



Why having a dedicated project manager is so important



We understand how important it is to have one point of contact to guide you through your project. Our project managers are dedicated to ensuring that this is the case throughout. Here are some of the ways they do this...

What to expect from your project manager at Virtual College...

Completely customer-centric. In order to provide you with your perfect learning solution, understanding your exact needs and requirements whilst also building a trusting professional relationship is incredibly important to us. To pinpoint your specific needs, we make sure to question our

every action and ask ourselves, "Is this meeting our customers' wants and needs?". Having open communication channels and weekly meetings means we're able to communicate with you regularly, keeping you in the loop throughout the whole process.

Why is what we do important?

Your requirements are pinpointed and understood completely. Understanding our customers and building relationships is what our whole ethos is based on: these are the key principles of any project. It's pivotal that we work together to create actions, set deadlines and progress the project.

As with any project, there are always a number of elements that may obstruct the process: this could be issues with time, budget or stakeholder opinions.

Our project managers will address these issues head on, ensuring every part of the process is completely transparent, even if that means having to communicate a problem or challenge. Being realistic in our management approach means being open and honest and that's something we strive to do. It's, a sure way of maintaining a great relationship with our customers whilst also ensuring all parts of the project are seamless.

What's in it for you, the customer?

Flexibility, trust and approachability. Whether you're new to e-learning solutions, or have been implementing learning for a while, our approach to the project management of your project is completely flexible and tailored to suit you.

We understand that e-learning can be hard to get your head around, particularly if you're new to it. Being able to offer a tailored approach to each and every customer ensures that the project runs at at

your pace and your understanding. Need a bit of hand holding to start with? No problem, our project managers can go over things as many times as you need. We appreciate that your stakeholders can apply huge pressure to "get it right", particularly when there's a financial risk involved, so knowing that our project managers 'have your back' can feel like a weight that's been lifted. You know you can count on them to be completely honest and open with you at every stage.

Top 5 traits of a good project manager...

Well organised



Every project is different and has many moving parts meaning being "on it" is crucial to a well-executed project.

Communication skills



No one likes a waffler. Being able to communicate precisely and to the point, without overcomplicating matters, makes all the difference. Communication also comes down to approaches. Our team are experts at delivering the right message, making things clear when it comes to why decisions have been made, and why certain steps need to be taken. In essence, they understand the importance of explaining things fully.

Enthusiastic and passionate about e-learning



Who wants to work with a manager who doesn't care? Our team thrive on being passionate and enthusiastic about how e-learning can have a positive impact on a business.

Understanding the project fully



A good project manager shouldn't just have a general idea of what's involved in creating a project, but a full understanding of the project itself. This is achieved by being there at the beginning, middle and end of a project, and committing to understanding all the ins and outs, and answering questions like "why is it being made?", "what does my customer really want?" and "what do the learners need?"

Collaboration skills



We like to think of our project managers as mediators. The main job is to ensure everyone is satisfied with the outcome. They work closely with the internal teams to make sure that everyone understands what is required of them, which in turn helps ensure the customer and their stakeholders are satisfied too.

A VC project manager answers your FAQs

What project management style do you adopt?

Whatever style you need! Our project managers understand that everyone has a different understanding of e-learning so are able to adapt their approach to suit a customer's specific needs.

How often will I meet with my project manager to discuss the project?

Weekly. Every week you and your project manager will have a dedicated hour in your diary to discuss the project. Even if the hour isn't used every week, your project manager will always have an hour in their diary booked out for you. It's up to you how you use it. Some weeks you may need more time as well, and again our project managers can be flexible, depending on your needs and the needs of the project.

What makes VC project managers so great?

The time we take to fully understand your wants and needs, as we understand that this will make all the difference to your experience at Virtual College.

Our human centred design approach extends across our whole team and underpins how we work, and we think it is this that sets us apart.

