

Aria Guzu, Central Services Manager at JBS, University of Cambridge, highlights the importance of project management in her role and the benefits of adopting the APM (Association for Project Management) within the University of Cambridge. Here she discusses her experience studying for the APM Project Fundamentals Qualification (APM PFQ).

## APM PFQ

# Case Study

## APM PFQ

**"I will absolutely recommend your training to anyone who is looking to implement APM in their workplace - it was brilliant, thank you so much!"**

### Employee Profile:

**Name: Ara Guzu**

**Role: Central Services Manager**

## The Company

The University of Cambridge, located in the United Kingdom, is a renowned institution of higher education with a rich history spanning over eight centuries.

It is widely recognised for its academic excellence, research contributions, and commitment to providing a world-class education.

### Why choose APM training?

So Aria, why did your organisation select APM instead of other project management methods?

*"I believe APM lends itself better when it comes to diverse professionals coming from different backgrounds and working on particular services/products. Many of our colleagues are extremely well qualified and experienced in their particular fields, but they lack project management expertise. APM has more flexibility and allows our colleagues to adopt it into their particular context."*

*"The specialised training we had, illustrated how we can adopt project management into our particular context. Even colleagues with little to no project experience were able to grasp the concepts and connect the dots, making it easier to apply throughout teams and different departments."*

## Overview

As a Central Services Manager, Aria has a background in operations and project management, holding an MBA with a specialisation in project management. Her responsibilities involve managing different programmes and ensuring smooth delivery through efficient communication, well-managed workflows, and organised dependencies. Any delays in project delivery can result in contractual issues, penalties, additional costs, resource constraints, and reputational damage. So it is essential for her to have the relevant training.

We talked a little about Aria's experience on the course and what she thought of it...

## Course materials

Aria found these to be extremely helpful adding;

*"It allowed me to visualise the concepts and take personal notes. It was very handy when preparing for the exam, I believe it will continue to support many of my colleagues throughout their career as it can be re-visited time and time again."*

## Trainer engagement

Aria felt that the trainer was engaging and also successfully connected the APM approach to company objectives.

“It was well adapted to our context and the trainer managed to successfully pick up any signals of confusion. When colleagues struggled to grasp a certain concept, then more information and examples were offered. We were asked to advise how we managed our projects and what were the standard practices, so that the material taught could be explained using our particular circumstances.

The overall course was well designed, with witty comments, real life situations and examples, as well as questions to our team.”



## Relevant topics and exam preparation

Aria found the topics of Risk Management and Quality Control to be particularly engaging and relevant within the APM PFQ syllabus and the course left her very well prepared for the PFQ exam:

*“The trainer spent enough time reviewing our test answers and explaining any difficult questions, giving examples and making sure everyone in the room understood why a particular answer was more suitable than the other. We also got explanations when other answers could potentially be correct - in what particular circumstances or how the question should be rephrased. It helped to deepen our knowledge!”*

## Impact on daily role and recommendations

The course significantly improved communication within the team by establishing a common project management language. Aria continues:

“It ensured we all use the “same language” - some of us that already had some project training experience used different expressions and terms, hence causing misunderstandings and creating small little issues within the team until now.”

## Training horizon...What's next?

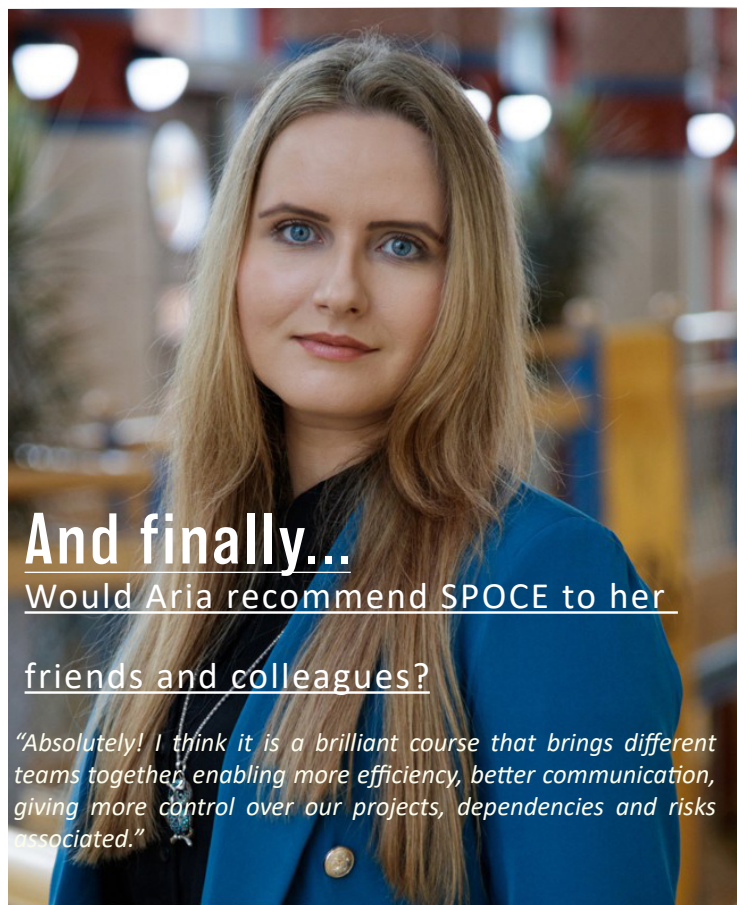
Looking ahead, Aria plans to pursue Lean Six Sigma training to further enhance her skill set and contribute to continuous improvement within her role.

The APM training provided by SPOCE has proved invaluable to Aria and the University of Cambridge. By adopting the APM approach, she has gained a comprehensive understanding of project management principles and techniques along with her other colleagues.

## About SPOCE

SPOCE Project Management Limited is a global leader in delivering best practice training for project programme and risk management.

We offer a wide range of courses which can be tailored to suit any form of training need. For example, public courses e-Learning, blended learning, virtual classroom and client workshops. SPOCE is the flagship training provider for PRINCE2® and MSP® and APMGs first ever training provider.



### And finally...

Would Aria recommend SPOCE to her friends and colleagues?

*“Absolutely! I think it is a brilliant course that brings different teams together, enabling more efficiency, better communication, giving more control over our projects, dependencies and risks associated.”*