

Physical Resources

Acculearn Training Limited

T/A

Cranbrook College

Reviewed: May 2025

Accommodation

Acculearn has vivid premises. The Administration of Acculearn takes objective care of its candidates. This is the reason for what the class rooms, study areas; IT lab and Library room of Acculearn are equipped with the modern technologies and latest teaching techniques. The area of class rooms is large enough to accommodate a good number of students. All class rooms are equipped with comfortable desk chairs, air conditioners / heating systems and all modern teaching technologies ranging from furniture to Projector and Computers as required.

Academic Computing Lab

The Academic Computing Lab provides resources and user support for instructional activities at Acculearn. The Lab is located in the Cranbrook Campus. There are number of computers available to accommodate with the need of good number of students. The lab features advance computer-equipped classroom. To access the lab a person must be currently enrolled with a valid Acculearn unique student number or ID card.

Lab Hours

The Academic Computing Lab hours during semesters are Monday through Thursday from 1000Hrs - 1700 Hrs, Friday 1000 Hrs - 1600 Hrs.

Software & Hardware

Academic Computing has an extensive listing of current software packages. Types of applications include word processors, spreadsheets, databases, graphics, data flow software, presentation tools, and numerous subject-specific software packages. A more complete listing of the software provided is available in the Academic Computing Lab.

Standards (see lists below) are set for the benefit of the Acculearn community and have been used and tested by IT. For standard systems (hardware and software), IT guarantees compatibility of software applications, operating systems, and network

connectivity. Centre purchasing policies require IT approval for all technology purchases. Hardware recommended and software recommended on the list of software standards receives approval when purchased through IT. If non-standard equipment and software are used, IT will make a best-guess effort to resolve any problems. There is no guarantee, however, of successful resolution.

As new products become available we evaluate them for our environment, so this list is routinely updated. Additions or deletions from these lists may occur at any time. IT will attempt to give adequate notice to those changes on the IT departmental website as we continue to strive to meet changing technologies and policies. Please contact the Help Desk for the latest information if there is a question.

Tiered Level Support for Software

Level 1 Support - IT will provide full support (Helpdesk, troubleshooting, and if needed, training/documentation) for software listed on the IT standard software list. Every effort will be made to resolve software related issues. In the event, an issue can't be resolved, IT will offer alternative solutions. However, if the issue is caused by nonstandard or unsupported software, IT will remove the offending software in order to return the system to its previous working condition. Many "free" download and/or utilities create problems for our systems even though the software or utility is legitimate.

Level 2 Support - IT will provide limited support to Centre owned software. This support is limited in that IT will assist the user in the installation and configuration of the software to work on standard systems. IT will also provide support if the software requires specialised printing and/or network configuration, provided such software does not negatively impact the campus network. Training and use of the software and its features is the responsibility of the individual and/or department.

NOTE: IT will not, **under any circumstance**, install, configure, or support software that does not have a legitimate license code or product key, is a "copy", borrowed from another source, etc. ***even if the original software was purchased by the Centre.***

Tiered Level Support for Hardware

Level 1 Support - IT will provide full support for all Centre owned system hardware including troubleshooting, repair, and if needed, replacement. Systems under manufacturer warranty are repaired by an outside authorised service. IT will make every effort to ensure that your hardware is repaired or replaced in a timely manner. However, please be aware that with manufacturer's warranty, there are many variables out of our control to which we must submit in order to have the system fixed or replaced.

Level 2 Support - IT will provide limited support for hardware items that are requested by an individual that have gone through the approval process. Support is limited to the installation and configuration of the hardware and any associated drivers in order for the hardware and the system to function properly and for the troubleshooting and/or replacement of IT owned devices. Training and support on the use of such items is the responsibility of the end user. Such items include DVD-ROMS, CD-RW, DVD-RW, modems, scanners, document cameras, digital cameras and camcorders, local printers, etc.

NOTE: End users who purchase non-approved hardware for use on Centre owned systems will not be allowed to connect their hardware to the network. ***Personal computers, even if used for Centre business, do not fall under IT support.***

Standards:

Software for Faculty/Staff	Software for Students
<ul style="list-style-type: none">• Windows 11• Latest MS Office• Internet Explorer• Windows Media Player• Acrobat Reader• Winzip Utility	<ul style="list-style-type: none">• Windows 11• Latest MS Office• Internet Explorer• Windows Media Player• Acrobat Reader• Winzip Utility

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Hardware for Faculty/Staff	Hardware for Students
<ul style="list-style-type: none"> • Intel I-5 • 13 GB Ram • 512 GB SSD • Combo DVD – CDRW Drive • Keyboard • Mouse • 17” LCD Monitor 	<p>16 Computers with</p> <ul style="list-style-type: none"> • Intel I-5 • 8 GB Ram • 512 GB SSD • Combo DVD – CDRW Drive • Keyboard • Mouse • 17” LCD Monitor

Printing

Students are given a print quota for printing their representations and assignments.

Support

Full time staff and student assistants provide general software and hardware support to users in the lab and by telephone.

Training

Introductory and intermediate level training sessions are offered to all students, faculty, and staff. These sessions provide computer-training opportunities, which help employees and students build their computing knowledge and proficiency.

Library Facilities

Acculearn has special commitments with the Central Library for all its students. The library's main function is to provide a back-up service for teaching and research, supplementing and holding much material not easily available or affordable to students.

The stock includes a large number of books, current journal subscriptions, reports and IT facilities. All members are allowed to use internet free in the library.

There another library facility just off the Clements Road and on five minutes' walking distance from the main campus, and is staffed by many qualified and experienced librarian. All students and staff members at Acculearn can enjoy the library facilities. To apply for the membership and terms and conditions they can contact on the Centre main reception.

The Library is open Monday through Friday from 0900 Hrs until 2000 Hrs, and Saturday from 1000 Hrs until 1600 Hrs and is only closed on Bank Holidays, and from Christmas to New Year.

Rules

Most of the publications in the library are available for loan, the exceptions being current issues of journals and anything marked "For reference only". A library entries book must be signed in for each item borrowed. Loans are for up to 3 weeks that can be renewed provided if not requested by another reader.

Organisation

The library provides card catalogues for author and subject searches.