

The tables presented below are provided for potential students seeking training in various computer-related certification programs (MCSE, CCNA, CNA, etc.) It is advisable for you, as a potential student, to obtain as much information as you can about the people who will be your instructors. The experience and effectiveness levels of certified trainers vary *greatly*, and some trainers do not even have the certifications for the individual courses they are teaching.

Your best bet is to make sure that your trainer is fully competent (at least on paper) to teach the courses he or she will be teaching to you.

An example form below is filled out as it should be. Line-by-line explanations follow this sample form:

|   |   |                     |  |                          |
|---|---|---------------------|--|--------------------------|
| Course Name   | <i>Administering Microsoft Windows NT 4.0</i> |                     | Course Number  | <i>803</i>               |
| Trainer Name  | <i>John Q. Public</i>                         |                     | Trainer Certifications   | <i>MCSE MCT MCDBA A+</i> |
| Years training  | <i>3</i>                                      | Years training here | <i>2</i>   |                          |
| Trainer has: (strike all that do not apply)<br><input checked="" type="checkbox"/> Passed the certification test pertaining to this course.<br><input checked="" type="checkbox"/> Obtained premium certification pertaining to this course (MCSE, CCNA, etc): <u><i>MCSE</i></u><br><input type="checkbox"/> <del>Held at least one related job in the field (not teaching) for _____ years.</del><br><input checked="" type="checkbox"/> Maintained a <u><i>93</i></u> % positive evaluation rating from his/her students taking this course. |   |                     |  |                          |
| The most common criticism of this trainer by students taking this course is:<br><br><i>Doesn't always fully explain how concepts presented in the book pertain to using the product in the real world</i>   |   |                     | Notes:<br><br><i>42 evaluation forms for this instructor teaching this course were presented, dating from 2/13/99 through 12/31/00</i> |                          |

The **Course Name**, **Course Number**, and **Trainer Name** fields are (hopefully) self-explanatory.

In the **Trainer Certifications** field, list ALL of the various certifications this trainer currently holds.

**Years Training** is used to indicate how long the trainer has been training in ALL of his/her jobs as a trainer.

**Years Training Here** shows how long the trainer has been employed or contracted by the training center you are thinking of attending.

**Blank Space** - Use as you see fit. Suggested use: Ask your salesman how much your instructor makes. He may not tell you, but perhaps he'll tell you what the average instructor salary is at the facility. If your trainer is making the same as your gas station attendant, BEWARE! The odds of finding a dedicated, talented trainer who's willing to work for peanuts are slim, unless he's a complete newbie.

**Checkboxes:** At the BAREST minimum for entry-level courses (e.g. *Using Microsoft Word*), the trainer should have passed the certification test related to that course. If the course is related to a premium certification, such as MCSE, the trainer should have attained that premium certification (not just ANY premium certification.) The other two checkboxes refer to the trainer's real-world experience and student satisfaction level. Demand to see ALL of the evaluations from ALL of the students who took this course from this trainer, from at least the last year. If there are no negative comments or negative evaluations, look out! It's very rare to find an instructor who pleases everyone, all the time. The training center may be hiding something.

**The most common criticism, etc.** Assuming there are at least *some* negative comments on the evaluation forms, do they follow a pattern? They probably do, and if so you'll have to decide if you can live with it. You know yourself better than anyone. Can you deal with a trainer who talks too fast, goes through the material too slowly in order to let the dimmest bulb in the room catch up, reads from the book too much or doesn't read from the book at all?

**Signature line at the bottom of the page:** If your salesman gave you the info, make him sign his name to it.

|  |  |                        |  |
|--|--|------------------------|--|
| Course Name  |  | Course Number          |  |
| Trainer Name   |  | Trainer Certifications |  |
| Years training   |  | Years training here    |  |
| Trainer has: (strike all that do not apply)<br><input type="checkbox"/> Passed the certification test pertaining to this course.<br><input type="checkbox"/> Obtained premium certification pertaining to this course (MCSE, CCNA, etc): _____<br><br><input type="checkbox"/> Held at least one related job in the field (not teaching) for _____ years.<br><input type="checkbox"/> Maintained a _____% positive evaluation rating from his/her students taking this course. |  |                        |  |
| The most common criticism of this trainer by students taking this course is:   |  | Notes:                 |  |

|  |  |                        |  |
|--|--|------------------------|--|
| Course Name  |  | Course Number          |  |
| Trainer Name   |  | Trainer Certifications |  |
| Years training   |  | Years training here    |  |
| Trainer has: (strike all that do not apply)<br><input type="checkbox"/> Passed the certification test pertaining to this course.<br><input type="checkbox"/> Obtained premium certification pertaining to this course (MCSE, CCNA, etc): _____<br><br><input type="checkbox"/> Held at least one related job in the field (not teaching) for _____ years.<br><input type="checkbox"/> Maintained a _____% positive evaluation rating from his/her students taking this course. |  |                        |  |
| The most common criticism of this trainer by students taking this course is:   |  | Notes:                 |  |

As an authorized representative of \_\_\_\_\_  
(Full name of School, including location)

I, \_\_\_\_\_ hereby certify that the above information is true and  
(Print Name of Representative)

correct to the best of my knowledge. \_\_\_\_\_  
(Signature of Representative) (Date)