

## CASE STUDY

## NVQ Level 2 Cleaning &amp; Support Services

## EMPLOYER PROFILE

**Business:**

MITIE

**Region:**

National

**Sector:**

Outsourcing, facilities, property and asset management

**Employees:**

54,000

Barbara O'Neill,  
Group Skills Pledge  
Development Manager**Employer profile:**

MITIE Group PLC is a strategic outsourcing and asset management company with more than 54,000 people.

**The challenge:**

In 2008 MITIE made the Skills Pledge - a public commitment to drive the business forward by training employees. At the same time, it applied for, and was awarded, a National Employer Service (NES) contract which provided Train to Gain funding for employee development.

**The solution:**

The company used this funding to put its cleaning, security and administration staff on a training programme that would provide a national level 2 qualification. Roger Goodman, MITIE's Corporate Development Director, says: "Train to Gain has enabled MITIE to support our people with training and qualifications in a way that would not otherwise have been possible. The programme reaches people that are most in need of help and gives them the broad skills they need for work, and a platform from which to go on and develop."

Barbara O'Neill, Group Skills Pledge Development Manager, says: "We didn't want to make the programme compulsory but were determined to reach as many people as possible. We therefore structured our offering for maximum appeal and effectiveness. We provided our teams with one-to-one assessments, guidance and tuition and offered a range of courses in all areas, as well as a Life Skills course focusing on literacy and numeracy. We've been delighted with the response - in the first 18 months over 1,000 people achieved a national Level 2 qualification with hundreds more currently taking part in the programme."

**Business benefits:**

MITIE's clients were the first to feel the benefits. "Our clients appreciate our commitment to people development and tell us that they've seen positive changes. Our teams are more comfortable about taking a proactive approach and are making more suggestions for improvements around processes and health and safety. And it's not just clients that have benefitted - as a company we are now better at identifying our key talent and taking steps to develop them further. There's also a more powerful learning culture with our people keen to embrace learning opportunities"

**Personal benefits:**

"Our people are now much more confident about their abilities and knowledge. They appreciate MITIE's commitment to them and their development," says Barbara.

**Train to Gain:**

Train to Gain can help employers implement training programmes that are flexible and fit around individual business needs. For more information, contact Asset Skills on 0845 678 2 888.