



Home Service Business Stream Reskill



Sky Home Service Business Stream Reskill Part-time Programme

Duration: 1 week followed by 28 evenings (2 evenings a week for 14 weeks)

Client Relationship Director: Sam Gilkes

Lead SME: Jay Patel

Programme Overview

A reskilling programme which is specifically aimed at individuals with a non-technical background in Sky's Home Service and CSG teams who are interested in starting a career in business.

This programme is delivered over 15 weeks. The first week is full immersion training followed by 14 weeks of 2 evenings per week (trainer-led, self-study and dedicated coaching sessions at regular intervals). At least one session a week is a Learning Session where new topics are taught followed by a 2nd evening session in the week which is either a second Learning Session or a Tutor Session. The tutor sessions are short pair catch-ups which are pre-booked appointments and last between 15 to 30 minutes and are an opportunity for homework to be reviewed. The tutor session appointments are scheduled between 6 to 9pm on the allocated evening.



Programme Outline

Pre-Course Learning

Agile Fundamentals – Cloud Academy (2 hours pre-requisite)

Week 1 – Modules

Day 1, 9am: Introductions, programme overview & project introduction (1 hour)

Days 1-2, 10:30am: Working as Product Owner in Agile Teams – QATPSPO (2 days)

Day 3-5, 9am: Practical Business Analysis – QAPBA (3 days)

Week 2: Modules

Evening 1: Communication Essentials – skills hack (3 hours)

Evening 2: The Scrum Master as a Change Agent – Cloud Academy (1 hour)

Evening 2: Facilitating Effective Agile Workshops – Cloud Academy (1 hour)

Evening 2: Check-in with coach

Week 3 – Modules

Evening 1: Stakeholder Management: Managing key relationships – skills hack (3 hours)

Evening 2: How to Influence – skills hack (3 hours)

Week 4 – Modules

Evening 1: Practical Use Cases - QAPUC (2 x 0.5 days)

Evening 2: Practical Use Cases – QAPUC continued

Week 5 – Modules

Evening 1: Agile Project Management Foundation – PPMAGF tailored (2 x 0.5 days*)²

Evening 2: Agile Project Management Foundation continued

Week 6 – Modules

Evening 1: User Experience Fundamentals – QAUX tailored (2 x 0.5 days*)⁴

Evening 2: User Experience Fundamentals – QAUX continued



Week 7 – Modules

Evening 1: Making an Impact at Meetings – 3 hours skills hack

Evening 2: Coaching + buddy up with tech stream to start scoping requirements and project output

Week 8 – Modules

Evening 1: Web Development Fundamentals - QAHTML.CSS tailored (4 x 0.5 days*)

Evening 2: Web Development Fundamentals

Week 9 – Modules

Evening 1: Web Development Fundamentals - QAHTML.CSS continued

Evening 2: Web Development Fundamentals

Week 10 – Modules (With tech colleagues)⁴

Evening 1: Design Thinking Workshop – QADTW tailored (2 x 0.5 days*)²

Evening 2: Design Thinking Workshop

Week 11 – Modules

Evening 1: Digital Business Risk Awareness – QADBRAC (2 x 0.5 days)

Evening 2: Digital Business Risk Awareness – QADBRAC continued

Week 12 – Modules

Evening 1: Present with Impact – MPDPWI (2 x 0.5 days*)²

Evening 2: Present with Impact – MPDPWI continued

Week 13 – Modules (With tech colleagues)

Evening 1: Project work & Coaching

Evening 2: Project work & Coaching

Week 14 – Modules (With tech colleagues)

Evening 1: Project work & Coaching

Evening 2: Project work & Coaching

Week 15 – Modules (With tech colleagues)

Evening 1: Present draft presentation to Coach + informal feedback

Evening 2: Final project Showcase



BA Deliverables:

Week 3: Terms of Reference/ PID & PIG

Week 4 – Use Case Diagrams

Week 5 – Project plan

Week 6 – High level product backlog

Week 7 – Prioritised requirements

Week 10 – UI Wireframes / Mock-ups

Week 13 to 15 – Actions from Retrospectives, Sprint plans

Week 15 – Final Presentation to present website

Assumptions:

* An off-the-shelf course which typically has a longer duration. In designing this programme, an assumption has been made that these can be condensed. Please note, this is subject to confirmation from course authors and the programme design may change as a result.

For information:

Agile Project Management Foundation – PPMAGF (2 days course condensed to 1 day)

User Experience Fundamentals – QAUX (4 days course condensed to 1 day)

Design Thinking Workshop – QADTW (2 days course condensed to 1 days)

Web Development Fundamentals – QAHTML.CSS (4 days course condensed to 2 days)

Present with Impact – MPDPWI (2 days course condensed to 1 day)

Recommended internal upskill areas following completion of programme:

Developing your People

Interviewing Skills



