

To whom it may concern

ICT Training Services to Essex County Council– Paula Wheeler

Paula delivered IT Training for ECC from 1995 to 2011. She was initially a direct contractor to ECC, then was outsourced to BT as a consultant, before being brought back in-house as a direct contractor to ECC. While engaged by ECC Paula delivered a full range of MS Office programs at all levels (Foundation, Intermediate and Advanced) - Word, Excel, Outlook, PowerPoint, Access, as well as the ECDL programme (basic and advanced). Paula also ran 1-2-1 sessions for people with special requirements (Dragon, JAWS, etc), tailored courses for various departments, and over the years delivered training of in-house bespoke software packages. Paula also took the time to help individuals who contacted the IT Training mailbox with specific problems they have had with their spreadsheets, databases, word documents, etc.

During her time delivering ICT Training to ECC, Paula demonstrated the following:

- Appropriate responsiveness to customer feedback.
- A high degree of flexibility in relation to the rapidly changing environment of ICT and ECC business need.
- A strong sense of professionalism and dedication to the delivery of high quality and appropriate ICT learning opportunities.
- Approachability and likeability, demonstrated by high degrees of positive feedback from learners.

In summary Paula always delivered professional, friendly courses, tailored to the individual needs of everyone in the classroom, helping delegates to relax and enjoy the course while meeting their work-based learning requirements. I attach some summary scores for the training courses Paula delivered.

Course Name	TrainerName	Average Percentage Satisfaction for Course	AveragePercentage Satisfaction for Tutor
IT Basic Skills	Paula Wheeler	60%	100%
IT Excel Foundation	Paula Wheeler	90%	95%
IT Excel Intermediate	Paula Wheeler	86%	93%
IT Outlook Calendar & Further Email	Paula Wheeler	84%	88%
IT PowerPoint Foundation	Paula Wheeler	84%	94%
IT PowerPoint Intermediate	Paula Wheeler	85%	89%
IT Word Advanced	Paula Wheeler	83%	90%
IT Word Foundation	Paula Wheeler	85%	94%
IT Word Masterclass	Paula Wheeler	75%	85%
Overall Average Scores		85%	92%

Gillian Furlong, Acting Chief Information Officer (CIO)
Essex County Council