



a global vision for software testing

# Training Services

## SERVICES TO HELP YOU IMPROVE YOUR TESTING

### Training

TCL provides a range of training services to assist with the overall improvement of quality of delivery and to help increase test credibility, including:

- ISEB/ISTQB certified courses
- Training on specific testing subject areas
- Workshops
- Coaching
- Mentoring
- Organisational development

### ISEB/ISTQB certified courses

We offer the following certified courses as private and public events:

- ISEB/ISTQB Foundation Certificate in Software Testing - 3 day course
- ISEB Intermediate Certificate in Software Testing - 3 day course

### Training on specific testing subject areas

This training is offered in a number of formats: Brown Bag (a series of lunchtime sessions), half day or full day to suit your requirements and are delivered at your location.

- Introduction to Agile
- An overview of testing and its benefits to business
- Risk-based testing
- Benefits-based testing
- TCL S.M.a.R.T. Framework
- Quality Analysis
- Soft skills for testers
- Test estimation
- Exploratory testing
- Introduction to performance testing
- Introduction to security testing
- Introduction to test automation
- User acceptance testing
- Defect reporting
- Entry and exit controls
- Test cases and scripts

### Workshops

Workshops take theory and good practice together with real on-the-ground situations and current material to create things that work or improve on existing processes and assets. The great advantage of this co-creation of material is that it cultivates buy-in from the participants and provides a sense of ownership ensuring that that things are put into practice and are not just materials left on the shelf. Workshops can be on any area of testing and are delivered at your location.

### Coaching

TCL provides on-the-job coaching to help your people develop their skills in testing and test management. We recommend coaching when specific areas are identified where improvements could be made. A programme is created to identify desired outcomes and a plan produced to show how and when each area will be addressed. Coaching involves working together and knowledge/skills transfer followed by regular face-to-face sessions, supplemented with remote advice.

### Mentoring

TCL can provide a mentoring programme for members of your testing team to provide individuals with a means of self-directed learning through discussion, reflection and planning. Mentoring consists of monthly face-to-face sessions aiming to enable, guide and support the individual in creating and executing their own personal development plans.

### Organisational development

TCL can provide organisational development consultancy to facilitate maturity in testing process and individual capability through a structured programme, based on good practice, recognised standards, internal role, organisation structure and existing processes and, if desired, alignment with SFIA and/or ITIL. The development plan clearly identifies incremental areas for improvement in testing as a whole and for individuals, together with the means to monitor and measure them.

### Contact

For further information on TCL Training please call 0845 869 6072 or visit [www.tcl-global.com](http://www.tcl-global.com).