

Virgin Media A partnership approach to Unified Communications Apprenticeship

Project Summary

- ▶ Over 70 apprentices recruited
- ▶ Deliver the Unified Communications Standard Level 3 Apprenticeship
- ▶ Support all apprentices through their learning
- ▶ Offer flexible options to fit around other commitments and adapt to specific learning requirements
- ▶ Guarantee all apprenticeship attained the occupational standard

Client

Virgin Media was the UK's first "quad-play" media company, offering television, internet, mobile phone and fixed-line telephone services nationwide. More than 15 million homes and businesses now have access to its ultra-fast fibre optic network.

Virgin Media Engineers engage directly with customers, installing and maintaining the company's ultrafast, dedicated network. From monitoring and fixing bugs through to running major service development projects, Virgin Media's engineers handle a huge range of issues on a daily basis.

Virgin Media is part of Liberty Global plc, the world's largest international TV and broadband company with over 21 million customers through operations in 10 countries across Europe.

A first of its kind Level 3 Apprenticeship in Unified Communications

In 2017, Virgin Media recruited over 70 apprentices to complete the Unified Communications Standard Level 3 Apprenticeship. This new industry standard covers the skills, knowledge and behavioural competences to work alone or as part of a team, in a field-based role or on a remote site, to establish and maintain communications systems.

Treating each apprentice as an individual

Global Knowledge, a partner of Virgin Media, was appointed to support delivery of this new apprenticeship standard and ensure a timely delivery of qualified apprentices. Global Knowledge worked alongside Virgin Media's learning and

development delivery team, to ensure learners attained the occupational standard.

Global Knowledge worked hard to support each individual through their learning. E-Learning and customised quick reference guides were created and highly focused 'buzz sessions' were devised to ensure all learners understood the expectations of the qualification. Providing swift feedback helped build strong relationships between the Global Knowledge team and the apprentices. Global Knowledge were able to provide flexible options for learners that needed to balance other commitments, as well as supporting dyslexic apprentices with alternatives to the lessons that required a large amount of written work.

Results: Breaking ground with a new apprenticeship qualification

For a first-of-its kind apprenticeship, Virgin Media had great results achieved by the apprentices evidenced the success of this initiative. Out of the apprentices who signed up to Virgin Media's programme in 2017, 33 engineers passed on their first attempt, with 13 achieving distinctions and three securing merits. The 77.2% success rate is double the industry average, according to the British Computer Society.

Melanie Davis, Apprenticeship Manager for Virgin Media said: "Global Knowledge is a key partner for us. We wanted to keep the training delivery in-house but work with an experienced apprenticeship training provider who could support us through

the achievement of the qualification. We believe they are experts in their field. They understood our business and were flexible and willing to work with us on a partnership basis. We could be really agile as we worked together to make sure that all our apprentices had the support they needed to thrive.

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Global Knowledge builds skills that enable success.

Global Knowledge is the worldwide leader in IT and professional training, helping develop the skills individuals and organizations need to succeed in the ever-changing world.

To meet customer needs, Global Knowledge is located in 15 countries, and has the unique flexibility to deliver a broad portfolio of courses in over 100 countries in classrooms, on-line, and through a worldwide partner network.

Established in 1995, Global Knowledge has 1,500 employees worldwide, including award-winning instructors widely considered the best in the industry.

Confirmed as the world's leading training provider, Global Knowledge enables the success of more than 300,000 professionals each year.

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