

### **Information on how the agreement with LearnTel operates.**

The following should answer all of your queries about how the purchase agreement operates and what you are entitled to. Please feel free to contact us (as below) if you have any other queries or comments.

### **How long is the agreement for?**

The agreement is forever. You do not have to renew it or pay anything after the initial purchase.

### **What is the cost?**

The cost is based on the size of the organisation – not the number of people who participate in the workshops. Refer to the current cost sheet – available on request.

### **How many people can we in-service?**

You can in-service unlimited numbers of your staff under this agreement.

### **How many In-house Trainers should we have?**

We suggest two, but you may have as many as you need.

### **Should In-house Trainers participate in a workshop first?**

This is a good idea. We can organise an in-house workshop (at 10% discount) with your staff or, if the opportunity arises, your Trainers can participate in a LearnTel run workshop at cost price.

### **How many kits will be provided?**

Most materials are in soft copy so you can produce as many kits as you need. Two copies of any materials that are only available in hard copy will be provided.

### **How much support time do we get?**

It includes 1 day of support from LearnTel – this can be taken at times to suit you throughout the first 6 months of purchasing the workshop. We suggest a half-day to set up and another half-day after the first workshop has been delivered. Support will be provided by videoconference or face-to-face if possible.

### **Can we get extra support time?**

Yes – at a 20% discount on current hourly or daily rates.

### **Is the workshop updated?**

Yes, we will update the workshop periodically to keep pace with current best practice and developments in technology. You will be offered these updates at a minimal cost.

### **Can we customise the materials?**

Yes, once you have the materials you can customise the content and presentation to suit your needs. You will receive everything in soft copy so this is relatively easy to do.

### **Can we use the materials outside our organisation?**

Not under this purchase agreement. However, if you think you have a commercial opportunity to run the workshop you can sign a separate agreement to allow this. Please discuss the possibilities with us.

## **Process for purchasing the Effective Videoconference Teaching workshop**

The following are steps in the process after you have discussed your requirements with us:

1. A purchase agreement will be sent to you.
2. The appropriate person signs off on the purchase agreement.
3. \*An invoice is raised for 50% of the cost – payable within 14 days.
4. You identify which of your staff will deliver the course.
5. Trainer Kits are delivered to you.
6. \*An invoice is raised for the final 50% of the cost – payable within 14 days.
7. Your Trainers receive their first in-service session – we suggest a half-day.
8. During the first 6 month period another half-day of support is available – we suggest after delivery of the first workshop.
9. We are available at any time to answer queries or provide advice on workshop delivery.

\* If it is more convenient we can invoice you in one amount to be paid within 30 days.

## **More information**

We look forward to working with you. If you wish to discuss any aspect of the agreement or the process, please don't hesitate to contact us as below.