



**WCS Group**

**Safe Efficient Compliance**

**MARLOWE Critical Services**



Case Study

# Royal Mail Property & Facilities Solutions



Property & Facilities Solutions

## *Delivering City & Guilds accredited Live Virtual Classroom events for RMPFS*

### Background

Royal Mail Property & Facilities Solutions (RMPFS) is Royal Mail's group internal service provider. They are responsible for all hard and soft services for approximately 1,600 sites UK-wide.

The team first started working with WCS Group through the Hydro-X Store utilising their products, notably Dip Slides. These were purchased for use on vehicle systems by RMPFS.

Following this, channels of communication opened up for further opportunities across the wider group, RMPFS were looking for a new training provider who could cut to real-world situations providing more relevant knowledge and skills that engineers and operatives could take back to their day-to-day job role.

### The Challenge

RMPFS was looking to train up to 250 employees on Water Hygiene disciplines including Dip Slide and Legionella training before the end of March 2023. With engineers spread across the country, it became clear that traditional classroom-based courses would stretch their training budget and complicate logistics. At this stage, both Paul Wilson (Hydro-X Training Managing Director) and Yasmeen Bashir (Business Development Manager) began to look at suitable cost-effective solutions.

# Royal Mail Property & Facilities Solutions



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## The Solution

As the longest-running health & safety training provider to deliver quality remote learning, WCS Group was well placed to propose delivering City & Guilds accredited Live Virtual Classroom events for RMPFS before their deadline indicated as the end of the financial year in 2023.

By providing this solution we were able to reduce any logistical issues regarding travel and ease the pressures of cost. The proposal was accepted by the RMPFS representatives and the first virtual course commenced on 15th June 2022. With all Dip Slide training now completed, we are now on course to deliver the remaining Legionella courses before the end of March 2023.

## Value Added

WCS Group are providing a higher quality of accredited training which they were not receiving before. This is helping RMPFS work through their training requirements in a way that suits them.

Following positive feedback from the Water Hygiene courses, they consequently looked into other areas of their training matrix and opted to request a City & Guilds Accredited Fire and Smoke Damper training course at their site in Wolverhampton.

WCS Group have trained 196 of their 250 employees to this date (8th December 2022).

## Testimonial From Ashley Goodall

SME / Contract Manager – Water & Mechanical Technical Services & Contracts

"I am pleased with the outcome of the training so far and we are now looking at further training options with WCS Group. The project with WCS Group runs seamlessly without any headaches for our team. I have been able to delegate the work which has been handled brilliantly by both Claire (WCS Group) and Joanne in our team (RMPFS) ensuring delegate attendance and certification."

If you are requiring support with a remediation project or you are simply looking to improve fire safety within your premises then look no further than our air division.

Training service delivered by Hydro-X Training Part of the WCS Group.



**Hydro-X Training**

Specialist Training Solutions