



Working Together

Frequently Asked Questions

We put together some of the most frequently asked questions around how Corporate Learning Systems works with organisations.

- **"What sort of clients and projects do you handle?"**

At Corporate Learning Systems we've worked with a broad spectrum of customers including government, small business, consulting companies and registered training organisations. e-Learning is a solution for all businesses and all business types so we don't align ourselves with market segments or specific industries.

- **"Where are you based?"**

We are based in Melbourne in Australia but service customers around Australia and the rest of the world.

- **"Do we need to be in the same city as you to engage you on a project?"**

Absolutely not. We work with organisations around Australia and the rest of the world, as far away as the United Kingdom and North America. We utilise IBM's collaborative technologies combined with regular conference calls and customer visits to facilitate projects with clients.

- **"What is your relationship with IBM?"**

Corporate Learning Systems is an IBM Business Partner that has specialised in the IBM e-learning solutions since the first product release in 1996. Our specialisation with the product set has resulted in the organisation and its people holding substantial experience with the technology from both an educational and technical perspective. Because of our expertise and the solutions that we have created for customers we've recently been recognised with the 2005 Lotus Award: Best Lotus Workplace Collaborative Learning Solution

IBM and Corporate Learning Systems enjoy a long-standing and harmonious relationship with many projects being completed jointly by the two organisations. We also holds one of the eight places on the IBM e-Learning Business Partner Advisory Council and are one of only 4 recognised IBM e-Learning hosting providers worldwide, and the only one based in the Asia Pacific Region.



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■ "How do you begin working with a new customer?"

We will set up a complimentary meeting if you are interested in our services, this may be in person it may be via a conference call. Before we talk, new customers are asked to fill out a questionnaire to give us some background information about your business and e-learning requirements. We treat all customer information in the strictest confidence, please read the Privacy Policy on our website if you need more information.

We'll use all the tools available at our disposal to help you achieve your goals. We're practical: we don't spout acres of jargon, acronyms and buzzwords. We'll listen. We'll ask the right questions. We'll digest all we've learned and together with our experience we'll come up with a solution that will meet your requirements and get results.

Regardless of the solution, we bring a structured and methodical approach to our projects. Our methodology allows us to deliver repeatable and dependable standards to our customers.

■ "How do you charge out your services?"

Corporate Learning Systems is available on a 'time and materials' or a 'per project' basis; but regardless of the method we will always provide you with a written quotation so that you can plan your budget accordingly. Our rates don't generally include travel and accommodation unless specifically requested by customers.

Work on any project, regardless of charge-out method is based on a phased approach. These phases have been created to logically progress any project from inception to completion. Each phase delivers value to the project and you as a customer. At the end of each phase you will be asked to sign off on it completion before moving onto the next phase. Using this approach it is clear what value you will receive for a specific time/cost investment.

■ "What happens if we cancel the project before it's finished?"

If you need to cancel your project before it's finished you will be billed for any Phases that have been completed and signed off. If we are mid-way through a Phase we will sit down with you and work out a reasonable amount for the work that has been completed to date.



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- **"What happens if we want to radically change the project - will the original quotation cover this?"**

We understand that projects can change. Any changes to the original project are either managed through a Project Change request where we jointly look at the impact of the changes required from both a cost, resource and project success perspective. Depending on the outcome a new quotation for the changes requested will be provided to you for approval.

- **"What makes you different from other e-Learning consulting companies?"**

With over 4 decades of experience in e-learning and IT solutions across the organisation you could be forgiven for thinking that we are just another unapproachable e-learning consulting company.

Our experience doesn't mean that we aren't still passionate about the work that we do and the solutions that we provide. We believe that learning is a lifelong process - it only stops when we do and because learning is woven into everything we do, it ought to be accessible wherever and whenever it's needed. As a team we love what we do and are proud of our work.

If you need to talk to someone about e-learning call us, we'll listen and work with you to find a solution that fits your requirements. Our experience allows us to provide you with e-learning that gets real results. We've worked with organisations of all sizes not just global corporations and we treat all our customers and their solutions as unique.

We pride ourselves on delivering results and working with our customers for the long term. If you're looking for people to work with you and deliver results you've found them.

