

# OFGEM CASE STUDY

## About LCT

LCT International is recognised as a leading, global provider of CPD accredited training.

We are delighted and proud to announce we have recently achieved Provider of Training Excellence Status.

## Training Approach



### Interactive Learning

Case Studies, Group exercises, real - world application to ensure practical engagement.



### Leadership & Stakeholder management Focus

Strengthening Decision-Making, Team Leadership and Collaboration.



### Practical Application

Hands-on experience tasks and strategies.

## Overview

LCT's CSR course offered Ofgem's Assistant Operations Manager a comprehensive overview of Corporate Social Responsibility. With Ofgem's support for personal development, the course equipped her with the knowledge and skills to explore CSR as a potential future career path.

## Challenges

**Career Exploration:** The Assistant Operations Manager wanted to explore CSR as a potential career path.

**Course Requirements:** She needed an accessible, introductory CSR course to understand the fundamentals.

**Workplace Support:** Ofgem supports continuous development with training budgets and personal development plans.



## Course Outcomes

- **Comprehensive CSR Overview:**  
The participant gained a clear understanding of CSR, including its importance, best practices, and the link to corporate governance.
- **Practical Application:**  
Learned to create and implement CSR action plans, making a business case for CSR and embedding it into organizational culture.
- **Engaging Learning Experience:**  
Interactive, real-world-based training techniques, including discussions, case studies, and role plays, kept the training dynamic and engaging.
- **Career Impact:**  
The course inspired the participant to consider CSR as a viable career path, energizing her to plan her next career move.

## Impact & Testimonials

"The whole package – from registering for the course, which was easy, to the warm reception I received from LCT staff on arrival at the training centre and the courtesy shown to me throughout the training, to the delivery of the course by two fantastic consultants."

### - Participant Feedback

## Focus On Quality

LCT International is accredited by the British Accreditation Council. This accreditation means that LCT International has chosen to seek external accreditation and receive a review on its processes to demonstrate that it is a high-quality organisation.

In order to achieve BAC accreditation, the institution has to demonstrate that it meets BAC's rigorous standards in four inspection areas:

- ✓ Management
- ✓ Teaching
- ✓ Welfare
- ✓ Facilities

## Client Satisfaction

We have built our reputation on the cornerstone of excellent customer service and top-quality training consultants, all of whom have extensive experience in their respective fields.

*The result is extremely high levels of client satisfaction.*

We emphasise the practical element of our delegates' learning experience: we take time to show them how to apply theoretical management concepts to real life scenarios, allowing them to utilise the tools and techniques learnt with their respective work scenarios.