



...PROOF THAT TRAINING PAYS

Graham Rothwell, Managing Director of Rothwell Plumbing Services tells us how a strong belief in staff development has led to a workforce of the highest quality and extremely satisfied clients...

This is what we do...

At Rothwells we're continually upskilling our staff. We have the best reputation in the business and we believe that's down to the people we train.

In addition to our 22 apprentices, we have around eight adult trainees. Our qualified plumbers are regularly trained so they're up to date with gas safety and changing technology, and we have devised a tailored system to ensure installations are commissioned properly. Even small touches such as inviting manufacturers' engineers to spend the day with our commissioning engineers help us to fine tune our work and as a result customers have reported they are using less gas.

In the office, we're currently sponsoring one of our quantity surveyors through their Foundation Degree and our Health and Safety manager is undertaking a qualification equivalent to NVQ4. At a senior management level, we've just signed up a number of managers to a 12-month business development programme.

We're particularly pleased with our new in-house courses that are accredited by the British Safety Council. They reinforce the team's knowledge of Health and



Safety issues and it's encouraging that staff are putting themselves forward for this non-compulsory development.

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

We have a client satisfaction rate of 98.7% and this is undoubtedly due to our staff competence and the training we provide.

There are many benefits for both the individual and the business – staff become more competent, better skilled and gain confidence. The fact that we pay for their training in the best establishments available reinforces their sense of belonging and job security. In return we get loyalty, a better working environment and increased productivity because they are more informed about the job.

With our adult trainees specifically, we believe in giving people a second chance and so far we've not been let down.

The case in point

It's the small things as well as the big things that make a difference, and we've got a wide range of achievements that help to boost our workforce:

- 98% of our staff hold a CSCS card
- Approved heat pump installer under the Microgeneration Certification Scheme
- One member of staff was named the 2008 Plumbing Craft Operative of the Year
- We've just had our three year review for Investors in People and passed it with flying colours. Our assessor was so impressed they recommended we go forward for a national award.

One of our original trainees is now a site supervisor. We've found that if you take a chance you reap the benefits.

Our advice to others...

Quality is everything. You're only as good as your last job and without proper training you produce imperfect work, which a client notices. We train to best standards and as a result get the highest quality from our staff.

Training is fundamental to business growth. The more we train, the wider we can spread our net and secure new work. It's a commercial world and all companies should be taking every opportunity to stay one step ahead of the competition.



What a Good Day means to us...

It's great to go out on site and witness our apprentices and adult trainees putting their new skills into practice. Ensuring everyone goes home safe each night is high priority and we're proud to be helping train the next generation of plumbers and heating engineers.

*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.