<u>**C59 Challenge**</u>

What measures are we using to internally validate the effectiveness of the training we're providing to our engineers on vulnerability support and CO awareness?

4. Delivering better outcomes for our customers :
4.2.3 Help for those who need it most.

Q: What measures are we using to internally validate the effectiveness of the training we're providing to our engineers on vulnerability support and CO awareness?

This was covered in the deep dive that took place on 19.09.19

In addition, we have a number of measures in place internally that we will be able to use to test the effectiveness of the training that we are providing. These are recorded through the Customer Interface Centre, which is a APP that allows us to record the number/type of support referrals that our engineers make, and the CO awareness sessions that are held. We will actively monitor these, as we do now, to make sure that the services are being consistently offered to our customers.