



# ...PROOF THAT TRAINING PAYS

*Training and a team approach are the order of each day for Gas Care Wales, whether it's out on site or back in the office at the end of the week. General Manager Roy Colman explains more...*

### This is what we do...

Our business is heating installation and we provide training across the whole spectrum of plumbing qualifications, to ensure our team have the right skills for the job. As well as standard plumbing qualifications we also train our team in LP gas for when they work on systems of that type.

Traditionally our installers work in teams of three. The team is made up of one fully qualified plumber with a gas qualification, another fully qualified plumber and one apprentice. We have four apprentices at the moment and one of these recently won an Apprentice of the Year award.

We've also put existing staff through training to gain formal qualifications. Recently two of our men were working as mates and we trained both of them up to reach NVQ2.

### Training works for us. Here's why...

As a result of our training we have a very highly skilled workforce. The more skilled they are, the better they are at their job, which benefits both the individual and the company.

The team approach we take with an apprentice working alongside an NVQ3 plumber works well for us. The apprentice can watch and learn at a high level from



the outset and aspire to reach this level themselves.

From a commercial perspective, the renewables market is growing fast and you can't afford to be unskilled in this area. You need at least NVQ2 to be able to work with these systems. As the new qualifications and training become available, by ensuring our staff are skilled to a certain level we're prepared for the business it will lead to once the demand kicks in.

### Our advice to others...

Across any part of your business, if your team is qualified you have happier

### The case in point

We're always striving to develop further. We found we had a few installation teams that were extremely productive, while others worked at a slower pace. To investigate this we conducted a project with Construct Wales. They videoed both sets of teams and we studied the best practice of the top installers.

The staff in the slower teams watching these films learnt a lot from their counterparts. As a result they changed the way they worked, improved productivity and generated savings that we can now pass back to the client.

people who are competent at what they do. This ultimately works out for us and the employee. It's great to feel the sense of achievement from individuals when they've accomplished something – it creates a buzz among their colleagues and leads to healthy competition.

Apprentices do cost time and money, but it's worth it. We would take on more if we could get match funding, it's our ethos to train for the future.

Finally, no one should ignore the potential of the renewables market – if your staff aren't trained sufficiently to work on these new systems, your business might be left behind.



### What a Good Day means to us...

...when the team have been away all week, on Friday afternoon we'll get them back in the office for tea, a debrief and training on softer skills. It's a learning opportunity but it's a great way to end the week with a pat on the back.

\*Good Day is brought to you by SummitSkills, the Sector Skills Council for building services engineering, helping you to develop the skills of your employees, making you and your business better equipped to succeed.