



Going further



Skills Training UK
achieve more

Going further

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The success of this project is in no small part down to the professional help and support of Skills Training UK.

Morrisons

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Achieving more

Skills Training UK is one of the fastest growing training and job placement businesses in the country, with a widespread reputation for professionalism and integrity, and a real passion for bringing out the best in people. We help individuals find work, and enhance their long-term career prospects with improved skills and recognised qualifications.

We also help businesses recruit, train and retain the staff they need – now and for the future.

Our knowledge, experience and pioneering approach helps individuals and businesses achieve more, making us a powerful enabler, and an influential voice for today's policy-makers.



Going further



Making a real difference

From jobseeker to team leader

Hayley was sent to do her Basic Skills course with Skills Training UK twice. She had little experience, behavioural problems and writing difficulties.

Initially, she was reluctant to attend classes and was disruptive towards other customers. Hayley lost her first job as a warehouse person within a week because of her casual attitude towards work, and returned to Skills Training UK shortly afterwards. Following considerable one-to-one counselling from a dedicated Tutor to discuss her strengths

and ambitions, Hayley started attending classes again, and her attitude, behaviour, and writing skills began to improve dramatically.

With the support and motivation of the Skills Training UK team, interviews with Iceland and Morrisons followed, resulting in two job offers. Hayley now works at Iceland and has made a very positive impression with her managers, leading to her recent promotion to Team Leader.

Creating opportunity

Established in 1992, Skills Training UK is a specialist employability and skills training provider working at the leading edge of Welfare to Work provision and career development training. Our customers include some of the most disadvantaged groups in society and benefit from a diverse range of vocational training, employment solutions and back-to-work services. There are key challenges facing UK PLC with regard to Employability and Skills, Social Inclusion and Welfare Reform. We are making a real contribution to this debate at senior governmental level both as a major provider and through our Chief Executive, Martin Dunford OBE, who is Chairman of the Association of Learning Providers.

Leading the way

With our own state-of-the-art training centres and a network of more than 60 sub-contract locations, our flexible, innovative

delivery techniques and sophisticated management information system place us at the forefront of our industry.

Working with National and Local Government Agencies and in partnership with some of the top businesses in the private sector, including Morrisons, The Metropolitan Police, Toys R Us, Sainsbury's and British Airways, we take an intelligent, lifetime career partnership approach that brings lasting benefits and new opportunities for all our customers.

Our impressive track record comes from fully integrating employers into our business model, so our training has real-time, real-world relevance. This pioneering approach, combined with our extensive knowledge, experience and total commitment helps create real and enduring advantage for the people and businesses we work with, by ensuring they are best equipped to progress and thrive.



At Skills Training UK, we value high performance – from our own people and the people we train and place in work. We only employ high quality staff and cultivate a 'can do' culture that runs throughout our business. Our approach is honest, open and fair, with a passion for what we do that's driven by a genuine desire to improve the quality of life in the communities where we work.



Improving performance

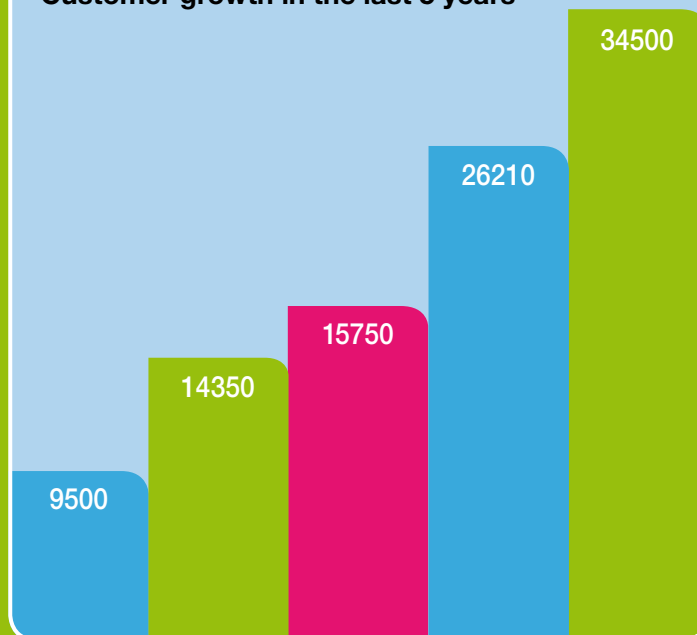


We now deliver employer-led provision to over 30,000 unemployed people a year, as well as providing career development training for a substantial number of individuals already in work. In the last three years we've more than doubled in size – at the same time as significantly improving performance during difficult economic times. Our track record demonstrates a healthy combination of significant growth, Prime Contract performance and excellent supply chain management techniques.

Our successful approach is reflected in many ways – from the high calibre of the business partners we work with, to our inclusion in and contribution to sector defining reports like the UKCES Employability Challenge and FE Works. Skills Training UK continues to win new business, extending its range of services and building on a reputation for consistent, high quality delivery and a flexible approach.



Customer growth in the last 5 years





Making a real difference

“ The Train to Gain team from Skills Training UK was engaged by British Airways to deliver Customer Service, Team Leading, and Management NVQ's for the Customer Service Call Centre staff as part of a redundancy package. This Customer Service team handled enquiries from customers who wrote directly to the Chief Executive, as well as Corporate customers and members of the frequent traveller clubs. A dedicated assessor was assigned to work solely with British Airways as the qualifications had to be delivered within the three month redundancy period. Thirty one members of the team signed up and twenty six went on to complete their qualifications within the three months before leaving British Airways - for many of the team it was their first formal qualification to demonstrate their competency in Customer Service.

British Airways

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Going further

Whatever the individual needs of our customers, we have the resources to meet them. Whether it's writing a good CV, improving interview techniques, achieving qualifications from Basic Skills to NVQs or learning the specific skills required for a particular job, we always deliver.

Our expert Customer Advisors assess individual requirements, set action plans and continually review progress. Customers also have access to Jobs Search

Support, and all the facilities of our modern, professionally equipped training centres. Perhaps most importantly, our Employer Engagement Team works hard to establish and develop long-term relationships with businesses that regularly recruit new staff. So our approach and our training can be geared to what the market really needs – which means there's much more chance of our customers finding sustainable, long-term employment.

At the same time, businesses need to be more flexible and adaptable to remain competitive. Employing people with the right skills, knowledge and attitude is key to meeting today's commercial challenges and a fundamental driver of business performance. Our emphasis on establishing close relationships with many top businesses means we're better able to understand what employers need, and to accurately match these requirements to our customers' capabilities.

We provide businesses with a reliable, cost effective way to recruit the best people for the job, as well as ensuring that existing staff have the work-based training and nationally recognised qualifications they need to move the business forward.



“ In our Matrix assessment of January 2009, the Inspector wrote: ‘The assessment was very well organised, went extremely smoothly and delivered one of the best results I have seen for some time’. ”

A person is climbing a vertical rock face. The climber is silhouetted against a bright, golden sunset sky. The rock is textured and layered. The climber is wearing a harness and has their hands and feet on the rock. The overall mood is one of challenge and achievement.

Making a real difference

Everton came to Skills Training UK after being unemployed for six years. His dream job was to be a Care Worker.

During an initial assessment, we identified that his barriers to work were lack of confidence, lack of motivation and his approach to available vacancies. Everton attended workshops and training sessions including confidence building, CV writing, interview and job search techniques. To improve his motivation, his Customer Advisor arranged one-to-one sessions, as well as discussions with previous customers who were in work after being long term unemployed.

On completion of the programme, we continued to support Everton with job search and also notified him of available vacancies in the healthcare sector. Finally, with the help of our Account Management Team,

Everton managed to secure a work trial as a Care Worker and subsequently secured a job.

He said, "I am very pleased with the help and support that I received during my stay at Skills Training UK. I have never seen this kind of help at a personal level, even after I completed the programme. Thank you all at Skills Training UK for the wonderful work you are doing and helping me in getting my dream job."

Making a real difference

When Morrisons decided to open a new store in Dover, they chose Skills Training UK to help them recruit the right calibre of staff.

Skills Training UK's state-of-the-art offices in the heart of Dover reflected the quality of the Morrisons brand and were identified as the ideal venue for managing the project.

Pre-employment training for candidates was then arranged within the Skills Training UK partnership network to ensure potential staff were equipped with the necessary essential skills and accreditations.

Subsequently, during a two week period, the Morrisons team interviewed over 700 candidates for 180 different positions within their store.

"The facilities were the best we've experienced and the staff couldn't have been more helpful.

The success of this project is in no small part down to the professional help and support of Skills Training UK," said Tony Tonkin of Morrisons.

Not only did Morrisons fill all their vacancies, they were also able to build a significant reserve of 90 applicants to cover any potential early loss of staff.

However, Morrisons report that employee retention at the store is around 90% - an exceptional achievement given the nature of the project.

"We couldn't have asked for more," said Mel Hamilton, Personnel Manager of Morrisons Dover. "With Skills Training UK, we were able to complete the whole process without a hitch. I have recommended them to our regional new store team to be our preferred partner for recruitment throughout Surrey, Sussex and Kent."

A responsible attitude

Skills Training UK is committed to promoting economic growth, tackling poverty and social exclusion, and minimising our own environmental impact.

These objectives align with, and fully support the 3rd UK Strategy for Sustainable Development –

‘Securing the Future’. We will help tackle unsustainable demand and waste in society by managing our own business, sub-contractors and the employers we work alongside, with sustainability in mind.

We support several local, national and international charities and are committed to developing relationships with these bodies over the long term. Skills Training UK and our sub-contractors are committed

to equality and diversity. We strive to ensure that every one of our customers is treated as an individual and aim to ensure that each has equal access to the specific help and support they need to realise their full potential.

“ This is just to testify to the excellent professionalism and service which has been provided to us by Skills Training UK.

We expressed an initial interest in National Vocational Training and were referred to the Skills Training UK ‘Train to Gain’ team. From the very outset, our experience has been first class and the assessors we have worked with have shown the highest standards of ability and competence. Officers of all ranks and experience have been enrolled on various NVQ courses with great speed and efficiency. I can only thank Skills Training UK for giving my staff such a golden opportunity of achieving a nationally recognised qualification in recognition of doing the job they do to a high standard.

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**Senior Officer -
Haringey Policing Borough**



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