

CASE STUDY

Training for cleaners

EMPLOYER PROFILE

Business:

Peartree Cleaning Services Ltd

Region:

South East

Sector:

Cleaning

Employees:

Approximately 750

Employer profile:

Established in 1986, Peartree is an independent provider of cleaning and support services across London and the South East. The company is family owned but with a corporate management ethos and is committed to delivering high quality cleaning and support services.

The challenge:

Peartree wanted to train 22 cleaners in the Level 1 National Vocational Qualification in Cleaning and Support Services. This award includes training in areas such as health and safety, waste and recyclables, team work and customer service among others.

The solution:

After researching all available options Operations Director Anthony White decided the best way forward was to apply for funding through Train to Gain, a Government programme that helps meet the demands of employers to improve the skills of their staff.

"I believe, in the current economic climate, funded training designed to fit around your business needs is not only a 'nice to have' but is of paramount importance towards motivating staff," said White.

The Peartree staff took part in a four month training scheme in and around the workplace. The programme was tailored to the specific needs of each client's business. All the staff successfully completed their NVQ awards and now Peartree have four senior supervisors and operations managers undertaking the Level 3 NVQ in Management course.

Business benefits:

The programme not only helped employees feel encouraged and valued, it also improved business performance by giving them greater skills. Peartree hosted an event to celebrate during which learners were awarded with their NVQ certificates.

Andrew White said: "We will continue to place our staff's well being and training at the forefront of the development of this company."

Personal benefits:

The response from Peartree employee has been enthusiastic, despite some having reservations at the start.

"I left school 30 years ago and this is my first qualification since then," said cleaner Ian Hatley. "I enjoyed doing the NVQ and feel I achieved something worthwhile." He is now hoping to progress on to other suitable courses in the future.

Matt Stocks was another who initially felt daunted by the idea but chose to give it a go. "I persevered with it and having a good instructor made the course interesting and gave me a great sense of achievement."

Train to Gain:

Train to Gain is a Government initiative which helps subsidise workforce training for employers. For more information, visit www.assetskills.org or call Asset Skills on 0845 678 2 888.

