



Case study

United Utilities Using e-learning to minimise business disruption



A tailored package, expert course content and great communication and support make United Utilities a fan of the IET Academy.

With over 200 employees needing to undertake training to get up to date with the requirements of key industry regulations, United Utilities turned to e-learning to meet their needs.

The flexibility of the online course meant that all learners could undertake their training without disruption to the business. Matt Heaton, Health, Safety and Technical Training Manager, could immediately see that e-learning offered the same benefits as classroom training, but did not require multiple employees to be out attending external training at the same time. He stated:

"The primary benefit of the e-learning approach is the ability for our learners to undertake the training in bitesize segments, at a pace to suit the individual. From a business perspective this also allowed us to ensure all of our delegates were able to access and complete their training without a risk to maintaining operational cover"

**Matt Heaton, Health, Safety and
Technical Training Manager**

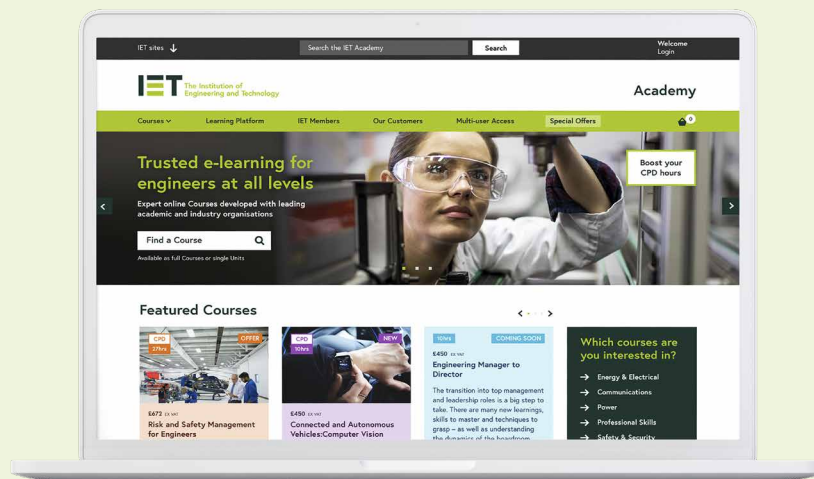
The learning outcomes were also a key consideration.

"We have had fantastic feedback from our learners regarding the online platform, and have a 100% success rate for those who have completed learning and gone on to take their C&G exam"

The ability for learners to undertake their training in bite-size segments, at a pace that suits them was a considerable benefit to the organisation. E-learning allows you to learn when and where you like – and to go over any information again if you don't understand it first time. Small tests and mini exams at the end of each section really help you cement your learning.

Overall, United Utilities have been very impressed with the way the training has worked out. Matt summed up:

"Following the experience of working with the IET for 18th Edition training, including the tailored approach, communication and ongoing support and facilitation, I would not hesitate to consider using the IET for future training packages, where appropriate"



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.