

12th May 2003

Telewest Broadband offers employees BTEC qualification in revolutionary new online course

Telewest Broadband is offering employees the opportunity to study using a revolutionary new course, which can be completed online. In the first of its kind, learners will gain a Foundation Level BTEC qualification, accredited by leading education body Edexcel.

The course has been written for employees within the Networks, Technology & IT division and was designed and developed by Red Tray. It provides an overview of the technologies Telewest Broadband uses to deliver its products and services to customers*. It is part of Telewest Broadband's commitment to the professional development of its employees and customer satisfaction by ensuring its work force is well trained to provide a better customer experience.

Telewest Broadband can offer formal certification delivered through Pentland Assessment Centres who were responsible for managing the project and now hope to extend it to employees within other areas of the business.

Jeannette Kelland, Training Adviser, Networks, Technology & IT said: "The course provides a comprehensive overview of the complex technologies used by Telewest Broadband. The company is not only at the cutting edge of technology with its innovative products and services but is also pushing the boundaries with the excellent training offered to employees."

Rick Firth, BTEC Director at Edexcel said: "BTEC has excellent recognition in the marketplace. We are working even more closely with industry and employers to ensure we are developing programmes that are demand led, and that will therefore deliver market needed skills. Our aim is to offer qualifications and products that continue to be respected and demanded by industry, sought after by students and parents, and recognised for meeting national and international needs by the education sector, government, and regulators."

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Notes to editors

*The online course is extremely easy to use with participants following clear onscreen instructions. It begins with an introduction and quiz to determine the user's level of knowledge. The user then completes the course and re-takes the quiz to determine how much they have learnt.

The course covers the following main topics:

The fundamentals of data and data communications

The OSI (Open System Interconnection) model and its applications

LANs (Local Area Networks)

Routers and Internet Protocol addressing

WAN (Wide Area Network) technologies such as ATM and Frame Relay

DSL (Digital Subscriber Line)
Telephony and systems switching
Centrex and CTI (computer telephony integration)
Cable types and optic fibre
Plus an outline of how these technologies relate to Telewest Broadband's products and services.

In addition the course includes a glossary, a company overview and a help section.

User testimonials

"It's given me a greater understanding of the technology that is used within the company as a whole, my knowledge has been enhanced and I feel my productivity within the workplace has improved. I would definitely recommend taking this to those that aren't familiar with the technology side of their environment, as it's enabled me to support my department in greater detail in the work they do."

Liz Warner, Administrative Assistant, IT Strategy & Planning, Telewest Broadband.

"After taking the initial test I was horrified to only get 33%. After completing all but the last three modules I achieved 76% - what a significant improvement in little over an hour. I thought the information provided was easy to follow and the diagrams detailed, but on a level I could follow."

Carol Pollard, QA & Project Co-ordinator, Telewest Broadband

Telewest

Telewest Communications, the broadband communications and media group, currently passes 4.9 million homes and provides multi-channel television, telephone and internet services to 1.74 million UK households, and voice and data telecommunications services to around 72,700 business customers. Its content division, Flextech, is the BBC's partner in UKTV. Together they are the largest supplier of basic channels to the UK pay-TV market with a portfolio that combines wholly owned and managed channels, including the eleven joint venture channels with the BBC.

Pentland ACL

Pentland Assessment Centres Ltd is an approved training provider delivering qualifications for the Telecommunications Industry including National Vocational Qualifications, BTEC Awards and short courses.

Edexcel

Edexcel is the leading provider of academic and vocational qualifications, formed as a result of the merger between BTEC and London Examinations. Qualifications include GNVQs, NVQs, GCSE, A/S and A levels, and the Higher Nationals and other BTEC qualifications. In 2002 it processed over 10 million marks for students.

Red Tray

Red Tray works with leading providers in the communication technology sector to improve business performance through the provision of innovative bespoke learning solutions focussing on technologies, products and business skills.