

Support

from FENC

Helping colleges make the most of their licence is at the heart of our remit, as is responding to the individual needs of colleges and highlighting examples of very best practice for other colleges to share.

We provide support in two ways:

- Firstly, there is our dedicated Help Desk; dealing with enquiries about membership, training and technical issues.
- Secondly we provide a comprehensive programme of professional development, comprising regional staff development days and various tailor made training events in individual colleges.



Your licence entitles you to:

- FREE training worth £495 with one of our highly experienced e-learning Consultants.
- Additional training which can be booked as and when required.
- The structure and content of a training day can be tailored to the specific training requirements of your organisation and can be either hands-on or presentational in style.
- A comprehensive usage report can be provided, detailing the number of titles accessed and downloaded within your college, as well as how many users are in your account, what their level of usage is and the percentage of usage across all programme areas.
- Help in ways to promote FENC and increase usage within your organisation.

	A	B
1	USAGE REPORT	
2		
3	Number of downloads	6417
4	Number of titles	2070
5	Number of user accounts	302
6	Number of active users	62
7	Low usage users (1-10 downloads)	25
8	Medium usage users (11-100 downloads)	22
9	High usage users (101-onward downloads)	15
10	Out of hours usage	540
11		
12	Percentage of Usage	%
13	Hospitality, Sports Leisure and Travel	29
14	Business Administration and Management	27
15	Health, Social Care and Public Services	11
16	Humanities	8
17	Foundation Programmes	6
18	Visual And Performing Arts And Media	4
19	Information and Communications Technology	3
20	Construction	2
21	Engineering, Technology and Manufacturing	2
22	English, Languages and Communications	2
23	Sciences and Mathematics	2
24	Retailing, Customer Service and Transport	2
25	Hairdressing and Beauty Therapy	1

If you would like to find out more or book a training day at your college please contact us.



Contact our support team:
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www.fenc.org.uk