

# Bentley and their Belief in Learning

## 'A Well-Trained User is a User for Life'

**Sitting in a classroom or at your office in front of a pc: which location would you prefer for a training? Since the end of June this year the Bentley Institute offers it all: distance learning, e-learning and classroom training. Main difference is the distance between participant and instructor, and of course whether or not personal contact is preferred. On-line learning: rejected by customers ten years ago, now fully accepted.**

By Sonja de Bruijn



*Concentration easily wears out when sitting in class. Or perhaps you are lucky enough to be inspired by an enthusiastic instructor.*

### Enthusiastic Teachers?

Who doesn't remember the endless hours in the school benches, trying hard to keep eyes and ears open? Or were you lucky enough to be inspired by enthusiastic teachers explaining things in such a lively way that you really felt sorry when the bell rang for the next lesson?

Back home or at your student house is where discipline comes in. It is totally up to you to either go out this evening and feel groggy the next morning, or to start studying right away and increase the chance of getting a high mark for the exam tomorrow morning.

We all know concentration easily wears out when sitting in class. Will this be different when you can follow lessons via a pc back home or at your office? No teacher will snap his fingers when your eyes are wandering to the window instead of the pc or piece of

paper in front of you. But on the other hand you can take a rest whenever you feel the need to, or skip certain passages that you are already familiar with and move on to a topic that really interests you.

### No-travel Policy

Some of the main advantages of non-classroom training are less loss of time, less money spent on travelling, and not having to spend days away from projects, Bentley indicates. Some companies have a no-travel policy, have to train people

from several offices or want to have training for their personnel at different times. The advantages for Bentley as a company: speeding up adoption of new, often more complex software versions, which till now took one to two years. Besides this Bentley instructors do not need to travel as much as they used to do. Especially talented instructors who are fluent in several languages sometimes had to make long journeys, immediately afterwards followed by a full-day training, several days in a row.

Providing more professional training for infrastructure professionals is an important priority for Bentley, as evidenced by the growth in learning units (hours) delivered by the Bentley Institute in the past few years. Bentley's projected world wide training delivery goal for 2006 is over 300,000 learning units, up from about 103,000 learning units delivered in 2001. Growth for instructor-led distance learning via the Internet shows that during the first half of 2006 distance learning hours are already 50 per cent higher than all of 2005.

### Three Options

From the end of June there are now basically three options to choose from with the Bentley Institute. Firstly, there is classroom learning. This is performed either on-site or at a Bentley facility, and consists of either a set or a customized program. Distance Learning is the second option: instructor-led via the Internet with live interaction between



*Bentley Distance Learning is instructor-led via the Internet with live interaction between the instructor and participants, either scheduled or account-specific and both by text and sound (spoken words).*

# Learning via the Internet

the instructor and participants, either scheduled or account-specific, both by text and audio.

Breakout sessions are possible for one-on-one contact between participants or a participant and instructor. European Sales Director Bentley Institute Bas van Laar: "In Asia for example this can be an advantage, since people over there sometimes find it difficult to indicate they are understanding what is said." Besides this there is the virtual whiteboard. Other collaboration tools are Direct Messaging (chat) and a participant information panel with emoticons and a symbol for raising your hand. A participant can also share the instructor's screen or share his screen with the instructor. Van Laar recently did some tests with Distance Learning in Europe Nordic area and the Middle East and was very satisfied with the results.

## Bentley LEARN

The latest type of training offered by the Bentley Institute is electronic Learning, or eLearning. About a year and a half ago a previous version was released, at that time called ETS resource center. By the end of June Bentley LEARN was officially introduced, a subscription companion to Bentley SELECT which gives organizations unlimited access to OnDemand eLearning from the Bentley Institute.

So what does it mean exactly? First of all the customer determines the pace at every possible time of the day. When for example he wants to load a DWG file but doesn't know how to do this, he can go to the Bentley LEARN site and learn how to do this via an AVI movie. By using 20 per cent of a SELECT subscription a customer has unlimited access to all kinds of eLearning sessions, whether it is Civil, Geospatial, or any other vertical. Personal guidance by a trainer is absent. Van Laar explains the difference between support and eLearning: "When a customer contacts the support department, very often he is advised to follow a course. Naturally this is different when a customer is reporting errors in the software. However support should never replace eLearning."

## Travel Expenses

Van Laar admits that the benefit of classroom training is a high adoption level when

compared to the other forms of training. However travel expenses should not be neglected either. Furthermore Distance Learning enables splitting up a training in four-hour sessions for example, instead of having to be in class the whole day. With respect to Distance Learning or eLearning, Van Laar emphasizes the importance of a separate room for following trainings to prevent both working and doing training at the same time. "And it is even better to follow a training at home." Blended learning, a mix of classroom training, eLearning and Distance learning,

is possible; but account-specific training can also be provided: customized, either on-site or at a Bentley facility and all about distance learning. All courses are accredited by institutions like AIA, the GIS Certification Institute and IACET. Certificates have been replaced by credentials, which are assigned per user. Bentley keeps a record of every training that is followed, both by means of the credential system and the training history. A transcript shows class titles, learning units and accreditation, and types of trainings (classroom, distance learning or eLearning). The star rating is also indicated. "A star is achieved for every 18 hours of Bentley training", says Van Laar. "When somebody has followed 5 times 2 training days he gets five stars. This fact is highlighted during events."

## Enterprise Training Subscription

Training is available for several business models: Enterprise Training Subscription (ETS), Bentley LEARN, training savings account, account-specific training and scheduled courses. Buying training a whole year long and getting back two percent of the fee at the end of the year is now also possible, with the Training Savings Account.

ETS involves two options: scheduled classroom training or distance learning. Distance learning costs 40 per cent of SELECT, class-

Bentley Institute		Professional Training Transcript			
Susan Sherrells AEC Organization 123 Main Street, Suite 100 Anytown, PA 19464 USA		prepared by Bentley Systems Incorporated on: 2006.05.10			
		★★★★★			
Instructor-led Learning					
Course Name	Date	Credits	Type*	Agency	LU**
Everything 3D	2005.08.09	24 2.4 Y	CES LU CEU CPD CERT	ASA SACET	24
Administering Bentley ProjectWise	2005.06.17	24 2.4 Y	CES LU CEU CPD CERT	ASA SACET	24
MicroStation V8 Administrator Update	2004.12.28	16 1.6 Y	CES LU CEU CPD CERT	ASA SACET	16
MicroStation V8 User Update	2004.12.20	8 0.8 Y	CES LU CEU CPD CERT	ASA SACET	8
InRoads Road V8.2 to 2004 Edition Update	2004.12.10	16 1.6 14	CES LU CEU Contact Hours	ASA SACET	16
InRoads Reporting with XML	2004.12.08	24 2.4 Y	CEU Contact Hours CPD CERT	SACET CPD	24
Using Bentley ProjectWise	2004.12.03	8 0.8 Y	CES LU CEU CPD CERT	ASA SACET	8
Managing MicroStation	2004.12.02	32 3.2 Y	CES LU CEU CPD CERT	ASA SACET	32
Administering Digital InterPlot	2004.11.18	16 1.6 Y	CES LU CEU CPD CERT	ASA SACET	16
InRoads Survey Basics	2004.03.23	16 1.6 14	CEU Contact Hours	ASA SACET	16
InRoads Basics	2004.03.12	32 3.2 Y	CEU Contact Hours	SACET	32
Using Digital InterPlot	2004.02.20	8 0.8 Y	CES LU CEU CPD CERT	ASA SACET	8

NOTES  
\* Type = Professional Accreditation Organization  
\*\* LU = Learning Units provided by Bentley

A transcript shows class titles, learning units and accreditation, and types of trainings.

room training 50 per cent. Minimum input for ETS is USD 20,000, which boils down to 25 to 30 licenses. This implies that for a company with 5 licenses it might be wiser to opt for Bentley LEARN or have Bentley offer a training program according to their needs. Van Laar is particularly enthusiastic about ETS: "I like this program because it offers unlimited training, even if an enterprise exceeds these costs. The background of this program lies in the fact that we want to get more insight in our customers' knowledge, needs, and what phase they are in. Bentley sets up and executes a training program based on these facts."

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