

# 2026

Mircom Training Department

# Customized Training

## Developed for Your Company Needs

Professional fire & security systems training, strictly tailored to your needs.

Contact the Training Dept.

[training@mircomgroup.com](mailto:training@mircomgroup.com)

# Intent of this Section

What the next several pages are designed to accomplish for the Mircom product user, for Mircom as a company, and why training is essential to the customer experience.

## For the Product User

**Confidence on the equipment your buildings depend on.**

The section that follows shows you how a Mircom training program is built around **your installed systems**, your team's experience level, and your day-to-day procedures — not a generic catalogue course. You will know what to ask for, what to prepare, and what to expect.

## For Mircom as a Company

**A consistent voice on how our products are taught.**

Customized Training lets the Mircom Training Department deliver our product knowledge **directly from the manufacturer** — protecting the integrity of our brand, the safety outcomes our equipment is engineered for, and the long-term relationship we hold with every customer.

## Why Training Matters

**Training is part of the product, not an extra.**

Fire and security systems only deliver their full value when the people operating, installing, and maintaining them are genuinely competent. Training is how Mircom **extends the customer experience** beyond the day of purchase and into every shift, every test, and every real event.

# Why Mircom Training?

Professional fire & security systems training — designed around your team, not a one-size-fits-all course.

*"We don't believe in one-size-fits-all training. We design the right program for your team."*

## 01 Direct from Manufacturer

Learn directly from the experts who design, build, and maintain the systems. Gain insider knowledge you can't get anywhere else.

## 02 Fully Customized

Training strictly tailored to your specific equipment and operational needs. No generic content — just what matters to you.

## 03 Flexible Locations

Choose between our Head Office training facility or convenient on-site training at your location.

## 04 Ongoing Support

We don't just train and leave. Includes a complimentary follow-up session after training to answer real-world questions.

# Your Training Location Options

Choose the learning environment that best fits your team's operational needs and logistical requirements.

## OPTION A

### Mircom Head Office

Vaughan, Ontario

#### Best For

Teams without installed equipment or those who prefer a dedicated learning environment away from daily operations.

#### What You Get

Full access to our state-of-the-art training facility featuring multiple system configurations and test scenarios. Higher training cost due to convenience of trainer arriving at your location.

#### Key Benefit

Comprehensive hands-on experience in a controlled environment without workplace distractions.

## OPTION B

### On-Site Training

At your facility

#### Best For

Teams who need training on their specific installed systems and want to address site-specific challenges.

#### What You Get

Customized instruction tailored to your exact equipment model, configuration, and real-world scenarios.

#### Key Benefit

Immediate application of skills to your actual installation, ensuring your team is ready for daily operations.

# Training Delivery Excellence

Execution Strategy & Engagement | Ensuring Educational Impact

## Dynamic Facilitation

The Mircom Training Department will ensure our training delivery meets our high standards set out in the training content to maximize learning and retention impact.

- ▶ **Deliver content per approved plan**
- ▶ **Real-time adaptation to feedback**
- ▶ **Facilitate hands-on exercises**
- ▶ **Foster peer-to-peer learning**

## Engagement & Application Focus

### Practical Application

Emphasis on practical application to participants' actual work situations.  
Integration of your organization's specific examples, processes, and terminology.

### Interactive Learning

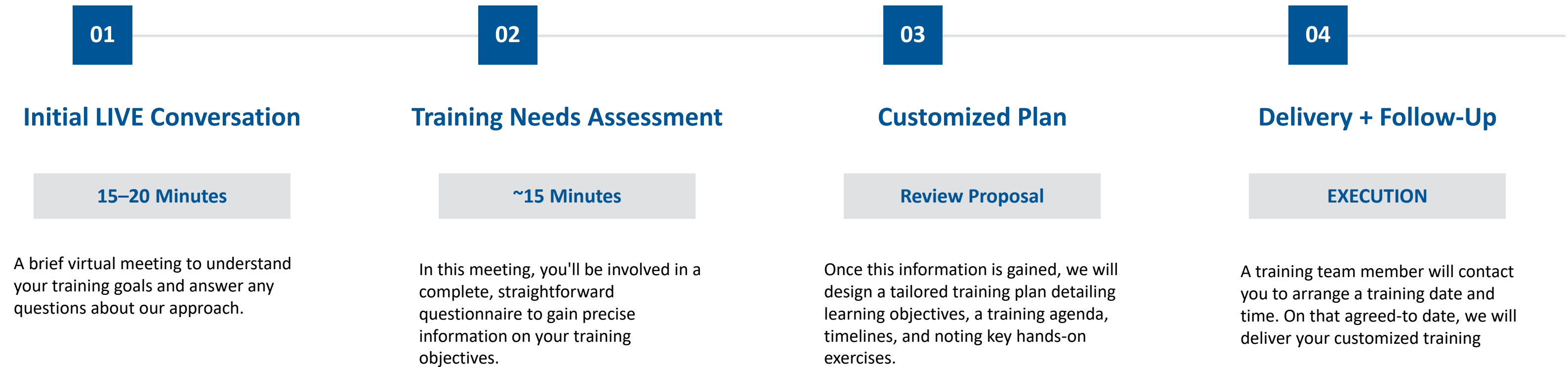
Facilitation of role-playing activities and simulations relevant to daily work.  
Encouragement of questions, discussion, and collaborative problem solving.

### Feedback Loop

Collection of immediate feedback to ensure learning objectives are being met.  
Documentation of questions and insights that emerge during the session.

# Mircom's "Build your Training" 4-Step Process

We've designed a straightforward workflow to ensure your training investment delivers exactly what your team needs to succeed.



# What You Should Prepare

To ensure our initial conversation is as productive as possible, please have the following ready:

01

## Organization & Team Overview

A brief description of your organization structure, the team requiring training, their roles, and geographic distribution.

02

## Current Challenges

Specific examples of skill gaps, performance issues, or recurring obstacles your team is facing.

03

## Existing Materials

Any current training documents, process guides, or tools we should be aware of to avoid redundancy.

04

## Communication Preferences

Your preferred communication style and an outline of your internal decision-making process.

# Your Detailed Training Path may include:

## Comprehensive Program Design Elements

### Learning Training Path

We design a specific training path aligned directly with your business goals:

- ▶ **Specific, measurable learning outcomes**
- ▶ **Clear skill building progression**
- ▶ **Assessment methods to verify learning**
- ▶ **Linkage to desired performance KPIs**

### Comprehensive Agenda

Session-by-session breakdown with timing  
Logical sequencing of concepts  
Balance of instruction & practice  
Built-in checkpoints for clarification

### Materials & Resources

Participant workbooks & reference guides  
Digital resources & job aids  
LMS access (if applicable)  
Certifications & completion docs

### Interactive Components

Hands-on exercises tailored to industry  
Case studies from real scenarios  
Role-playing & simulations  
Group discussions & collaboration

### Implementation Details

Format & scheduling options  
Technology/platform requirements  
Trainer qualifications & expertise  
Transparent pricing breakdown

# When You're Ready

Three simple steps to start designing your custom Mircom training program.

01

## Schedule the Call

Send us a note at [training@mircomgroup.com](mailto:training@mircomgroup.com). We'll set up a brief 15–20 min planning conversation.

02

## Define Objectives

We'll confirm goals, discuss locations (Head Office vs. On-Site), and outline timelines.

03

## Design the Program

We then finalize customization.

Contact Us

**Mircom Training  
Department**

Email

[training@mircomgroup.com](mailto:training@mircomgroup.com)

Response Time

Within 1-2 business days

Head Office

Vaughan, Ontario, Canada

*Questions? We're here to help at every step.*