

Emprise

Emprise is an independent, privately owned support services company that provides specialist outsourcing to 'blue chip' corporate and public bodies in the UK. Emprise has always been keen to train its employees and welcomed the opportunity to do further training.

PROCESS

The business drivers for engaging in basic skills training on the project included:

- Fully funded training
- Low levels of basic skills among the workforce
- A large migrant workforce with ESOL needs
- Improved customer service

The main skills needed were improved spoken listening and writing skills in English and linked to that, customer care and the ability to carry out the job effectively.

All employees on site were given the opportunity to participate in the project and Emprise is now looking to expand the project throughout the company.

Staff were selected for training on a voluntary basis, and all staff were offered the opportunity to participate. The training was conducted during work time and on site with employees having to do some additional work out of hours.

IMPACT

The biggest business impact since the training has been a significant rise in the achievement of targets. In addition to a noticeable improvement on the bottom line, there has also been a rise in:

- Standards of customer care
- Improved productivity
- Staff retention is now above national average
- Improved recruitment

“As a result of the introduction of basic skills training, NVQs and the BICSc training, the accident rate has dropped significantly, we have improved retention of staff and our KPI’s have improved which has had a direct improvement to our bottom line. Over all it has been an extremely positive experience.” Emprise’s Group Health and Safety Manager, Mark Gillman

“As the lead Sector Skills Council on both Basic Skills and cleaning services, we applaud the efforts of the Clean Start project. Providing courses such as ESOL is vital, not least because it gives individuals the confidence to go on learning and improving their skills.” Chris James, Director of Research and Development, Asset Skills