



Academy Update
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Final

Hörmann Training Academy – the show must go on!

During 2019 Hörmann UK launched their training Academy at their Coalville site, a key part of the company's commitment to support their dealers and partners through free first-class training and support. Thirteen training courses were successfully delivered that year, covering a range of sales and technical, in-depth fitting courses for all major product groups for the domestic and industrial markets.

At the beginning of 2020, 16 new courses had been scheduled for the year and were all fully booked by the lockdown in March. With the COVID pandemic taking hold these were cancelled with only essential on-site installation training and guidance continuing for the remainder of the year. With the start of 2021 seeing continued restrictions, Hörmann has realised a more creative approach is required to enable them to open the Academy and restart their training programme.

Work is currently underway to produce a range of virtual, online sessions to ensure that whatever the forthcoming COVID restrictions entail, Hörmann can continue to provide industry beating training and support. A series of 'How To' videos covering the most popular topics such fault finding and diagnostics on our Industrial control systems will be posted on the company's YouTube channel, together with plans for interactive, online Q & A sessions which will cover the most common fault-finding and diagnostic issues.

Phil Clarke, Service Manager at Hörmann UK comments, "Training and the sharing of our expert knowledge continues to be a key objective for us. We had an excellent start with the Academy, but circumstances have changed so we need to be innovative in the delivery of our training programme and digital platforms provide us with a fantastic opportunity. However, the Team do look forward to the day when we can start welcoming people back to the Academy in Coalville and provide training in-person".

Plans are also being formulated to hold a virtual Innovation Day later in the year. This will consist of a digital open day with emphasis on the company's industrial product range and service provision. Featuring both pre-recorded and live sessions, the invited audience will have the flexibility to join the whole programme or select sessions which are most relevant to their requirements.

To find out how Hörmann visit <https://www.hormann.co.uk/industry-commerce-and-public-authorities/service-repair-maintenance/> or call 01530 516868

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