

EMEA TRAINING



www.distech-controls.com

Distech Controls SAS

ZAC de Sacuny — 558 avenue Marcel Mérieux, 69530 Brignais, France

Tel : +33 (0)4 78 45 01 23 / Fax : +33 (0)4 78 45 22 33

SIRET : 397 739 426 00039 / RCS : LYON B 397 739 426 / TVA : FR 47 397 739 426 / APE : 2651B

Distech Controls Training offers a comprehensive curriculum that addresses a wide scope of technical proficiencies, whether you're an experienced creative professional, a more entry level technician, or an experienced technician.

Our training offerings are flexible and provide installers and system integrators the knowledge and tools necessary to design, program, optimally deploy and operate Distech Controls solutions. We offer classroom training at our state-of-the-art facilities in Brignais, France and Birmingham UK. Also, we provide training at authorised system integrators regional offices, at the customer's location or at the customer's job site (on special request).

We provide a high level of professional, hands-on and applications-oriented technical training, and step-by-step lab material. The goal of each of our training sessions is to help you achieve the technical expertise necessary to support your team and your customers.

Training price includes the EC-Net demo licence (for EC-Net based training), drinks and lunches when at one of our training facilities.

Training Overview

Title	Prerequisites	Audience	Duration	Training N°
Eclipse Facilities EC-gfxProgram interface	Windows environment BACnet experienced	Integrators/ Programmers	5 days	TR-3001
Eclipse Facilities interface	Trained in ECY & gfx	Integrators/ Programmers	2 days	TR-3501
Designer & Dashboards	Distech controller file architecture	Integrators/ Programmers	2 days	TR-6611
EC-Net 4, BACnet IP Supervisor & EC-BOS 8	Windows environment BACnet experienced	Integrators/ Programmers	5 days	TR-4101 (2100€)*
EC-Net 4 EC-gfxProgram BACnet controllers	N4 Certified	Integrators/ Programmers	4 days	TR-8101

*Price per person- at Distech Controls office

The content and rough format of each class is explained further within this document.

Course prices are available in the price list available at [Distech Controls PriceList_en](#). You can also contact your sales representative/contract manager for more information.

All training courses are preceded by individual preparatory work, Registration (subject to availability) is possible up to 72 hours before the start of the session, provided that the registration form is completed and sent to trainingeuropa@distech-controls.com.

Distech Controls French training centre is registered by the regional Rhône-Alpes administration.
(Registration n° 82 69 1057).

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**Should you have any questions or need for a customised training,
please feel free to contact our office:**

DISTECH CONTROLS SAS
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69530 Brignais – France

E-mail: trainingeuropa@distech-controls.com

Website: <http://www.distech-controls.com>

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TR-3001 (5 days)
Eclipse Facilities/ EC-gfxProgram Interface

This training course will allow the attendee to experience our product range, solutions, controllers, software tools and applications via an interactive classroom/online environment. Expect to dedicate this week-long course towards not only completing lab-based learning but also interacting live with our solutions with other students and your instructor.

At the end of the training, the trainee will be able to:

- Select and install an Eclipse Facilities controller:
ECY-S1000, ECY- 450, ECY-303, ECY-PTU, ECY-VAV, ECY-STAT, APEX
- Discover Distech Controls hardware using *xpressNetwork* Utility.
- Configure the Eclipse Facilities controller (hardware & firmware) using the configuration wizard of *xpressNetwork* Utility or the Web Browser Interface.
- Generate EC-*gfx*Program code using Builder, our on-line simplified engineering workflow tool.
- Understand the Master/Slave configuration from the Builder EC-*gfx*Program code output.
- Understand the DC Space/Resense solution developed by Distech Controls (One controller to manage the HVAC terminal + lighting + blinds + multi-sensor).
- Select the appropriate Eclipse Facilities controller based on the requirements of the project.
- Create and manage a BACnet IP network architecture.
- Program a strategy using the EC-*gfx*Program software interface.
- Configure network communication between controllers.
- Configure alarms, histories, and schedule using the EC-*gfx*Program interface.
- Integrate other protocols such as Modbus and Mbus.
- Experience the advantages offered by the Eclipse Facilities OS/UI.

Example of a Training Day:

Times are flexible and dependant on pace of class - (European Standard time)

09:00	12:00	Trainer	Presentations, Labs and Q&A
12:00	13:00	-	Lunch
13:00	16:30	Trainer	Presentations, Labs and Q&A

The trainer will present and perform demonstrations as well as helping trainees complete the lab manual.

Each half-day will be punctuated by alternating presentations by the trainer and the completion of the exercises. The trainer will remain available to answer questions during the lab-work.

The trainer will regularly check-in/ask each participant if the concepts covered are understood, and if they are in line with the trainee expectations. There will also be a summary of the previous day each morning.

The exercises will be carried out on the trainee computers connected to the provided controllers.

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Trainee Equipment and Technical Requirements

Technical Requirements:

All sessions (Remote or Classroom)

Software:

Desktop, Laptop and Notebook: Full Admin privileges are required
 Ability to disable any anti-virus and firewalls etc. must be available. Ability to download and interrogate your windows registry settings. Technical support can assist if you are unsure.
 A space to work on the hard drive that is not connected to OneDrive or similar will be needed

Browser:

Chrome is recommended. Be sure to install the latest version of Chrome as your preferred browser.

Remote Session -

Internet Connection:

A reliable internet connection of 20Mbps or greater is required. To test your Mbps please go to: <https://fast.com/> and repeat this test 5 times it should average above 20mbps.
 Note that a wired connection should yield better results.

Equipment:

Built in Microphone or external microphone
 Dual Monitors or use your TV as a 2nd monitor (one to see the LIVE instructor and another for hands on with solutions).
 Camera if you would like to share your video (recommended).

Qualification Pre-Requirements:

This course is open to anyone however, to get the most from the content, it is strongly recommended that all attendees have experience of electrical theory, IP, BACnet, controls theory and x86 system architecture. If the proposed delegate has no experience of any these fundamentals, they may struggle to understand the references throughout the course. Fundamentals are covered in the presentations, but only as a refresher; these concepts to not form part of the training provided

Pre-Training Preparation:

The training requires that your equipment and Distech accounts are ready at the start of day 1.

As such, you will receive a procedure to follow to install/update the software and register on the Distech Controls website **before** the training session.

Day	Lab/Tasks	Equipment needed
DO	Website subscription Software Center downloads complete Forum subscription Learning Portal access <ul style="list-style-type: none"> On Boarding module completion (mandatory) Builder access VPN client configured (remote training only)	Computer Internet access

Course Outline :

Day/Time	Topic/Labs	Equipment needed
D1 AM	<p>Class Introductions/Expectations <i>The trainer will be able to adapt the pace and content of the training as well as the accompaniment according to the trainees' expectations.</i></p> <p>Web-resources presentation Forum and learning portal Check Installed software</p> <p>Introducing Distech Controls</p> <p>ECY controllers</p> <p>IP Architecture – BACnet Architecture recap</p> <p>xpressNetwork Utility</p> <p>Eclipse Facilities Web-UI: <ul style="list-style-type: none"> Settings and basic configuration </p> <p>Builder - Build a Fan Coil</p>	ECY-TU-203
D1 PM	<p>Commission your Fan Coil controller</p> <p>xpressNetwork Companion mobile app</p> <p>Master/Slave Configuration with EC-gfxProgram code from Builder</p> <p>DC Space/Resense concept: <ul style="list-style-type: none"> Subnet Configuration ECx light ECx Blind (optional) Room sensor devices </p>	ECY-TU-203 Resense Room Devices
D2 AM	<p>Summary of Previous Day</p> <p>Resense/DC Space: <ul style="list-style-type: none"> Subnet Configuration ECx light / ECx Blind (optional) Unitouch MS-BLE/Uniwave configuration Eclipse Mobile application </p>	ECY-TU-203 Resense Room Devices
D2 PM	<p>Master/Slave setup</p> <p>Maintenance Visits: <ul style="list-style-type: none"> Upload Synchronization Batch Backup </p> <p>SSO/RADIUS</p> <p>Introduction to EC-gfxProgram</p> <p>First Evaluation Quiz</p>	ECY-S1000 ECY-TU-203 Resense Room Devices

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D3 AM	<p>Summary of Previous Day</p> <p>Builder:</p> <ul style="list-style-type: none"> • ECY-S1000 Selection tool • Generate AHU code package <p>S1000/APEX Configuration and Setup:</p> <ul style="list-style-type: none"> • I/O connectors & EC-gfxProgram interface • Commissioning • Configuring HWIO • BACnet Objects / Internal Blocks • OAT Compensation Circuit Example Code 	<p>ECY-APEX ECY-S1000</p>
D3 PM	<ul style="list-style-type: none"> • PID & Tuning/Heating/Cooling Code • Thermostat/Hysteresis Control • Custom blocks • Conditional Custom Blocks <p>Backup Management; EC-gfxProgram Code and Full Controller Image</p>	<p>ECY-APEX ECY-S1000</p>
D4 AM	<p>Summary of Previous Day</p> <p>BACnet System Time Management</p> <p>Schedules/Calendars Trend Logs Alarms:</p> <ul style="list-style-type: none"> • Point Config • Notification Classes • Destinations 	<p>ECY-APEX ECY-S1000</p>
D4 PM	<p>Connectivity (using EC-gfxProgram/ Web interface) Network Values and Remote Objects</p> <p>Modbus</p> <p>Mbus</p>	<p>ECY-APEX ECY-S1000</p>

D5 AM	<p>Summary</p> <p>Eclipse Facilities Web UI:</p> <ul style="list-style-type: none"> • Packages • Site Tree • Dashboards • User Management <p>Horyzon/Eclipse Display/Command</p> <ul style="list-style-type: none"> • Atrius Demonstration 	<p>ECY-APEX ECY-S1000</p>
D5 PM	<p>Course Summary/Recap/Q&A Backup Management. Files to store.</p> <p>Getting the Most from Technical Support</p> <p>Second Evaluation Quiz</p>	<p>ECY-APEX ECY-S1000</p>

This approximates how the session will run; actual order of the topics may alter depending on the needs of the class.

If you feel like there is something you want to make sure we cover on the course, then discuss this with the trainer to see if it is something we can add to this to make sure you gain what you expect from the training.

An evaluation will be carried out for each attendee as well as a feedback form offered to allow us to constantly improve and meet your needs.

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TR-3501 (2 days)**Eclipse Facilities Interface and Updates**

This course is designed as an update for Distech-experienced engineers for our new products, solutions, controllers, software tools and applications via an interactive online environment.

In this training session the attendee will experience and interact with the new “Building Intelligence” software platform through hardware provided in our training room or remote in a Teams session and our VPN.

At the end of the training, the trainee will be able to:

- Commission Eclipse Facilities controllers using xpressNetwork Utility
- Navigate the Eclipse Facilities Web-UI
- Configure and discover BACnet, Mbus, and/or modbus controllers
- Define the site and build the Site/Equipment Tree
- Define and create Dashboards
- Open and configure the new elements of the EC-gfxProgram software interface
- Open and navigate the Designer software interface
- Configure Atrius Facilities connection
- Demonstration of Containerization using the “ECY-HUB” from Docker Hub

Example of a Training Day:

Times are flexible and dependant on pace of class - (European Standard time)

09:00	12:00	Trainer	Presentations, Labs and Q&A
12:00	13:00	-	Lunch
13:00	16:30	Trainer	Presentations, Labs and Q&A

The trainer will present and perform demonstrations as well as helping trainees complete the lab manual.

Each half-day will be punctuated by alternating presentations by the trainer and the completion of the exercises. The trainer will remain available to answer questions during the lab-work.

The trainer will regularly check-in/ask each participant if the concepts covered are understood, and if they are in line with the trainee expectations. There will also be a summary of the previous day each morning.

The exercises will be carried out on the trainee computers connected to the provided controllers.

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Trainee Equipment and Technical Requirements

Technical Requirements:

All sessions (Remote or Classroom)

Software:

Desktop, Laptop and Notebook: Full Admin privileges are required
Ability to disable any anti-virus and firewalls etc. must be available. Ability to download and interrogate your windows registry settings. Technical support can assist if you are unsure.
A space to work on the hard drive that is not connected to OneDrive or similar will be needed

Browser:

Chrome is recommended. Be sure to install the latest version of Chrome as your preferred browser.

Remote Session -

Internet Connection:

A reliable internet connection of 20Mbps or greater is required. To test your Mbps please go to: <https://fast.com/> and repeat this test 5 times it should average above 20mbps.
Note that a wired connection should yield better results.

Equipment:

Built in Microphone or external microphone
Dual Monitors or use your TV as a 2nd monitor (one to see the LIVE instructor and another for hands on with solutions).
Camera if you would like to share your video (recommended).

Qualification Pre-Requirements:

This session is reserved for people who are already trained/experienced on ECY controllers and the EC-gfxProgram interface. First-principles of Distech controls will not be covered on this course and knowledge of the Distech Controls eco-system is not only assumed, but necessary.

Pre-Training Preparation:

The training requires that your equipment and Distech accounts are ready at the start of day 1.

As such, you will receive a procedure to follow to install/update the software and register on the Distech Controls website **before** the training session.

Day	Lab/Tasks	Equipment needed
DO	Website subscription Software Center downloads complete Forum subscription Learning Portal access <ul style="list-style-type: none"> On Boarding module completion (mandatory) Builder access VPN client configured (remote training only)	Computer Internet access

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Course Outline :

Day 1	Topic	Equipment needed
D1 AM	<p>Introduction/ Everyone's expectations.</p> <p><i>The trainer will be able to adapt the pace and content of the training as well as the accompaniment according to the trainees' expectations.</i></p> <p>Builder Update /Tool Selection</p> <p>APEX Connection (Factory Settings/XNU) Packages/Licence/Resources Generic Configuration (Time Zone/...) Network Configuration</p> <p>EC-gfxProgram new features Network Values and Remote Objects</p>	Eclipse facilities controllers
D1 PM	<p>Connectors</p> <ul style="list-style-type: none"> BACnet <ul style="list-style-type: none"> Port/network configuration Policies Add remote devices & points Mbus <ul style="list-style-type: none"> Port/network configuration Add remote devices & points Modbus <ul style="list-style-type: none"> Port/network configuration Add remote devices & points Subnet & IO Weather <p>Create a Site</p> <ul style="list-style-type: none"> Building/Floor/Equipment Dashboard for local Device (AHU) Dashboard for remote device (TU) Designer (3Dimages) Relativisation 	Eclipse facilities controllers

Day 2	Topic	Equipment Needed
D2 AM	Summary Dashboard for Floor Plan Zone/Layers/Hyperlink Dashboard Welcome Page (General info) Users: Welcome page & users rights	Eclipse facilities controllers
D2 AM	Containerization/ECY-HUB Docker Rest API access Horizon (Optional) Atrius Facilities Evaluation Quiz	Eclipse facilities controllers

This approximates how the session will run; actual order of the topics may alter depending on the needs of the class.

If you feel like there is something you want to make sure we cover on the course, then discuss this with the trainer to see if it is something we can add to this to make sure you gain what you expect from the training.

An evaluation will be carried out for each attendee as well as a feedback form offered to allow us to constantly improve and meet your needs.

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TR-6611 (2days)
Designer & Dashboards

This training course will allow the attendee to experience our Eclipse Designer software interface via an interactive classroom/online environment.

Expect to dedicate this week-long course towards not only completing lab-based learning but also interacting live with our solutions with other students and your instructor.

At the end of the training, the trainee will be able to:

- Prepare a *gfx* code for graphical creation Designer
- Create a Site Tree
- Create a graphical interface based on the dcLibrary model
- Understand the principles of Layouts, Positioning & Size
- Create your own library and widgets
- Relativise widgets
- Navigate between graphic pages
- Create a template
- Manage backups
- Set Dashboards

Example of a Training Day:

Times are flexible and dependant on pace of class - (European Standard time)

09:00	12:00	Trainer	Presentations, Labs and Q&A
12:00	13:00	-	Lunch
13:00	16:30	Trainer	Presentations, Labs and Q&A

The trainer will present and perform demonstrations as well as helping trainees complete the lab manual.

Each half-day will be punctuated by alternating presentations by the trainer and the completion of the exercises. The trainer will remain available to answer questions during the lab-work.

The trainer will regularly check-in/ask each participant if the concepts covered are understood, and if they are in line with the trainee expectations. There will also be a summary of the previous day each morning.

The exercises will be carried out on the trainee computers connected to the provided controllers.

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Trainee Equipment and Technical Requirements

Technical Requirements:

All sessions (Remote or Classroom)

Software:

Desktop, Laptop and Notebook: Full Admin privileges are required
Ability to disable any anti-virus and firewalls etc. must be available. Ability to download and interrogate your windows registry settings. Technical support can assist if you are unsure.
A space to work on the hard drive that is not connected to OneDrive or similar will be needed

Browser:

Chrome is recommended. Be sure to install the latest version of Chrome as your preferred browser.

Remote Session -

Internet Connection:

A reliable internet connection of 20Mbps or greater is required. To test your Mbps please go to: <https://fast.com/> and repeat this test 5 times it should average above 20mbps.
Note that a wired connection should yield better results.

Equipment:

Built in Microphone or external microphone
Dual Monitors or use your TV as a 2nd monitor (one to see the LIVE instructor and another for hands on with solutions).
Camera if you would like to share your video (recommended).

Qualification Pre-Requirements:

This course is open to anyone however, to get the most from the content, it is strongly recommended that all attendees have experience of electrical theory, IP, BACnet, controls theory and x86 system architecture. If the proposed delegate has no experience of any these fundamentals, they may struggle to understand the references throughout the course. Fundamentals are covered in the presentations, but only as a refresher; these concepts to not form part of the training provided.

Pre-Training Preparation:

The training requires that your equipment and Distech accounts are ready at the start of day 1. As such, you will receive a procedure to follow to install/update the software and register on the Distech Controls website **before** the training session.

Day	Lab/Tasks	Equipment needed
DO	Website subscription Software Center downloads complete Forum subscription Learning Portal access <ul style="list-style-type: none">On Boarding module completion (mandatory) Builder access VPN client configured (remote training only)	Computer Internet access

Course Outline :

Day/Time	Topic/Labs	Equipment needed
Day1 AM	<p>Class Introductions/Expectations <i>The trainer will be able to adapt the pace and content of the training as well as the accompaniment according to the trainees' expectations.</i></p> <p>Distech Controls solutions presentation (reminder) EC-gfxProgram : Presentation of the Central Plant Experience Box</p> <p>Define the points of the graph Define the remote controllers (Remote Device) Define the Site Tree</p> <p>dcLibrary Project</p> <p>Layout page and Tree structure Alarm page Trends page Schedule Page</p>	ECY-TU-203
Day 1 PM	<p>dcLibrary widgets</p> <p>Create a graphic page *.dg5 with Designer. Layout, Position & Wrap Points view Points bindings</p> <p>Create / Modify a widget. Custom palette</p> <p>Backup (partial and full)</p>	ECY-TU-203 Resense Room Devices
Day 2 AM	<p>Summary of Previous Day</p> <p>Dataflow usage Callout, repeater, relativisation Table management Backup management</p> <p>User & Welcome page</p>	ECY-TU-203 Resense Room Devices
Day2 PM	<p>Horyzon/ EC-Display</p> <p>Eclipse Facilities environment</p> <p>Dashboard Dashboard & Designer EC-Net and Designer (Optional)</p> <p>Questions</p> <p>Certification & Evaluation</p>	ECY-S1000 ECY-TU-203 Resense Room Devices

This approximates how the session will run; actual order of the topics may alter depending on the needs of the class.

If you feel like there is something you want to make sure we cover on the course, then discuss this with the trainer to see if it is something we can add to this to make sure you gain what you expect from the training.

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TR- 4101 (5 days)**EC-Net 4 BACnet IP Supervisor / EC-BOS9**

This training course will allow the attendee to experience our EC-Net 4 software interface via an interactive classroom/online environment.

Expect to dedicate this week-long course towards not only completing lab-based learning but also interacting live with our solutions with other students and your instructor.

At the end of the training, the trainee will be able to:

- Understand EC-Net 4 environment
- Configure and use EC-Net 4 tools
- Log in and navigate an EC-Net 4 environment
- Create a supervision: an EC-Net station
- Configure a BACnet IP network and create a controller database
- Manage the services of a supervision (Alarms, Histories, Users, Reports ...)
- Create and deploy an intuitive user interface using ENVYSION Designer
- Install and commission an EC-BOS 9
- Configure and manage networks: BACnet, Lonworks, Modbus, niagara ...
- Define the appropriate licenses for the specified project

Example of a Training Day:

Times are flexible and dependant on pace of class - (European Standard time)

09:00	12:00	Trainer	Presentations, Labs and Q&A
12:00	13:00	-	Lunch
13:00	16:30	Trainer	Presentations, Labs and Q&A

The trainer will present and perform demonstrations as well as helping trainees complete the lab manual.

Each half-day will be punctuated by alternating presentations by the trainer and the completion of the exercises. The trainer will remain available to answer questions during the lab-work.

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Trainee Equipment and Technical Requirements

Technical Requirements:

All sessions (Remote or Classroom)

Software:

Desktop, Laptop and Notebook: Full Admin privileges are required
 Ability to disable any anti-virus and firewalls etc. must be available. Ability to download and interrogate your windows registry settings. Technical support can assist if you are unsure.
 A space to work on the hard drive that is not connected to OneDrive or similar will be needed

Browser:

Chrome is recommended. Be sure to install the latest version of Chrome as your preferred browser.

Remote Session -

Internet Connection:

A reliable internet connection of 20Mbps or greater is required. To test your Mbps please go to: <https://fast.com/> and repeat this test 5 times it should average above 20mbps.
 Note that a wired connection should yield better results.

Equipment:

Built in Microphone or external microphone
 Dual Monitors or use your TV as a 2nd monitor (one to see the LIVE instructor and another for hands on with solutions).
 Camera if you would like to share your video (recommended).

Qualification Pre-Requirements:

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Pre-Training Preparation:

The training requires that your equipment and Distech accounts are ready at the start of day 1. As such, you will receive a procedure to follow to install/update the software and register on the Distech Controls website **before** the training session.

Day	Lab	Equipment needed
DO	Website subscription Software Center downloads complete <u>Request demo license</u> Forum subscription Learning Portal access <ul style="list-style-type: none"> On Boarding module completion (mandatory) Builder access VPN client configured (remote training only)	Computer Internet access Request License!

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Course Outline:

Day 1	Agenda	Equipment needed
Day 1 AM	<p>Introduction/ Everyone's expectations <i>The trainer will be able to adapt the pace and content of the training as well as the accompaniment according to the trainees' expectations.</i></p> <p>Website presentation Forum and learning portal Check Installed software</p> <p>EC-Net Workbench SysHome/WorkbenchHome/DaemonHome Fundamentals (Platform; station)</p> <p>Creation and start EC-Net station. Station's Architecture (Services/Config)</p> <p>IP Architecture & BACnet Architecture Add and Configure BcpBACnetOWSNetwork (port IP) Architecture BcpFolderDevice</p> <p>Time Synchronization</p>	Computers with installed SW
Day 1 PM	<p>Integration of BcpBACnetDevice (ECY) Creation of Proxied points Points Niagara Tuning policies (Communication rules) Schedules Objects _ Synchronization</p>	Remote access to our controllers ECY-PTU-207

Day 2		
Day 2 AM	<p>Summary</p> <p>Tuning Policies</p> <p>Alarms BACnet Alarm Management (Alarm ECY and local alarms) Console recipient Alarm Portal</p> <p>Histories Import trend BACnet Create trend locally</p>	Remote access to our controllers ECY-PTU-207
Day 2 PM	<p>Tags Tags and search service Tags and hierarchies</p> <p>Px graphics Graphical views Bformat usage Relativized graphics / Generic Graphics Virtual Points</p>	Remote access to our controllers ECY-PTU-207

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Day 3		
Day 3 AM	Summary Templates (Creation and template management) Bulk Deployment User management CategoryService RoleService UserService Navigation file Radius Server	Remote access to our controllers ECY-PTU-207
Day 3 PM	ReportService / Program Service Bql Request DCCommissioning	Remote access to our controllers ECY-PTU-207

Day 4		
Day 4 AM	Summary Designer License / dcLibrary	Remote access to our controllers ECY-PTU-207 EC-BOS 9
Day 4 PM	EC-BOS9 Commissioning and installation BcpBACnetNetwork (port IP/port MSTP) BACnet Architecture Niagara Network Alarms /Trends/schedule/ PxVirtual /Users	Remote access to our controllers ECY-PTU-207 EC-BOS 9 ECY-S1000 ECB

Day 5		
Day 5 AM	Summary EC-Net licensing protocols: Ionworks/modbus Palette Vykon (global command) Modules management Backup	Remote access to our controllers ECY-S1000E
Day 5 PM	Certification Evaluation	Remote access to our controllers ECY-S1000E

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This approximates how the session will run; actual order of the topics may alter depending on the needs of the class.

If you feel like there is something you want to make sure we cover on the course, then discuss this with the trainer to see if it is something we can add to this to make sure you gain what you expect from the training.

An evaluation will be carried out for each attendee as well as a feedback form offered to allow us to constantly improve and meet your needs.

We look forward to seeing you in the class!

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