



...PROOF THAT TRAINING PAYS

Mechanical and electrical contractor Hevertch believes formal training gives confidence to both staff and clients, leading to improved efficiency and a higher number of contract wins. Assistant Electrical Manager Dave Horkan tells us more...

This is what we do...

We have around 45 employees at Hevertch and training is a fundamental part of our business. It's not just at apprenticeship level; across the company we have an ongoing health and safety training matrix, members of staff doing accountancy and communication courses, senior management involved in business development training and a number of technicians undertaking their Higher National Certificate (HNC) in Building Services.

For the technical staff in particular, it's vital these days that we design and sell environmentally-friendly solutions to our clients and our technicians have to be fully up to date with energy saving, lighting efficiency and use of gasses. In addition to their external training, we mentor our HNC students in-house to ensure they excel in this area.

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

We believe that all training is beneficial – it adds efficiency to any project. Through our training programmes we are confident we have a highly skilled team on every job, from an apprentice through to the project manager.



Health and safety-wise, it's essential, and means all our site staff are aware of health and safety regulations and carry out their work in a safe and satisfactory manner to reduce the risk of injury.

On a technical front, our HNC training leads to staff who are fully qualified in M&E design. This allows us to return designs and tenders more competitively than we might have done previously to help us secure future work. When clients see we have a competent team and a training ethos across the whole company, they realise they will gain value from us and this sets us apart from our competitors. We've already had positive feedback from clients which reinforces our efforts and proves it's worthwhile.

The case in point

Our commitment to training has also bred loyalty from our employees and success for individuals. One of our apprentices came to us from school and progressed through the company to become an electrician, approved electrician, technician and is now a project manager.

He would not have achieved this without his own dedication and our training and investment.

Our advice to others...

I'm a big believer in training investment. Any companies that ignore the need for staff development are very short-sighted, because all training is a benefit. Those who don't get involved will fall by the wayside.

Clients are now demanding a professional and competent service and legislation is changing week by week, so training is essential. There are firms similar to ours who invest and are loyal to training, but those who do are miles apart from those who don't, and it's the proactive companies who will win the business as the market becomes more competitive.



What a Good Day means to us...

It's a day that has run smoothly with no major problems, or if problems do occur, we can rest safe in the knowledge that they're quickly resolved because we have good people in place.

*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.