LearnQuest

Learning is a lifelong journey. Let LearnQuest be your guide.

Partner Network News

Who's new on the LearnQuest Partner Team!

June 2017

We've been busy. While reviewing our internal infrastructure, we've made a few changes with respect to the corporate LearnQuest team. As the newest member of the partner leadership team, I will focus on global operational efficiencies, delivery of partner services, on-going communication, and overall quality. Together, with our regional partner teams, we will be able to provide all partners a foundation for success.

In addition to providing you contact information and to ensure you have full access to us, I'd like to share a brief profile on who's who and how each of us support our partners.

Kathy Rucinsky

VP Training and Delivery Services

More Details   Contact Information

**Upcoming
Train the Trainer Events**

Coming to your region!

Looking to expand your portfolio?

Do your Trainers need to update their credentials?

More Details

Regional News

Asia

LearnQuest is excited to announce its new education partnership with SuperTrack, in providing IBM Training in Korea. This is an important alliance that represents our continued dedication in the Korea market and enterprise sector. More Details

Americas

Advanced Integrated Solutions (AIS) is aligned with LearnQuest to deliver IBM authorized training to clients in North America. AIS and LearnQuest recently teamed up to return to NASA and provide customized IBM BigFix training for all users agency-wide during May 2017. More Details

India

India is always eagerly moving toward something new. Current technology is constantly being made obsolete and new technology is taking shape in the form of Google Cloud, Azure and Bluemix. In line with our love of technology innovators, LearnQuest is excited to continue expanding our relationship with Apple via our India Partner Network. More Details

LQ Skytap Lab Program

LearnQuest and Skytap partner to bring fast and reliable labs.

LearnQuest has invested in creating our own lab images on the Skytap platform. We have targeted many of IBM's SWG courses, particularly within some of the most popular brands like Cognos and Rational. Rest assured that if LearnQuest has its own lab image created for a course that you request a lab for, we will reserve that lab and provide links to the images in advance of the class so that your instructor can test the environment and become comfortable with it.

More Details

Who's Who and How to reach them...

TOP

Kathy Rucinsky   VP Training and Delivery Services

Kathy Rucinsky oversees all education delivery services and operations including: design, and development, instructor network, training operations, enrollment services, and customer service initiatives. Her team ensures LearnQuest's obsession of 100% customer satisfaction through delivery and quality of services and products.

Kathy has over 25 years of learning and development experience. From pioneering initiatives in corporate universities, certifications and onboarding, to building workforce capability to meet strategic business goals, Kathy has initiated and executed learning initiatives across IT, Call Centers, Operations, Compliance, Sales, Human Resources, and other organizational business functions.

Sarah Garwood   Training Program Manager

Sarah has already worked with many of you through either the IBM Instructor Enablement or Apple Train the Trainer programs. Amongst other things, her current role includes: managing the Subcontractor process for the Americas, managing the Public schedule for the Americas, managing instructor enablement globally, and managing LearnQuest's Badging program globally. Sarah will be stepping in as a resource to the Partner network, supporting in Leah Schneiberg's capacity, when Leah takes time to focus on caring for her new baby this summer.

Sarah Garwood has extensive experience, spanning the last 17 years, in the IT training industry. Her experience as an Instructor, Training Manager, Director of Operations, and Help Desk Manager combine to give her unique insight into impacting the quality of LearnQuest's training initiatives. She brings an understanding of the classroom environment as well as challenges students face after training. This mindset allows her to present techniques for improving and delivering quality classes to a wide range of students.

Maria Cervantes   Global Channel Operations Coordinator

Maria is the newest member of the Partner Team. She lives in Mexico City and has a background in International Business Relations. Maria's professional experience in technology makes her perfect for her new role where she will support, onboard and enable all new LearnQuest Partners to be fully operational, globally.

We are very excited to have Maria on our team and we look forward that all will meet her soon.

Partner Contact Information:

Jose Bragado (Latin America)
jose.bragado@learnquest.com
1-484-766-1451 x3501

Gopa Sidhwani (India)
gopa.sidhwani@learnquest.com
+91 9910882797

Eelin Tan (APAC)
eelin.tan@learnquest.com
+65 9456 0474

Jana Czerny (EMEA)
jana.czerny@learnquest.com
+49 721 9114271

Adam Schantz (North America)
adam.schantz@learnquest.com
610-206-0101 x1161

Kathy Rucinsky (Global)
kathy.rucinsky@learnquest.com
610-206-0101 x1154

Leah Schneiberg (Global)
leah.schneiberg@learnquest.com
610-206-0101 x1160

Sarah Garwood (Global)
sarah.garwood@learnquest.com
610-206-0101 x1120

Maria Cervantes (Global)
maria.cervantes@learnquest.com
1-484-766-1451 x3510

Corporate Office
610-206-0101

Train the Trainer Events

TOP

LearnQuest takes pleasure in supporting our instructor network. We have recorded virtual Train the Trainer events happening regularly for newly released IBM content. We also have locally occurring Apple Train the Trainer events scheduled quarterly. If you are looking to expand your faculty capabilities or simply maintain their skills and qualifications, we can help!

Recently we ran a T3 event for the new IBM Watson Explorer courses. The recordings for both halves of the session are available to your instructors via the below links.

PLEASE NOTE: these are for internal use ONLY. Do not distribute these to clients or students.

The replay has been posted to box:
Session 1 WEX T3 https://ibm.box.com/s/al1uizx6gmf2bwx54ghwtpyo1fpnhv9n
Session 2 WEX T3 https://ibm.box.com/s/7i4rpop40z3bl9rlj7035ml8vo6kha5

If you are looking for instructor enablement on a specific course within the IBM suite, please contact Sarah Garwood to let her know. She can see if anything has been recorded and available.

We have Apple T3 events scheduled regionally for Q3 and the beginning of Q4. New courses available include Final Cut Pro v10.3 and Logic Pro v10.3! We also have sessions for all other aspects of the Apple catalog scheduled. If you are unsure if you need to take a T3, please contact Sarah Garwood and let her know.

Regional Announcements

TOP

Asia

SuperTrack is a professional training and education company with over 10 years of experience in the IT industry and across the enterprise market. SuperTrack's mission is to provide quality training in IBM and Amazon Web Services with visibility, market, and dedication as its core values. SuperTrack has successfully delivered training for more than 1300 students across over 300 companies for the past year and a half.

There will be a complete IBM public schedule available for enrolment in July 2017. We look forward to seeing this exciting partnership empower the IBM market and bring continued success in delivering quality training.

Americas

Following the completion of their IBM BigFix implementation rollout in 2016, NASA reached out to our partner, AIS, in March 2017 to provide customized, onsite, instructor-led, **IBM BigFix Platform Fundamentals** training for all BigFix users across four (4) of their Space Center locations.

NASA desired two onsite class deliveries, back-to-back, at four Space Center locations, enrolling 20 students per class. The final effort would encompass eight classes and 160 students.

NASA needed to enhance the **IS720 IBM BigFix Platform Fundamentals** course with emphasis on specific topics not normally covered in the standard IS720 course, so custom content was developed and integrated into the course.

AIS coordinated with LearnQuest to ensure labs and student material kits could be procured. LearnQuest also provided behind-the-scenes administrative support to ensure all classes were scheduled properly and the correct number of labs reserved. We added functionality to their Partner Portal profile to allow AIS to view final student evaluations directly, in real-time.

The average instructor rating over the course of all eight classes was 4.90 out of 5.0. In addition to the multitude of positive instructor reviews, students also particularly enjoyed the tailored nature of this course as the instructor could apply many of the lecture and lab examples specific to how NASA is currently using IBM BigFix within their environment.

The students, client, and instructor were exceptionally pleased with the overall training effort; in fact, AIS is now in discussions with NASA to deliver a more advanced customized IBM BigFix course for their Master Operators in the near future!

India

LearnQuest India and our partners are eagerly moving into Apple training with some important updates.

- We will have Mentor trainers certified to deliver the new iOS App Developer courses within India by the end of July.
- A Train the Trainer Series for all Apple courses is being planned in the coming months for increasing the ACT trainer database in India.
- We have offered our first official AppleCare classes in Mumbai in June and look forward to conducting more such courses in coming months.
- We will be increasing our focus on public offerings not only in Apple but all "in demand" trainings in Q3. Look out for our calendar.

We are clearly working towards having a strong trainer database with help of our partners not only in Apple but in all other technologies. With more information on LearnQuest Partner activities in India, you can email gopa.sindhwani@learnquest.com.

We Want to Hear From You!

Would you like to share a Victory Story like the ones above? We're so proud of the work our Partners are doing and we are eager to sing your praises. If you'd like to share something amazing you're doing, please submit your story to partners@learnquest.com and we'll review it for possible inclusion in our next newsletter.

LQ Skytap Lab Program

The best part about LearnQuest providing partners with our labs is that, for these classes, you will not have to work with IBM's Help Desk to troubleshoot problems with their IRLP Platform. If you ever have an issue with one of our labs, you would simply give us a call and someone from our IT team will help your instructor resolve the problem quickly. We have learned to require positive feedback on the speed and efficiency of LearnQuest Skytap labs and the customer service LearnQuest provides. We look forward to this improvement making each one of your IBM classes a successful delivery.

LearnQuest is always looking for ways to enhance the class experience for partners and customers alike. Please contact us if you have any questions about LearnQuest Skytap labs.

Questions or Comments? Email us at partners@learnquest.com or call 610-206-0101