Knowledge K01 - Technical Training Organisation

Course Summary

Introduction to the key elements and activities

Introduction

This module gives an overview of what a technical training organisation provides in terms of its scope, key activities, structure and rationale, and an introduction to the evolving discipline of customer success management and the part it plays in its overall success.

Topics

- What is technical training?
- Commercial training
- Typical training organisation structure
- Technical training management as a career

Prerequisites

The Foundation Series