

Case Study: Openreach – Agile Foundation and Practitioner Training Success Story

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Jess Williams

Project Management Professional
Openreach

Why?

Jess Williams, a Project Management Professional at Openreach, was preparing for redundancy as her current project was due to conclude the following year. To **strengthen her career prospects** and stand out in future job opportunities, she wanted to gain professional qualifications in Agile project management.

Solution

Jess chose **The Knowledge Academy** for its **flexible learning options**, allowing her to learn at a time that suited her schedule. She appreciated the account manager who smoothly adapted the booking to her employer's payment system. The Agile Foundation and Practitioner course offered a structured overview of Agile methods to enhance her project delivery skills.

Experience

Jess described her experience as **positive and engaging**. She praised her trainer, who made the content come to life through real-world examples and interactive teaching. She rated the overall experience highly, with **8 out of 10** for content. She valued the supportive learning environment, which made the course both enjoyable and insightful.

Outcome

The training equipped Jess with fresh tools and frameworks to apply during the closeout of her current project and in future roles. The new skills have **strengthened her confidence and employability**, providing her with a strong foundation for her next career move.

Results

- **Quality of Course Content:** 8/10
- **Trainer Feedback:** Met expectations
- **Booking Experience:** 10/10

Client Testimonial



Jess Williams

Project Management Professional, Openreach



“The training was engaging and really brought the content to life. The team at The Knowledge Academy were incredibly helpful and responsive throughout, making the process easy and enjoyable. I now have fresh tools to use as I move forward in my career.”