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case study

case study: Howdens Joinery

Type of employer: Domestic Kitchen Suppliers

Learners' occupation: Reception / Customer Service Representative

Region: Rotherham

Course details:

Business Administration NVQ Level 2

A brief history:

Andrew works full time at Howdens Joinery and has been employed there for over a year. On starting his qualification, Andrew worked mainly on the reception desk answering telephone calls, dealing with traders, giving information on products and making sure accounts are up-to-date and paid for. Since completing his qualification, Andrew has been promoted within the company to the kitchen design team. He is currently being trained on how to design kitchens and to map these designs onto a computer.

Employer objectives:

- Staff to gain a nationally recognised qualification
- Increase skills and confidence of staff
- Better customer service
- Staff to expand their skill set

Learners' objectives:

- A nationally recognised qualification
- Increase self confidence
- Gain new skills
- Career progression

Course delivery:

- All delivered in the work place
- One to one coaching and mentoring
- Assess-train-assess

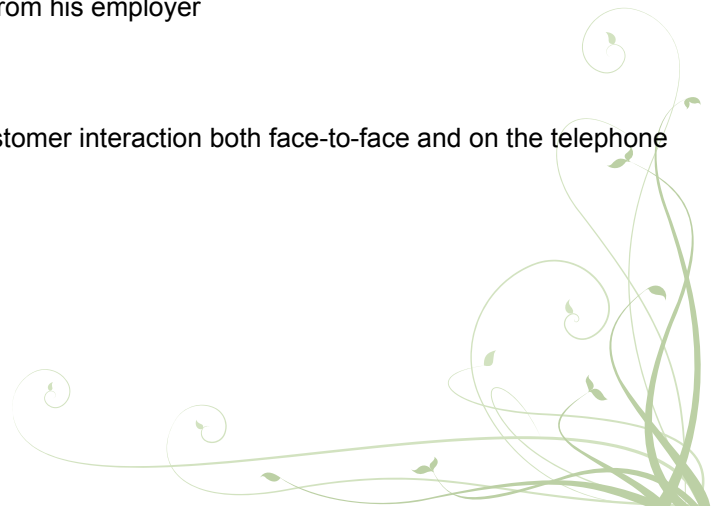
Achievements and outcomes:

For the learners;

- A nationally recognised qualification
- Enjoyed the experience of the NVQ training
- Increased motivation, skills and confidence
- Andrew felt a greater sense of team spirit and loyalty to the business after the training
- Better job prospects, career development and recognition from his employer

For the employer;

- Increased skills, confidence and motivation
- Andrew became more customer focused with improved customer interaction both face-to-face and on the telephone
- Better working relationships within the business
- Improved customer satisfaction leading to increased sales
- Greater employee loyalty to the business





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case study: Regus (Chertsey)

Type of employer: Business Space (Rented Offices / Meeting Rooms etc)

Learners' occupation: Customer Service Representative

Region: Chertsey, Surrey

Course details:

Customer Service NVQ Level 2

A brief history:

Zoey achieved her qualification efficiently and to a high standard. When Zoey was first based in Chertsey, she was sent to other Regus sites on a secondment to gain more knowledge and experience. This proved to be invaluable, as it opened up endless opportunities to gain evidence for her qualification. Consequently, since achieving her qualification Zoey has been promoted to Customer Services Representative in Chertsey. Zoey has now adopted a mentoring role for other NVQ candidates within Regus and has just started her Advanced Apprenticeship in Customer service (level 3).

Employer objectives:

- Staff to gain a nationally recognised qualification
- Increase skills and confidence of staff
- Better customer service

Learners' objectives:

- A nationally recognised qualification
- Increase self confidence
- Gain new skills
- Career progression

Course delivery:

- All delivered in the work place
- One to one coaching and mentoring
- Secondments to other Regus sites
- Assess-train-assess

Achievements and outcomes:

For the learners;

- A nationally recognised qualification
- Enjoyed the experience of the NVQ training
- Increased skills and confidence
- Better job prospects, career development and recognition from her employer
- Better awareness of the training needs of her staff

For the employer;

- Increased confidence with staff and training
- Zoey has become more customer focused
- The Learning Advisor was there to offer support, help and ideas
- Zoey was offered a promotion and is now assisting her Manager with the running of the centre

