



## CASE STUDY

James- Trainee  
Compliance Engineer

**OpenView**

### WE ASKED JAMES, OUR TRAINEE COMPLIANCE ENGINEER, TO TELL US ABOUT HIS EXPERIENCE.



Before joining OpenView's Trainee Compliance Engineer programme, James spent five years working in retail. His role involved customer service, operational responsibility and team leadership within a busy store environment. "I worked closely with management to make sure everything ran smoothly across departments," he explains. "I was a primary key holder, managed warehouse and deliveries, and led a team in my area."

While he enjoyed the teamwork and problem-solving elements, he knew retail wasn't a long-term plan. "I wanted something more technical – a role where I could build practical skills and work towards a trade." Although he hadn't

previously considered compliance engineering, he had always been interested in hands-on, tool-based work.

The structured nature of the trainee programme was what caught his attention. "It wasn't just a job – it was structured training, recognised qualifications and real site experience." For James, the biggest driver was progression. "I didn't want to stay in a role without clear development. I wanted something long-term and skill-based."

After discovering the opportunity on Indeed, he applied and quickly realised it was the right move.



"It wasn't just a job – it was structured training, recognised qualifications and real site experience. It's given me direction and the confidence to build a proper career in this industry."

**James - November 2025**  
Trainee Compliance Engineer

“The process was straightforward and professional. When I was offered the role, I was genuinely excited – it felt like the start of something with real long-term potential.”

The initial training period provided a strong foundation. “The classroom sessions were well structured and balanced theory with practical understanding. Learning about fire alarm systems and compliance standards gave context to what we’d be doing on site.”

He felt supported throughout the transition, both by the training team and the wider engineering and admin teams. “That support made a big difference.”

James is part of the latest cohort and has recently completed his initial training period. He was mentored by an engineer from Cohort 1 – a full-circle example of the programme

developing its own future mentors. “Working alongside experienced engineers was one of the most valuable parts of the programme. Being able to observe first, ask questions and then gradually take on responsibility helped me develop quickly.”

Since joining the field, James has already received multiple emails of positive feedback from clients – recognition that reflects both his professionalism and the standard of his work. “It’s rewarding knowing the work we carry out directly contributes to safety and making sure systems operate correctly when needed.”



He is now confidently carrying out fire alarm servicing, emergency lighting testing and associated warden call equipment checks as part of the compliance team. Although he has not yet begun his Level 3 Fire Alarm qualification, this will form part of his continued development as he progresses further in the role.

Reflecting on the journey so far, James is clear about the impact. “The programme has given me direction, recognised training and real practical experience in a specialist field. It’s helped me grow professionally and personally – especially in confidence.”

His advice to future applicants is straightforward: “Be willing to learn, take responsibility and step outside your comfort zone.”

Looking ahead, James plans to continue building his qualifications, experience and professional network within the fire and security industry. “For me, this is just the beginning.”

