shipping with the Cognos products. This allows the student to use the manual for reference as well as practice exercises after the class at their own pace.

What post course follow-up or service is available?

Cognos Education offers a one-day Tutor Service. This service is available by customer for up to six attendees. This allows the students time with the Instructor to practice skills learned, any specific business questions and reinforce specific skills.

FACILITIES

Where do you hold your courses?

Cognos has state of the art classroom facilities with the latest technology. We also partner with several training facilities for those locations in which we do not have a Cognos office.

Are breakfast, coffee, tea and snacks provided?

With each Cognos Public Class, participants are served a continental breakfast, coffee, juice and tea. Beverages are available all day, snacks in the afternoon.

EXPERIENCE

How long have you been offering formal training programs?

Cognos has been developing and delivering training in support of its products for over 20 years.

How long have you offered this program?

The current Cognos curriculum has been in place for over ten years. Courses are continually being added and upgraded to provide a comprehensive training offering for the student.



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