

CASE STUDY

BT Future Leader Programme



CUSTOMER REQUIREMENT

A 15 month in-house management development programme for 300 of British Telecom's (BT) First Line leaders and managers identified as potential 'Future Leaders'.

The programme includes the new Level 3 Team Leader/Supervisor Apprenticeship Standard (incorporating a Level 3 BTEC Diploma in Management).

The majority of learners are based in England with some dispersed throughout Wales, Scotland, Ireland and worldwide.



"It's been a pleasure to work with Pearson TQ on our Future Leaders. Poppy and the team have been focused on the needs of BT as the customer and on the needs of our learners. There has been much to learn on our journey and we've addressed issues as they've arisen both positively and collaboratively and we've made improvements in content, process and communications in real-time."

Debbie Copping - Leadership Development Manager, BT Group

THE PEARSON TQ PROGRAMME

Pearson TQ (PTQ) was awarded the contract to deliver a new Apprenticeship qualification through BT's Future Leaders programme.

A blended learning solution allows for peer learning sets and discussion, individualised for each learner - including face to face 1-1 sessions, classroom based group training, webinars and remote, distance learning.

A mix of holistic assessment and observations ensure progression.

A dedicated Skills Coach acts as the facilitator and mentor for the learners throughout the programme.

Pearson TQ provides a single point of contact for BT and a close working relationship to identify and resolve issues quickly, obtaining real-time feedback.

"Just to let you know that I was successful in my interview and I have been offered my first Band 1 manager position! I'm so happy that I've been given this promotion and I'm sure that the Future Leaders programme has aided me."

Future Leader graduate who is now a line manager for new FL learners

MEASURING SUCCESS

BT has conducted a number of surveys with both learners and their line managers over the duration of the programme and extremely positive feedback has been received:

The BT Future Leader learner satisfaction survey showed a 94% learner satisfaction rate

The BT Line Manager satisfaction survey included key questions such as:

'The Future Leaders programme benefits my team member'

96% agreed with this statement

'My team member on the Future Leaders programme is developing into a leader/manager'

92% agreed with this statement