



Example case history and feedback: Flexible delivery – Pod- *we do what we say we are going to do*

Triumph is a UK based global producer of motorbikes. Pod has partnered with Triumph since 2014 designing and delivering a range of business focussed ILM development programmes for junior and middle managers. Pod was requested to deliver a high quality profiled ILM provision for talented team leader and supervisors. We ran 3 courses concurrently on Saturday mornings from 7am – 1pm to fit in with the expanding business.

Delivery partners for

- Management and leadership development: ILM level 3 Award and Certificate, ILM level 5 Award and Certificate–profiled to meet organisational and identified training needs

Customer feedback: Delegates including engineers/assembly technician team leaders and paint shop supervisors - ILM level 3 Award: October 2014

Standard of tutors/consultants for all modules:

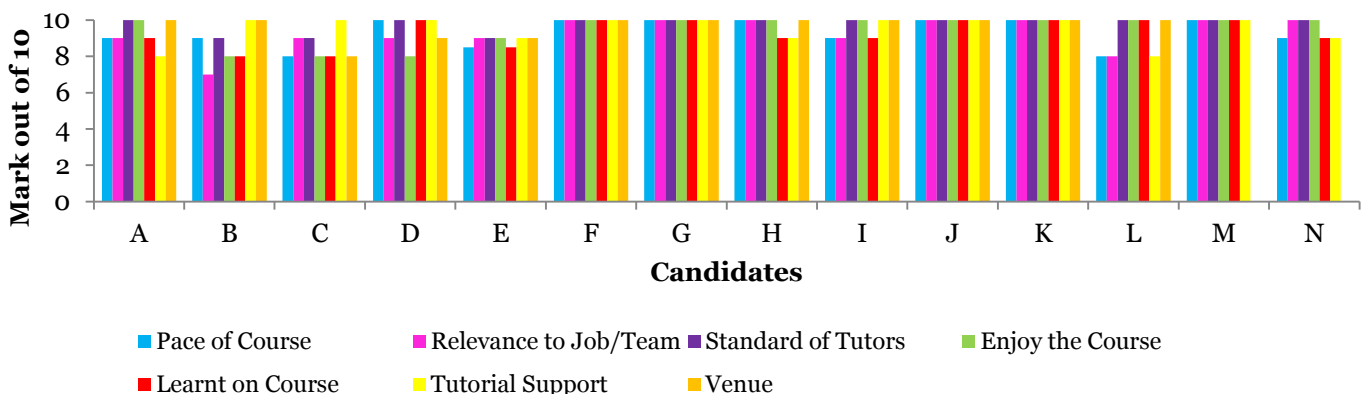
- Always clear and concise/A1
- Clear explanations and supportive approach
- Good delivery by tutors
- Very good, very knowledgeable and easy to work with, also very helpful if confused
- Very professional, helpful, knowledgeable and friendly
- Neil and Maggie work very well together – thank you
- Fantastic and very knowledgeable - Good, fun, clear
- Very knowledgeable and delivered a clear understanding
- Spot on, complement each other well

How much did you learn on the course:

- It will help me to understand people more in the workplace
- Some information already covered in previous education
- I learnt a lot on the course which hopefully I can implement in my department
- I think It has improved my job knowledge and improved my overall skills
- Learnt a great deal
- Always room for improvement
- Every week there's was something to learn and take back to my area and team
- Learned a lot/A lot of new content

Rate the tutorial support you received:

- All help I needed I got
- Support available before and after sessions and via email excellent
- Always some support on emails
- Email support very good
- Good support – quick response when guidance was needed
- Always there for support
- Very good when asked for
- When I have asked for feedback this has been done timely
- Support of good standard when required



Customer reference if required: We are happy for you to talk to our customers to hear what they have to say about pod :- contact@pod-associates.com