

CASE STUDY

Bosal (UK) Ltd



Company: Bosal (UK) Ltd

Nature of Business:
Manufacturer of Exhaust Systems

Location: Walton Summit, Preston

Established: 1977

Employees: 430

Keeping Bosal's wheels turning

Bosal (UK) Ltd has enjoyed phenomenal growth since it was established in 1977 and is now one of the UK's most successful manufacturers of exhaust systems. The company occupies the largest industrial unit at Walton Summit, and is one of Preston's largest employers.

Bosal (UK) Ltd has a workforce of 430 skilled and semi-skilled operators and administration staff who keep the cogs of this major employer turning. The company is dedicated to providing on the job training to all staff to fulfil their daily roles, ensuring the very best levels of service are continually given to customers. Many of the workers have been with Bosal (UK) Ltd since its very early days.

In June 2004, Bosal (UK) Ltd was approached by Preston College, who highlighted the Employer Training Pilot (ETP), and its benefits including heavily subsidised funding to upskill employees to NVQ Level 2 in a range of business related subjects.

In addition, the ETP supports Skills for Life which covers areas such as communication skills, report writing, essential maths for work, writing effective letters and understanding health and safety instructions/manuals.

Bosal (UK) Ltd initially offered a number of places to employees to embark on ETP. All places were filled rapidly with learners undertaking a Skills For Life programme, to improve numeracy and literacy skills, or NVQ Level 2 in Business Improvement Techniques and Distribution & Warehousing. Such was the success of the programme, that they have now achieved their qualifications. A further group of employees has now embarked on the ETP and are undertaking NVQ Level 2 in Business Improvement Techniques.

Driving Skills for Life for future business success...

Andrew McCrae, manufacturing director comments, "There is a definite buzz surrounding the ETP, with many employees proactively asking managers about the possibility of starting an NVQ Level 2 and the Skills for Life programme. We are embracing a new training and learning culture which we want to embed into the company for the future."

Stuart Darley, who works in one of the 20 strong teams within production, is currently in his 11th year at Bosal (UK) Ltd and was one of the first to complete the NVQ Level 2. Stuart explains, "After working at the company for so long it was great to be offered the opportunity to develop new skills. The NVQ Level 2 in Business Improvement Techniques has broadened my knowledge of the company so I understand the bigger picture of where my work sits within the business. I have gained new skills, which I feel have given me more confidence, and I want to push myself further. Eventually I would like to progress to become team leader."

Many employees also undertook the Skills for Life programme which helped learners tackle a range of written and verbal tasks which they use everyday to complete their work. Skills for Life looks at improving basic literacy and numeracy skills so learners can confidently complete and study all in-house documentation. To develop their skills more effectively, Bosal (UK) Ltd focused on every day documentation such as job sheets and health and safety reports so learners could immediately put their newfound skills into action in their day-to-day work. As the course progressed, Bosal (UK) Ltd noted that learners had increased confidence in their work, completing tasks more quickly and efficiently. Such is the confidence that many are now actively looking for promotion.

Andrew McCrae comments, "ETP has exceptional benefits for both the employer and the employee. As an employer, we have seen a more dedicated workforce, which has impacted on productivity and therefore profitability. Our employees have gained qualifications and improved work skills and are more motivated in their work. Skills for Life has been fundamental in providing a solid grounding for some employees to boost their literacy and numeracy skills, and we have seen their confidence soar."

Andrew McCrae comments, "From the first meeting with our ETP adviser, through to the delivery of the courses and further take up of places, the process has run exceptionally smoothly and there has been very little disruption to the working day."



Employer Training Pilot

to find out more call **0845 600 9 006** or visit www.etpprofitfromskills.org/lancashire