



# ILX brings blended and mobile training to NZ

BY STEPHEN BELL

UK-based training provider ILX Group, having successfully sold both live classroom and computer-based training (CBT) in IT services management (ITSM), is about to combine the two for the first time publicly in New Zealand.

This “blended” learning productively combines the advantages of both, says Australia/New Zealand country manager Michelle Phillips. Students can learn the basic material first through a computer and come into a live classroom well primed, to refine their knowledge through dialogue with a tutor and other students, she says.

ILX set up here in April after entering the Australian market on its own behalf in January this year. Major clients locally include the Departments of Internal Affairs and Labour and the NZ Transport Agency. Phillips believes there

is more chance of landing further contracts with major organisations if the company can demonstrate a local presence.

It has also recently begun mobile delivery of training material. This furthers the computer-based, learn-at-your-own-pace training model by allowing students to take advantage of even small gaps in their schedule, she says.

One of the most popular mobile modules is a game of snakes and ladders based on answers to questions from the course material.

ILX’s training is in the ITSM disciplines and is recognised by the US Office of Government Commerce. The company claims well-above average pass-rates, particularly with its blended courses. “We have a 97 percent pass rate for the Prince 2 Practitioner qualification, against an industry average of about 70

percent,” Phillips states.

The CBT courses use other innovative techniques, such as an animated clip of two people discussing an incident or problem. The student must then say how he/she would have resolved it.

The company is talking with the NZ Institute of Management about formal accreditation of its course material, Phillips says.

The Australian Institute of Project Management has already accredited the courses, meaning that members can credit them to points for the “continuing professional development” that the institute requires.

It also has bases in the US and the United Arab Emirates and is about to open its first continental European office, in Copenhagen.