



## Case study

# Royal Mail Training field-based engineers



Royal Mail has a team of engineers, based all over the UK, who need to keep up to date with the requirements of BS 7671, the IET Wiring Regulations. These engineers are critical to the delivery of automated systems that provide quality of service to their customers. Arranging a mass release of engineers for a full-time residential course would threaten their quality of customer service.

Choosing an online training provider meant that the engineers could take the course without disrupting their usual work; studying 1 hour modules at times that fitted in around their usual responsibilities.

**"We have been able to achieve a positive learning outcome that benefits both the business and the engineers we employ. This has enabled us to maintain compliance with electrical safety."**

**Manoj Vadher**, Head of Engineering Reliability and People Development

**"I found the e-learning to be a very good experience – the content quality was excellent for the changes from the 17th to 18th Edition"**

David Proctor, Belfast

Royal Mail chose the IET Academy to deliver 18th Edition IET Wiring Regulations training to their staff for a number of reasons:

- It gave them the flexibility to achieve what they needed to continue to provide consistent customer support, achieve compliance with the Regulations and maintain the safety of their staff.
- The IET's reputation meant that Royal Mail's engineers knew that they were receiving quality training which led to a more successful learning outcome.
- The IET Academy offered them competitive costs and the flexibility of the delivery method met their requirements to avoid business disruption.

**"Because of the history and knowledge of the IET we know we are getting a training package from the source of the knowledge and an Institution that prides itself on its history and reputation. It's not just the business that realises this but the engineers as well."**

Manoj Vadher

Royal Mail was pleased with the outcome of the training, with all of their engineers able to complete the course while maintaining their usual service. The engineers found the online training user-friendly and helped them become confident in their learning:

**"The ease of accessing the IET Academy from home was great. I particularly liked the assessment at the end of each part which give you an idea of how much you had taken in, you were able to go back over the presentations for anything that you struggled with, then retake the test again."**

David Proctor

To find out more about our solutions for business and how we can provide multi-user training packages for your team, visit [theiet.org/academy-multi-user](https://theiet.org/academy-multi-user).