

Training Services

Delta provides a range of training options to ensure our customers make the best possible use of our software.

Training Options

There are a number of training options available:

Type of Course	Duration	Attendees	Location
Public	Full Day	More than one firm	Delta Training Centre
Public	Half Day	More than one firm	Delta Training Centre
Private	Full Day	Only one firm	Delta Training Centre
Private	Full Day	Only one firm	On Site at User's Office

Costs

The costs are as follows:

Type of Course	Cost
Public - Full Day	£295 per delegate attending per day, up to 8 delegates
Public – Half Day	£195 per delegate attending per day, up to 8 delegates
Private – Delta Training Centre	Greater of £1,000 per day minimum, or £250 per delegate per day, up to 8 delegates
Private – On Site at User's Office	Greater of £2,800 per day minimum, or £350 per delegate per day, up to 8 delegates

Where training is carried out at user's offices disbursements for travel and accommodation may also be charged in addition, as the course instructor would be required to travel to and from the site by whichever means is most appropriate, and may also require an overnight stay before or after the course depending on its location.

Venue

Delta's public training courses take place in our dedicated training centre at our Nuneaton HQ building, with a state-of-the-art audio-visual training room.

Every delegate has their own dedicated machine running a stand-alone version of the system, allowing all users to perform the same tasks simultaneously, as directed by the course instructor.

Training may also be provided on-site at a customer's offices. Where this is the case, we would ordinarily expect the user firm to provide the relevant audio-visual and computer equipment for each delegate, e.g. laptops, projector, screen etc. and an environment conducive to a dedicated training course.

Training schedule

Each course (whether in our training centre or in a user's office) typically consists of 4 sections, with each session around 75 minutes long. The training day starts at 10am to give delegates time to arrive and aims to finish around 4pm.

The half day sessions are for a morning or afternoon and therefore include either Session 1 and 2 or Session 3 and 4. In either case, lunch is included.

Time	Sessions
10.00 – 11.15	Session 1
Break – 15 minutes	
11.30 – 12.45	Session 2
Lunch – 30 minutes	
13.15 – 14.30	Session 3
Break – 15 minutes	
14.45 – 16.00	Session 4

Refreshments

In addition, at our public courses, full refreshments including lunch and unlimited tea, coffee and soft drinks are provided throughout the day.

Regular breaks are scheduled and a public break-out area is provided to allow delegates to digest and discuss the course material covered.

Cancellation Policy

There is a simple cancellation policy for all training courses.

For public training courses, there is a charge of 50% of the price for cancellation within 10 working days of the course, and 100% of the price for cancellations with 5 working days.

For private training courses, there is a charge of 50% of the price for cancellation within 15 working days of the course, and 100% of the price for cancellations with 10 working days, plus the full cost of any disbursements booked which are then not refundable, e.g. travel or hotels.

Delta reserves the right to cancel any training course at any time due to insufficient demand but will always endeavour to give not less than 7 calendar days notice, unless cancellation is due to an exceptional event outside of our control e.g. the sudden illness or non-availability of the course instructor.