

# Customer Review

## **1. Why did you choose BC Training?**

BC Training was recommended to me by my colleague who had taken a similar course with BC Training earlier in the year. The recommendation came after I shared that I was looking to complete a BC accreditation course. Her praise was enough for me to visit the BCT website and begin booking proceedings.

## **2. Why did you choose to take a business continuity course?**

My current role is focused on resilience and assurance, providing second line assurance to the organisation's safety and resilience functions. My intention is to develop on to a 'Head of' position within our Resilience and BC structure. A Business Continuity course was identified as an essential step in that development.

## **3. How was your experience with the BC Training team? E.g. the time between enquiring about a course and booking.**

In a word: Seamless. I received attentive and informative support through enquiry, booking, course preparation, course completion and aftercare. I can not fault the service provided through these stages.

#### **4. Did the tutor's knowledge and presentation skills meet your expectations?**

Yes. The tutor brought a good blend of experience and textbook learning, providing context to the textbook for the learners. It was an online course, and the tutor was also keen to ensure all candidates in the group participated and interacted without being made to feel isolated. The course contains a lot of technical detail by the nature of the subject matter and examination, but it was delivered in a style that encouraged a calm and confident environment for learning.

#### **5. Benefits of online training?**

The obvious benefit to online training is the removal of any commute to a London office. It also provides the learner with the opportunity to spend any break in the day their own way, whether remaining online to discuss subjects or converse with other candidates, to study alone, take an eye break or catch up on their regular emails.

#### **6. How has the training contributed to your career goals? How have you implemented practices you have learnt into your job?**

The achievement of accreditation has boosted my career goals. Allowing me to push on and focus on other requirements. I have also been able to implement learnings repeatedly almost from the first Monday after the exam. Providing BC support for my functions' growth and continuity within the organisation and allowing me to offer high-level plans, business cases and programme activity mapping (among others) for my director.



## **7. Would you recommend BC Training? If so, why?**

Absolutely. The accreditation and membership alone is worth anybody's time if BC is a professional focus of theirs. BC Training also delivers and expect high standards with access to a large experience pool to bring the subject to life.

## **8. Is there anything else you'd like to mention?**

The skills developed and learnt on a BC Training course are transferable skills. The primary focus is for a career in BC, however, you can put them into practice in many other fields if you are developing towards a career in BC and or Resilience, meaning there is no need to wait until you have obtained a BC role.

**CONOR O'BRIEN**

**GROUP RISK, COMPLIANCE AND  
ASSURANCE MANAGER  
MANCHESTER AIRPORT GROUP**

**CBCI CERTIFICATION COURSE**