

Verizon Wireless Technical Support Program

What Type of training is right for you?

Employees are encouraged to talk to ITCAP or training providers to determine what type of training best suits their schedule and style of learning.

Instructor-led Training

- Traditional classroom delivery method.
- Instructor-led lecture and demonstration.
- Hands-on lab exercises for students to gain practice.
- Pace of learning set by instructor, based on the group.
- Set class dates and times.

For the student who:

- Wants a traditional classroom environment.
- Can commit to scheduled class days and hours.

Classroom-Based Mentored Learning

- Self-paced, blended learning in a classroom setting.
- Training includes video-based lecture, on-line learning tools, and instructor demos.
- One-on-one instructor support.
- Hands-on practice and virtual lab exercises.
- Stimulating and effective learning environment, paced by student.
- Open enrollment; student decides when to start and when to study.

For the student who has the discipline required to stick to a self-paced training plan **and wants:**

- The structure of a classroom and instructor.
- To control the pace of learning.
- The flexibility to vary the class schedule.

There are differences among learning centers. Talk to them about their programs to find out what is best for you. Some programs allow you to work at the center and/or remotely. If your schedule requires this, ask about it.

Web-based Anytime/Anywhere Mentored Learning

- Self-paced, web-based learning.
- Can be accessed 24/7, via the web with a high-speed Internet connection.
- Training includes video-based lecture and on-line learning tools.
- One-on-one instructor support via phone or email.
- Practice through virtual lab exercises and simulations.
- Stimulating and effective learning environment, paced by student.
- Open enrollment; student decides when to start and when to study.

For the student who has the discipline required to stick to a self-paced training plan **and:**

- Has a long commute, or just needs the maximum flexibility when going to school.
- Wants total control of the pace of learning.
- Will reach out to the Mentor for help and other resources.