

Heidi works for the Programme Management Office (PMO) delivering many internal processes, including training. Part of the (Cambridge & Peterborough Combined Authority) CPCA's goal to become a 'Project Management Centre of Excellence' requires upskilling members of the wider project teams to an advanced level. She has also recently joined many of her colleagues studying the APM route via SPOCE ONLIVE virtual classroom.

**APM**

# Case Study

## APM PFQ & PMQ

**"Nothing was too much effort, very responsive & knowledgeable."**

### Employee Profile:

**Name: Heidi Robinson**

**Role: Programme Coordinator**

**Company: Local Gov, Cambridgeshire & Peterborough**

## The Company

The CPCA is a Mayoral Combined Authority working in the Cambridgeshire and Peterborough area. It is a great example of how project management is working within local government to achieve great things.

The CPCA is made up of a directly elected Mayor and seven local authorities. The authority works with local councils, Committees and Boards, local public services, Government departments and agencies, universities and businesses. Just some of their key ambitions include:

- doubling the size of the local economy.
- delivering outstanding and much needed connectivity in terms of transport and digital links.
- providing the UK's most technically skilled workforce.
- growing international recognition for our knowledge based economy.
- improving the quality of life by tackling areas suffering from deprivation (CPCA website 2024).

## Why choose APM training?

Aiming towards 'centre of excellence' status is no mean feat, so CPCA took the decision that the very best place to start with regards to certification, was APM. APM is the only organisation in the world to be offered the accolade of 'chartered status' and so was an obvious choice for them. APM they feel, is considered the 'gold standard' in the public sector.

## Overview

Heidi has been tasked with the substantial objective of coordinating this project and, having studied PRINCE2® project management to practitioner level, already has a great understanding of what it takes to study these certifications to an advanced level. She has also recently joined many of her colleagues studying the APM route via SPOCE ONLIVE virtual classroom. She studied for her PRINCE2® qualification using a different learning option, so she had lots of positive feedback about taking the virtual classroom route.

Heidi says:

**"It was a real benefit having the interaction with the trainer in the session."**

## The task at hand

**"I've been tasked with the role of administering the training courses and this is all part of CPCA aspirations to create a pool of project management best practice across the region, and to continually improve and streamline processes. This alongside other training being delivered was quite a challenge, but something that SPOCE made more straightforward."**

## And why did they choose SPOCE?

“We’ve had recommendations made on this organisation before, so it was an obvious choice to include them in the selection process. In the end it came down to a few things:”

### The Training

“The team at SPOCE are exceptionally proud of the quality of training that they provide and this was important for us considering the aspirations we have for our organisation. We want our people to do well in the exam, but also to be able to make a difference in the workplace and really implement what they have studied once their course is over.”

### The service

“When you haven’t worked with an organisation before, you can only go off recommendation and the service provided at the beginning. The process from the very start (from Jean-Paul) was so helpful and accommodating. Jean-Paul had a very in-depth knowledge of the syllabus. He wasn’t just pushing an ‘off the shelf’ package, but had a real understanding of how things work in local government.

He was there to meet our training objectives and not the other way around. It was a very positive experience.”

We at SPOCE agree. It is easy to understand why Jean-Paul has such a good knowledge of the certifications, having been a project manager in a previous role.



## So how are things looking so far?

“We had our first training course and it all went really well. The PFQ trainer (Harley Richards) was great, everyone loved him. We also had some great PMQ training which whilst challenging, were supported by some really knowledgeable trainers, including Julia who received great feedback.”

We totally agree, Heidi! Harley and Julia are two of our most popular trainers. Both have a style of training that translates really well on the virtual classroom platform. SPOCE ensure that our trainers are well equipped to deliver this very different style of training.

### Training horizon...What’s next?

Programme management will be on the agenda in the future.”

### About SPOCE

SPOCE Project Management Limited is a global leader in delivering best practice training for project, programme and risk management.



## And finally...

Would Heidi recommend SPOCE to her friends and colleagues?

“Absolutely!”