Worldwide IT & Business Training

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Global Knowledge ®

CASE STUDY – Competition Markets Authority (CMA)

Working in collaboration

The Competition and Markets Authority is a whole UK Government Authority with offices in London, Edinburgh, Cardiff and Belfast and near 1000 staff. The staff are a mix of CMA staffs and personnel from major service delivery contractors.

CMA selected Global Knowledge to design and deliver a training programme in support of their "Working Essentials IT Induction Training" initially aimed at new starters. The training content covers SharePoint, O365, Microsoft 2016 applications and CMA specific applications.

Global Knowledge deliver an end to end service for CMA in terms of establishing a baseline of technology competency in the organisation. This includes the design, development and delivery of training courses and support services to Learners. Furthermore we participate in regular project review meetings updating stakeholders on project progress, performance metrics review and issue resolution.

The learning requirement was for the design and development of the following:
• Core Essentials Training for New Starters – To consistently on board new staff.
• Refresher Training - Refresh staff in existing software.
• Update Training - New release, software transition or new packages.
• Advanced Microsoft Products Training – To enable advanced users\superusers to fully exploit the technologies.
• SharePoint and Microsoft Teams Training.
• Articulate Training.
• Adobe Acrobat Pro User Training.
• PowerBI Training.

This training was delivered in a number of audience specific formats; firstly we deliver a 2.5hour induction session on a rolling 2 week schedule for new joiners to CMA.

For existing staffs we run 1 hour refresher training across the core installed applications CMA rely on. We are now delivering a regular schedule of 1 hour "key feature" training courses for all Learners when new software versions are released.

Finally for Advanced Users; we also deliver sessions that support these Learners gain yet more benefit from the advanced features or more specialist technologies that are relevant to their roles / functions.

The training was delivered to all grades of staffs, with content tailored based on their tenure with CMA and their specific needs. New joiners attended a 2.5 hour Induction course, existing staffs participated in a 1 hour refresher course. Those with specialist needs have attended a mix of public schedule and client specific workshops. To date approximately 750 people have attended training.