



# ...PROOF THAT TRAINING PAYS

*John Holloway, Contracts Director at TSG Building Services explains why their low staff turnover and contract success is down to a proactive approach to skills development...*

### **This is what we do...**

We develop our entire workforce and plan the training at all levels – whether it's to meet company needs, the employees' needs or legislation.

We run numerous apprenticeship schemes across various industries for our engineers, that includes a bespoke programme devised in conjunction with SummitSkills to meet our specific company requirements. Outside of the apprenticeships we ensure staff have all the skills they need through gas, Health and Safety and manufacturers' courses.

Supervisors and managers are given training to improve their management skills – this helps with running the business successfully and is equally as important for dealing with colleagues and clients.

We're also pleased that our entire call centre team completed an NVQ Level 2 in Customer Services, which was sponsored by Train to Gain.

Overall, to ensure we continue to have a say in how our employees' skills are developed at a strategic level, TSG sits on the SSA implementation group for SummitSkills and is part of the employers' forum at the College of North East London.



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

Our employee turnover is very low and we also have very loyal staff. We're pleased that during our Investors in People audit a number of our employees said this loyalty was due to the training we provide.

Low staff turnover means that our contracts run more smoothly due to the continuity of the workforce, their knowledge and the fact that they're working to our standard. They're 100% focused on the task and produce a better quality of work than agency staff or subcontractors could provide, which causes less disruption to our clients.

### **Our advice to others...**

If you invest in training your employees the end result is a reliable workforce.

### **The case in point**

We have had two operatives who completed their apprenticeship and will now do the BTEC Construction course. This leads onto a degree, which will give them the training and qualifications for management.

We feel this is an excellent route to a degree that can be achieved via an apprenticeship rather than the traditional academic route. An added benefit will be that they have developed within our company while training to degree level and therefore are well-versed in our requirements from day one, which makes for a more rounded and productive employee.

This reduces the need to employ subcontractors or agency staff who only have a short-term interest in your company and often produce inferior work as they are not drawn into your ways of working, which not only causes problems to your company but also your clients.

It also helps when tendering for work and undoubtedly has helped us to win contracts – local authorities look at potential suppliers' approaches to staff development and training as well as the ultimate cost. Our training is looked at favourably and clients have been impressed with the work we do in this area.



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

It's seeing our highly trained loyal staff carry out their work to our unrivalled standards.

\*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.