



## CASE STUDY ~ T2P

T2P is an approved centre for the delivery of the Chartered Institute of Purchasing & Supply qualifications at its new Diploma / Advanced Diploma and Professional Diploma levels. Using experienced tutors, it offers all Core and Optional units. Training tends to be provided over three taught study days, with delegates staying overnight unless they live locally.

T2P has recently been upgraded by CIPS to the status of a Centre of Merit in recognition of its student centred approach and its exam pass rates. It also acts as a regional examination centre. T2P organises approximately 30 courses annually at Wyboston Lakes, with a further five examination sessions.

### Why T2P uses Wyboston Lakes

Providing our trainers and students with an award-winning study environment and a professional atmosphere is key to our success in achieving exceptional pass rates. Wyboston Lakes provides this environment, and is the focal point of our training effort throughout the year.

Our training is different in two respects. We deliberately limit the number of places on each course to help students to focus. We also offer weekend courses for people who have other commitments during the week. Wyboston Lakes reinforces these approaches. It has a wide variety of seminar rooms, so that it is possible to select one that is a perfect size for our groups. It is also effectively staffed at the weekend, whereas most other comparable venues reduce their staffing levels and concentrate on social events. Wyboston Lakes is in effect the only venue to offer specialist training facilities over the weekend – without compromise. You actually can't tell that it is the weekend, in terms of facilities available, staff support and catering. Hotels, which in theory have the space and are open, can be prohibitively expensive at weekends and lack the necessary focus.

Wyboston Lakes is so flexible. For example, if a course overruns its stated closing time, you don't have people trying to shift you out, like you would at a hotel. Equally, the venue understands our need to change our arrangements at the last moment, or if we haven't been entirely accurate in the advance information we've provided.

One of the venue's key attributes is continuity. Many training venues have a significant turnover of staff, whereas many of the staff with whom we deal have been with Wyboston Lakes since we first came to the venue in 2009, so they understand our needs and the way we work.

An important part of our proposition is that we also offer an examination service. Wyboston Lakes staff understand the special needs of this sort of activity, and play an important role in providing appropriate conditions.

Food is of a high quality in terms of variety and skill. Service is efficient, with little or no queueing. The coffee break areas are fully equipped and always available, so that break times can be flexible – it's not a question of stopping the course when the tea trolley arrives.

IT and AV equipment is excellent, and it's great for us and our delegates to have a fully reliable Wi-Fi service across the site.

Wyboston Lakes has proven a very accessible location for our clients, who can come from anywhere in the country.

One of the most appealing aspects of using Wyboston Lakes for us as organisers is its 'no hidden extras' policy. For example, lunch and unlimited refreshments are included in its delegate rates, making it easy to add these to our course fees without needing to guess at the on cost.

The ability of Wyboston Lakes to provide a pleasant, stimulating environment and the willingness of staff to go beyond their brief was epitomised two years ago when we were training a group of senior public service officials from an Asian country. The course ran for a total of nine weeks, and as most of the delegates had not visited the UK, the way the venue helped them to feel welcome and relaxed was critical to the success of our training.

As well as being sympathetic and generally helpful, the venue developed tailored information packs to ensure our delegates were able to make the most of their stay. The pack included details of local mosques, transport to attractions and events in the region and travel options to London. Our delegates were so impressed with the venue that they invited a group of their seniors over to the UK, who stayed for a night at Wyboston Lakes. The culture of the country is highly status-driven, and it is a measure of the quality of facilities at the venue that their stay was so successful. Delegates still talk about that course as the best they have ever attended.

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