

CASE STUDY

LEADING EDUCATION PROVIDER EMPLOYEES WITHIN DIVERSE FIELDS GAINED EXPERTISE ON PROJECT MANAGEMENT TO BETTER TRACK AND COMPLETE DEVELOPMENTS

By NETCOM LEARNING

The Client

The largest Christian university in the world and the largest private, non-profit university in the United States was founded in 1971 with the motto “Knowledge Aflame.” Located in Virginia, this renowned university spans 7,000 acres and constitutes 17 colleges, including a school of law and a school of medicine. With over 385 buildings and structures, the university offers more than 550 distinctive programs of study through online and residential options.

Well-known for its vast curricula, the university has an annual enrollment of more than 110,000 students, including military and international students from every corner of the world.

The Requirement

The client intended to train its project managers on essential project management techniques and best practices to help them acquire an utmost understanding of the professional project management skills necessary to enhance their productivity and improve their performance in their respective domains. The main objective was to build a training solution that would provide the know-how of the afore-mentioned domain and help learners to prepare for certification exams with an extensive understanding of the core components.

The major requirements of the client included:

- A customized training solution with content references covering two major project management certifications: PMP and CAPM.
- Trainers with superior expertise in the project management domain and the quality experience to deliver niche training.
- The delivery of trainings at the university facility with all necessary study resources.

The client and NetCom Learning conducted one-on-one meetings in person at the university to analyze the training requirements in detail and find the best training solution. NetCom Learning strategized a custom training bundle to render a far-reaching understanding of the project management tools, techniques and best practices that would help learners take the certification exams and pass with striking scores.

The Challenge

One of the most significant challenges was to replace the client’s existing training partner as the university had a long-term relationship with the current vendor for its training needs. With the specific training requirements of the client, NetCom Learning needed to ensure that the most sought-after PMP and CAPM trainings would be delivered at the client location with all necessary resources. The main challenges were:

- To find an industry expert matching the client expectation of several years of experience with similar university training programs.
- To ensure training delivery with customized and all-inclusive knowledge of the domain.
- To make available all of the resources at the client location, including hard copies of study material, practice exams, and exam vouchers.

After thoroughly assessing the client's needs, NetCom Learning developed a custom plan with content covering the two major project management certifications. The aspiring professionals would be enrolled and trained with hands-on exposure to exquisite project management skills and achieve globally accepted credentials in project management.

The Solution

NetCom Learning developed and delivered a custom blended solution that covered the private training of PMP and CAPM at the client's location in Virginia. The solution was designed to help the learners gain an in-depth exposure to the vital project management tools, techniques, technologies, and best practices to deliver enhanced performance.

PMP and CAPM are the most sought-after certifications to evaluate the skills of project managers in effectively managing projects. CAPM is the entry-level certification course focused to explain vital project management processes along with the process inputs, most appropriate and recent tools, and delivery of expected outputs. The PMP certification course, on the other hand, is an advanced level certification for experienced project managers who lead and direct projects and intend to delve deep into overall project management.

An expert **PMI Certified** instructor with several years of experience with leading universities was assigned the responsibility to train the students. The trainer, embraced as an industry leader, was selected as a contributor and reviewer of the new PMI 6th edition of MBOK.

The **custom blended solution** featured:

- Private classes at the university with course material for the PMBOK 6th edition
- eLearning: 60 days access to online practice exams
- Certification exam vouchers to each learner
- Pre-recorded exam review resources
- Course completion certificates

Prior to the session delivery, a conference call with the instructor was organized to clearly review the client's requirements in order to meet the set expectations of this customized learning solution.

Impact & Benefits

Every organization consists of various departments, such as IT and marketing, that need to execute their corresponding project functions flawlessly. Project managers are accountable to effectively drive and manage the targeted business outcomes with proficient know-how of the futuristic methodologies and best practices. Across the board project management skills help project managers and teams to achieve their set goals within defined timelines and budgets. With the successful delivery of custom blended PMP and CAPM certification courses, the trained learners acquired effective project management skills. The learners gained hands-on expertise on various project management aspects, and also could upskill their knowledge to enhance their efficiencies to drive and manage their projects with improved quality deliveries as project outcomes while adhering to the given deadlines and budgets seamlessly.

The success of the program was actualized through:

- The customized learning solution adhering to the client needs was strategized considering all factors, including the combo plan.
- The training was initially scheduled for seven people but was extended to include 12.
- Every student was provided with all vital components, including the hard copies of the course curriculum, online practice exam, practice questions, and interactive sessions at the client location.
- The exclusively designed learning program ensured that all students gained an across the board understanding of project management essentials to prepare for the highly-demanded project management certifications.

This extensive training program, which was initiated for an initial group of learners, was deemed a success and later extended by the client to reach more learners within the university. Satisfied with NetCom Learning's exclusive training plans and the dedicated and certified instructor, the client looks forward to partnering with NetCom Learning for more IT trainings.

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Learning
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Learning
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We are NetCom Learning. We promote the values of lifelong learning.

NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



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