



**ELITE ACADEMY**

Learn | Develop | Succeed



# **Blended Training and Support Programme**

**For Elite Dynamics Customers**



**ELITE DYNAMICS**

Skill | Knowledge | Desire



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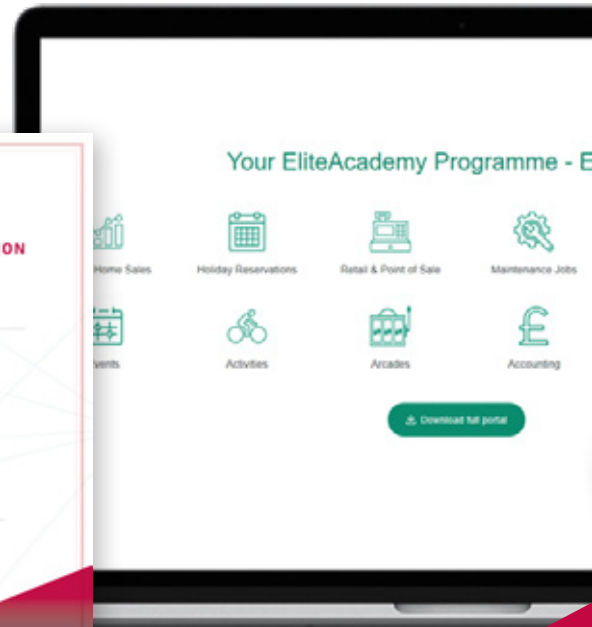
# EliteAcademy

## An industry-focused blended training and support platform for customers.

EliteAcademy is a comprehensive tailored training, support, and mentoring programme for holiday parks, manufacturers, and suppliers. The programme is 'blended' in the sense that you can use the EliteAcademy tools to combine your preferred style of learning, whether that's electronic, online, or textbook, with more traditional face-to-face training. You are completely in control of your own style and pace of learning and what works best for your teams.

With EliteAcademy, you have a choice of four flexible learning options, which you can follow independently or combine for maximum productivity and effectiveness. Whatever method(s) you follow, you will be provided with the best-in-class training facility to help you get the most from our range of Elite Dynamic products.

EliteAcademy personalised training for you and your park teams can be accessed anytime and anywhere, from home, in the office, or on-park. Take charge of your own, and your teams' development at a time, place, and pace to suit.



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# On-demand Elite solutions training

The key features & benefits of EliteAcademy to you and your teams.

Flexible 24/7 365 access to training	✓
Self-service learning platform with individual user access	✓
Multi-format training materials	✓
Customised content for every device	✓
Webinar-based learning	✓
Face-to-face classroom style learning	✓
Access the latest product updates	✓
Reduce training costs and save time on in-house training	✓
Auto translate for training materials if English isn't first language	✓
Unlimited training to new starters at any time	✓
Flexible approach removes any barriers to staff engagement	✓
Upskill seasonal staff to reach best practice competency level	✓
Increased productivity from staff feeling valued	✓
Increased likelihood to retain skilled staff	✓
Refresher training always at your fingertips	✓

## Something to suit every learning style

Whether you respond best to classroom-based teaching or practical, interactive learning, EliteAcademy has been designed to transform your businesses' training needs and ease internal training pressure, particularly when approaching key seasonal periods when staff turnover and employee churn is at its highest. Bespoke training programmes will ensure your employees are fully competent in using our Elite Dynamics product range. Not only that, thanks to our partnership with ClickLearn, you have the option to adapt the platform to support your own in-house training and development.



# The four components of EliteAcademy

Your portfolio of personal, digital and printed content.

Using the four components of EliteAcademy, our aim is to help you achieve increased productivity and morale among your staff through a more engaged, personalised approach to learning and training.



## Face-to-face classroom

Traditional face-to-face learning does still have its place and our teams can carry out bespoke on-premise training for you and your teams.



## Live webinars

Our team will be on hand to deliver remote, virtual training and support sessions through a series of webinars at a time to suit you and your team.



## Online library

Optional subscription to a SharePoint site with a library of pre-recorded training and demonstration videos guiding you step-by-step through our suite of products.



## ClickLearn portal

An enhanced training tool via our third-party partner, which has virtual assistants for 'show', 'try', and 'test' training with customisable content to support your own in-house training and development.





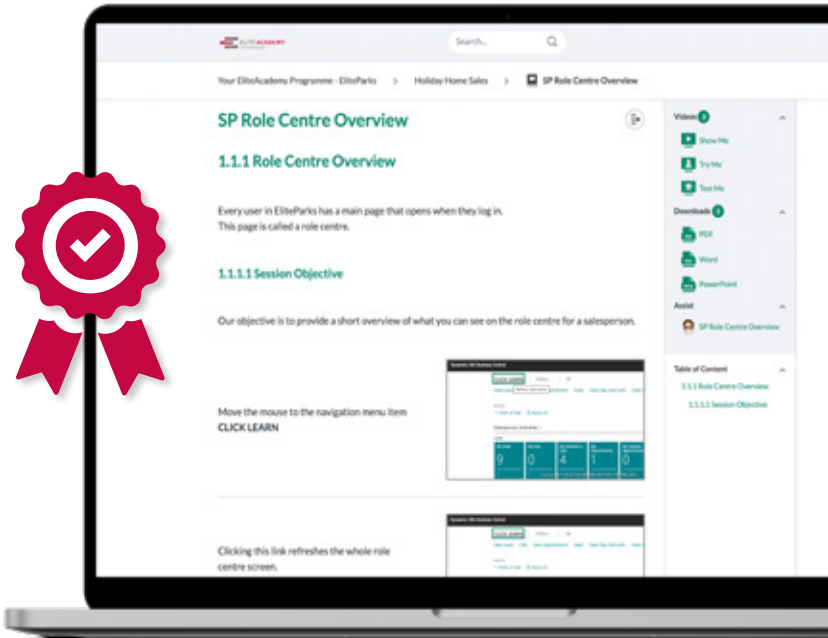
# About ClickLearn

## Fully digitise your own training programmes.

We want you to become proficient using our Elite suite of software solutions, but we also appreciate the need for you to develop your own internal training programme, which is why we've partnered with ClickLearn.

With EliteAcademy, you can have optional access to ClickLearn – a leading learning platform that completely rethinks the way learning resources should be created, maintained, and consumed by users. You can create material for your own park training programmes in a range of formats with virtual assistants to guide you every step of the way.

HTML document (HTM)	✓
Word document (DOCX)	✓
Adobe reader (PDF)	✓
Powerpoint presentation (PPTX)	✓
Macromedia flash video (SWF)	✓
Window video (WMV)	✓
Silverlight video (XAP)	✓
HTML video (JSV)	✓







A must for any successful holiday park operation, ClickLearn is proven to deliver superior learning experiences and customer journeys. Sharing our values and beliefs, ClickLearn enables the successful onboarding of Elite Dynamics solutions, and other Microsoft applications, by ensuring that all staff learning styles are supported 24/7. Training content is easily updated following any Dynamics upgrades, so your staff have peace of mind that they are always learning from current material.

Something to suit the learning style of every business operating in the holiday park industry.



# Learn, develop, succeed

Give your teams everything they need to succeed and grow.

Show me videos	✓
Try me videos	✓
Test me videos	✓
Offline documentation	✓
Online documentation	✓
Virtual classroom training	✓
On premises training	✓
Virtual assistance	✓

"Nowadays it's not practical or cost-effective to train people in the 'traditional' way, so for us the flexible approach of EliteAcademy works really well. I've no doubts about the capabilities of their solutions and what they can bring to our organisation and I've no doubts about the capability of our team to adopt the systems, especially when they are supported with such comprehensive training tools plus the added 1:1 customer service support from the Elite team when needed. Elite have a great knack of making you feel as if you're their only customer."

THOMAS SCARROTT, DIRECTOR & CO-OWNER







## Key benefits

Train, try and test process training for maximum competency of our solutions.

Maximise knowledge-based transfer between team members



Reduced reliance on internal, recurring training resource



Access training analytics to review team member progress



Ability to amend standard training material to your own business needs



Training programmes tailored to the role of EliteParks, EliteCRM and other Elite solutions



Staff can learn, or retrain at their own pace



# Why choose EliteAcademy?

A knowledgeable, skilled team is a motivated, productive team so investing in your staff will ensure you always get the best from them. Working in such a seasonal industry undoubtedly throws up extra challenges when it comes to staff training so we appreciate there is now more demand for focused content that people can engage with at their own convenience. Traditional classroom-based training still has its place, but we know many parks can't afford the cost and disruption of losing key staff on full day courses over and over again. That's why the blended learning approach of EliteAcademy – combining cross device e-learning content with face-to-face training – plus access to the fantastic ClickLearn tool, is the best overall solution to futureproof your business.

Unique learning programme for holiday park industry operators.

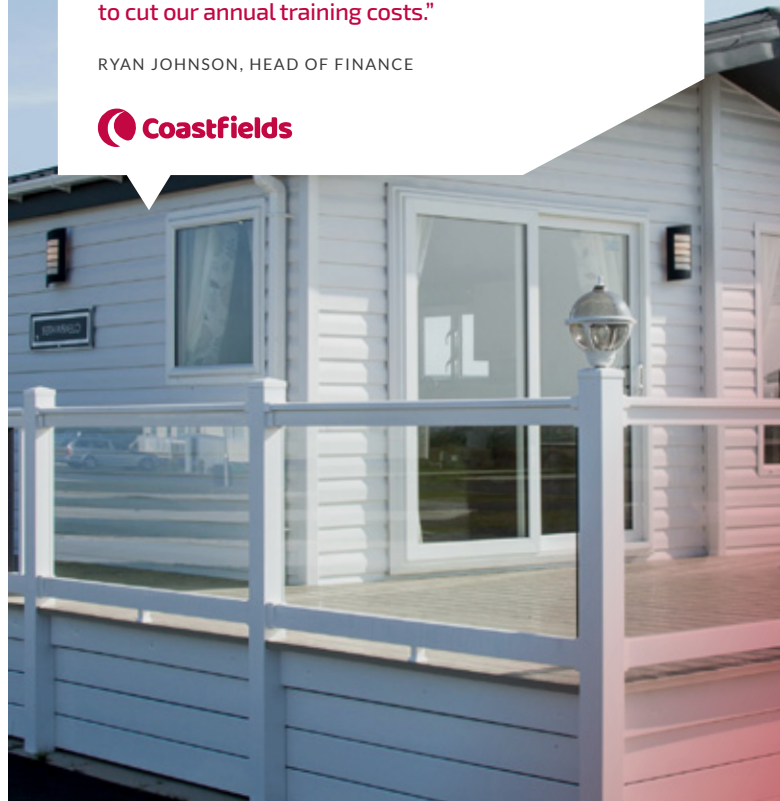
Increase team adoption as part of your digital transformation journey.

E-learning 24/7 from any device, from anywhere, and at any time.

Collect feedback, ratings, and track learning material usage with built in analytics.

"We were excited to get a first glimpse of the programme in its development stage and could straight away see how beneficial it will be to our staff. In so many aspects of our holiday park business, we're moving away from traditional, potentially dated ways of doing things, and taking much more online where flexibility is key. Training is no different. We can progress at our own pace within our own environment and revisit content as many times as we need to, and for as many different team members as we need to. In the long run, we would also expect this to cut our annual training costs."

RYAN JOHNSON, HEAD OF FINANCE





"Delivered in concise yet comprehensive chunks, the Elite training we received was easy to absorb with a clear, logical, and effective structure. The experienced team have obviously put a lot of expertise and thought into creating their system and training programme, which provided us with the confidence that we were gaining the knowledge and understanding to effectively adopt their solutions."

CARLIE WOODS, SENIOR MANAGER





# ELITE ACADEMY

Learn | Develop | Succeed

## Get in touch

Elite Dynamics has a proven track record of increasing both revenue streams and profit margins, whilst reducing operational overheads inherent with running inefficient business systems. Our solutions have been designed alongside key industry players, and we are fast becoming recognised as the thought leaders in the holiday park industry.

If you are a park industry operator looking for a consulting partner with both an intimate knowledge of the holiday park industry, and a wealth of Microsoft Dynamics experience, then book a demonstration or contact us for a no obligation chat to see how we can help you.

Gold  
Microsoft Partner



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