

*****Press Release*****

BUSINESS SKILLS ACADEMY SOLVES HARRIER LLC'S TRAINING NEEDS

Harrier LLC is the first UK organisation to benefit from the Business Skills Academy. This month sees the major photo and photo gift fulfilment company in Devon work with the Business Skills Academy for its training needs. It follows news from Skills Secretary John Denham that the government is looking at more tailored qualifications that help people get on in work.

The Business Skills Academy was set up earlier this year and offers a one-stop shop for business skills development. Carefully selected providers can supply training needs analyses, bespoke development solutions and a wide range of off the shelf programmes to meet real employment needs.

Harrier had previously progressed a learner through Customer Service Apprenticeships courses including the Advanced Apprenticeship in Management and an Institute of Leadership and Management Award. Although they could recoup the full cost of their short courses, they needed external input to develop a training provision in a similar way.

In response, a founder member of the Business Skills Academy, Education + Training Skills (ETS), Exeter, offered a full Organisational Needs Analysis (ONA) for Harrier. It looked at business structure; products, services and people then assessed past and future training needs. Particular regards were paid to the actual business impact of the training, so Harrier could focus on the entire staff training needs and think about the best fit for each individual. This resulted in fully or partially-funded learning options being offered through the Business Skills Academy.

Kelly Whitehouse Office Manager at Harrier LLC said: "The Customer Relations Department at Harrier LLC are truly thankful to ETS and the Business Skills Academy for facilitating many NVQs within our department." She continued: "Their Organisational Needs Analysis meeting was most helpful, we discussed in house training for small groups which has been specifically tailored to meet our

individual needs, maximising resource within the department whilst our training needs are being addressed.”

ETS had identified seven potential learners through an initial Information, Advice and Guidance session and specifically relevant training ensured that the Customer Service team would go on to use their enhanced skills when handling customers and further increase customer satisfaction to gain market share for their employer.

Additionally, training delivery for both Key Skills and Technical Certificate components of the programme was arranged on an 'in-company' basis. Morning or afternoon sessions for learners avoided releasing multiple learners for away-from-the-office training days, which ensured that the company's business function could continue with out any disruption.

To find out how the Business Skills Academy can do more to help build high quality business skills in the South West visit www.businessskillsacademy.co.uk

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About CfA:

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Note to editor:

1. For more information on how to improve your business skills and behaviours, increase your performance and contribute to the competitiveness of the South West, visit the Business Skills Academy website at www.businessskillsacademy.co.uk

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