28 November, 2014

To whom it may concern,

I am writing this letter of reference for Arnold Villeneuve who has been an independent consultant under contract with Learning Tree International in Canada since 1992 to present.

As Instructor Relations Operations Manager for Learning Tree International, North America, I have had the privilege of working closely with Arnold during some of this period. Learning Tree International provides instructor-led, hands-on courses and certification programs for management and information technology professionals throughout the world. Most courses are 4-day or 5-day intensive training seminars. Learning Tree Canada has Education Centres in Toronto and Ottawa.

All of our instructors are independent consultants and are expected to meet the varied needs of our students by going beyond the course materials if necessary. We contract the services of those consultants who are technical experts in their field and who possess excellent interpersonal and communication skills.

Since 1992 to the present, Arnold has taught more than 355 events for Learning Tree International while achieving above average performance as measured in the average course grade of 3.78 and average instructor grade of 3.89 out of 4.0. During this period Mr. Villeneuve has taught courses in several curricula including Windows 8, Windows Server 2008, Cloud Computing, Networking, and SharePoint.

He is a qualified instructor for the following titles in the SharePoint curriculum:
Course 1501: SharePoint® 2010 Technologies Introduction
Course 1505: SharePoint® Designer 2010: Building Applications & Workflows
Course 1507: Developing InfoPath Forms for SharePoint®
Course 1531: SharePoint® 2013 Technologies Introduction
Course 1532: Administering SharePoint® 2013 Server Farms
Course 1533: SharePoint® Designer 2013: Workflows & Data-Driven Solutions
Course 1534: Building Code-Free Solutions for SharePoint® 2013
Course 1537: SharePoint® Information Architecture and Governance

Throughout this period, he has demonstrated the key qualities of Learning Tree instructors:
- An ability to communicate effectively with customers from different language, cultural or technical backgrounds
- An ability to effectively understand technical issues posed by students and to respond effectively
- An ability to understand and convey complex technical concepts
- An ability to inspire and motive audiences
- A commitment to continuous professional development through technical upgrading, and improvement of presentational skills through attendance on skills development training and review of students feedback
- In-depth knowledge and real-world experience in his areas of technical expertise

Best regards,

Vickie McNeil

Vickie McNeil
Instructor Relations Operations Manager, North America
Learning Tree International