

# Case Study: Humberside Fire and Rescue Service – APM PMQ Training Success Story

theknowledgeacademy



## Jen Anderson

Service Improvement Officer and  
On Call Fire Fighter  
Humberside Fire and Rescue Service

## Why?

Jen Anderson, a Service Improvement Officer and On Call Fire Fighter at Humberside Fire and Rescue Service, **wanted to enhance her understanding of project management** to support multiple project requirements. She aimed to apply a more structured and consistent approach to project delivery.

## Solution

Jen chose **The Knowledge Academy** to complete the APM PMQ training due to its flexibility, varied training methods, and seamless learning experience. The training provided a structured approach to project management, helping her develop a clear and practical understanding of key concepts.

## Experience

Jen described the training experience as **very good** and rated the course content **9 out of 10**. She highlighted that the trainer exceeded expectations, delivering engaging sessions with relatable examples that made the content easier to understand. She also noted that the training was well-paced and managed effectively.

## Outcome

The training **helped Jen develop a deeper understanding of project management**, especially in areas where she aimed to improve. It also supported her ability to apply project management principles more effectively across different projects.

## Results

- **Quality of Course Content:** 9/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Good

## Client Testimonial



## Jen Anderson

Service Improvement Officer and On Call Fire Fighter, Humberside  
Fire and Rescue



“The training was engaging and well delivered, with relatable examples that made the content easy to understand. It helped me strengthen my understanding of project management and address areas of weakness. I would recommend The Knowledge Academy for its flexible delivery, range of options, and overall value.”